

# *Dear Guest*

WELCOME TO THE FIVE STAR AGHADOE HEIGHTS HOTEL & SPA

Welcome to Aghadoe Heights Hotel & Spa. On behalf of our entire team, we would like to thank you for choosing our hotel. On the following pages, we have put together the most important information about the hotel and the surrounding area.

Now that you are here, we hope you take full advantage of all our facilities. Aghadoe Heights is truly a unique place, and we encourage you to take the time to rest, relax, and renew and enjoy the beauty of Killarney. If you have any queries during your stay, please do not hesitate to contact reception by dialing 0.

We wish you a most enjoyable stay with us.

**BRIAN BOWLER**  
GENERAL MANAGER

# *Guest Information*

## A-Z GUEST SERVICES DIRECTORY

Please find an A-Z directory of our guest services over the following pages. If you need further assistance on any matter our team will be more than happy to help you. **Simply dial 0 for reception at any time.**

### **Address**

Aghadoe Heights Hotel & Spa, Lakes of Killarney, Killarney, Co. Kerry, Ireland, V93 DH59.

### **Air Conditioning**

There is an individual temperature control in your room. Please keep windows closed when using. Please dial 0 for reception if you need further assistance.

### **Business Services**

For photocopying, printing and other similar services please dial 0 for reception.

### **Baby Cots**

Please contact reception to make arrangements.

### **Babysitting Services**

Dial 0 for reception to arrange. Please note that 24 hours notice is required.

### **Bars**

Please see our Restaurant & Bars section.

### **Breakfast**

Please see our Restaurant & Bars section.

### **Check-in /Check-out**

Check-in time is from 3.00pm. Check-out time is 12.00pm (noon). If you require a later check out time, dial 0 for reception and we will do our best to accommodate you.

### **Children**

We love to welcome our younger guests. Special children's meals are served each evening in the Heights Lounge & Lake Room Restaurant. Children are welcome to use the pool and tennis courts however they must be supervised at all times.

### **Church Services**

For Catholic Church services log on to [www.killarneyparish.com](http://www.killarneyparish.com). St Marys Church of Ireland has an 11am Sunday Service. Please dial 0 for reception for more details.

### **Concierge**

Our Concierge Team can help you to plan and arrange your daily activities. You can contact the concierge by dialling 0 or visiting reception and they will be more than happy to assist.

### **Credit Cards**

We accept Visa, American Express, Diner's Club and MasterCard.

### **Doctor/Dentist**

Reception can help to arrange an appointment. After 6pm call Southdoc on 1818 0818.

### **Do Not Disturb**

If you do not wish to be disturbed, please place the "Privacy Please" sign outside the door. Should you not wish to receive any phone calls, please dial 0 for reception.

### **Drying Room**

Please contact the concierge who will be delighted to help.

### **Electric Vehicle Chargers**

We have four EV charging points located in the hotel carpark beside our Tennis Court.

### **Electric Voltage**

All sockets are 220 volts A.C. except those marked 110v. A transformer is required for 110v and 115v.

### **Emergency & Fire**

We advise all guests to familiarise themselves with the location of the emergency exits, fire alarm system, fire extinguisher and safety instructions. Floor Plans are located on the back of your door. Please take a moment to familiarise yourself with the location of the nearest exit in relation to your room. If there is fire or smoke in your room please exit the room immediately closing all doors and windows. If you are in the corridor please activate the nearest fire alarm. Do not use the lift. The emergency staircase is available as an emergency exit route. Make your way to the fire assembly point next to our Tennis Courts and remain calm.

**Golf**

We are within an easy driving distance of several parkland and links courses. Our concierge will be happy to arrange a tee-time for you.

**Hairdryer**

A hairdryer is available in bedroom either at the dressing table or in your wardrobe.

**Housekeeping**

Our housekeeping team will be pleased to provide you with extra pillows, blankets, coat hangers, towels and bathroom amenities. Please dial 0 for reception to request.

**Iron/Ironing board**

An iron and ironing board are available in your room.

**Laundry, Dry Cleaning & Pressing**

These services are available Monday to Saturday. Same day service available for orders received before 9.30am. Laundry bags and lists are provided in your room. Clothing should always be accompanied by an itemised list. complete and sign the list, then place it in the laundry bag. Please dial 0 for reception to arrange collection.

**Luggage Room**

For assistance with your luggage, please contact the porter/concierge.

**Mail**

All mail will be delivered to your room.

**Manager on Duty**

Should you need to speak to the Manager on Duty please dial 0 for reception.

**Night Porter**

A Night Porter is on duty from 9pm-7am daily.

**Parking**

There is a car park behind the hotel. Car parking is free of charge.

**Picnic**

Our chefs will be delighted to prepare a picnic for you for your sightseeing trips. Dial 0 for reception for details and to place your order. Please note that 24 hrs notice is required.

**Restaurants**

Please see our Restaurant & Bars section.

**Room Service**

We offer 24 hour room service. Please see our Restaurant & Bars section.

**Safe**

A safe is provided in your room and is located in the wardrobe. The hotel cannot be held responsible for any valuables left unattended. Jewellery, money, passports and valuables should be deposited in your in room safe. Articles of value should not be left unattended in your room at any time, even when locked in luggage.

**Shoe Shine**

Our concierge team are happy to provide this service.

**Smoking/Vaping**

It is illegal to smoke or vape anywhere inside the hotel.

**Taxis**

To arrange a Taxi please dial 0 for reception.

**Wake-Up Calls**

To arrange a Wake-up call please dial 0 for reception.

**Water**

Tap water is drinkable. However bottled water is also available in your room.

**WiFi**

There is free WiFi throughout out the hotel available to guests.

# *Restaurant & Bars*

A FOOD EXPERIENCE TO REMEMBER

## **BREAKFAST**

**Served in The Lake Room Restaurant daily from 7.30-10.30am**

Guests can enjoy a breakfast selection where more than 90% of everything on offer is either homemade in our Kitchen, sourced locally in the Kingdom of Kerry or on the Island of Ireland. This is part of our continuing commitment to reduce our food miles and to always provide the very best local and Irish produce.

**Breakfast in Bed served to your room daily 7.30-10.30am**

To order breakfast in bed please complete the hanger menu in your room and leave it on your door by 2am.

## **HEIGHTS BAR**

**Food served daily 12pm-9pm**

With panoramic views of Killarney's lakes and mountains and possibly the most relaxing atmosphere in Ireland, our Heights Lounge is the ideal setting for casual dining or a freshly shaken cocktail.

## **LAKE ROOM RESTAURANT**

**Food served daily 6pm-9pm however booking is essential**

Our exclusive menu celebrates some of Kerry's finest artisan producers. Fusing time-honoured flavours, foraged plants, innovative techniques and meticulous preparation methods, it delivers a remarkable gastronomic experience, complete with breathtaking views

## **VIEW BAR**

**Small Plates served Fri to Sun 5-9pm**

Plátaí Beaga, Kerry Tapas, call them what you want, but our View Bar Menu is full of small plates of delicious things! Sit on the terrace, drink in the views, sip a cocktail or a crisp cool glass of Champagne and enjoy good food.

## **ROOM SERVICE**

**Available daily 24 hours - Dial 0 to order**

We offer 24 hour room service. We are happy to cater for any special food requirements. A variety of dishes are available for you throughout the day.

SCAN TO  
SEE ALL OF  
OUR MENUS



# *Sustainability*

## COMMITTING TO A GREENER FUTURE

The team at Aghadoe Heights Hotel & Spa is dedicated to providing a more responsible and eco-friendly environment. We have changed the way we use resources and we have created a number of sustainable approaches to ensure that we are consistently improving and minimising any negative effect our procedures or systems have on the environment. Communicating this policy to our employees, suppliers and guests is a high priority for us here at Aghadoe.

- We believe in sourcing and buying responsibly. This includes purchasing from local suppliers, reducing food miles and supporting local businesses.
- Guests can enjoy a breakfast selection where more than 90% of everything on offer is either homemade in our Kitchen, sourced locally in the Kingdom of Kerry or on the Island of Ireland. This is part of our continuing commitment to reduce our food miles and to always provide the very best local and Irish produce.
- We have agreed to achieve certification from The Green Hospitality Programme which is one of the only environmental certification standards for the Hospitality Industry.
- We have Green Champions among our team striving to achieve and implement our goals with colleagues & train them on our sustainable practices.
- We have our own herb garden lovingly cared for by our gardener.
- We offer four EV charging points onsite.
- We are up to 90% conversion to LED lighting across the hotel.
- We have designed a training programme for our kitchen department on reducing food waste.
- We are replacing single use plastic straws with re-usable alternatives.
- We compost waste to create compost for our garden, including a herb garden for our chefs.
- Plastic, cardboard, glass and dry recycling is all collected seperately for recycling.
- We have dedicated Biodiversity Areas across our five acres of land.

# Local Tours & Attractions

## THINGS TO DO AND SEE

The following tours can be arranged by contacting reception or our head concierge.

**The Ring of Kerry** A panoramic drive through some of Kerry's most outstanding scenery around the Iveragh Peninsula that provides an ever changing landscape over it's hundred miles. The route travels through Killorglin by the banks of the River Laune, Caragh Lake and on to Glenbeigh where you get your first glimpse of the Atlantic at Rossbeigh. The route then moves along the southern shores of Dingle Bay to Kells, south of Caherciveen where Valentia Island comes into view and then on to Ballinskelligs. From there you continue to Waterville and along the coast to Coomakista Pass and Derrynane to Sneem. From Sneem you travel along the northern shore of Kenmare Bay until you come to Kenmare itself. Finally the route return to Killarney via Moll's Gap and Ladies' View from which there are breathtaking views of the three lakes. There are shorter routes for those who do not want to do the complete circuit in one day.

**Killarney Local Circuit** Points of interest on the route include the ruins of Aghadoe, Gap of Dunloe, Ross Castle, Muckross House & Gardens, Torc Waterfall, the Middle & Upper Lakes and Eagle's Nest Mountain.

**Caragh Lake & Rossbeigh** Route via Glencar and Caragh Lake to Rossbeigh and return via Killorglin.

**Dingle & Sleah Head** Travelling via Miltown and Castlemaine to the beach and sandhills of Inch. Continuing along the coast to Dingle where a stop can be made for lunch. On to Sleah Head where one can view the three Blaskets and famous Brandon Hill. Returning home via Aunascaul and the Vale of Tralee.

**Loo Valley & Glengarriff** Along the river Flesk passing the Killaha Castle stronghold of the Irish Chieftan "O'Donoghue of the Glen" on through the Loo Valley to Kilgarvan and Glengarriff. Stop for lunch and then take a boat to Garnish Island. The return journey home takes you over the mountains through Wynn's Tunnels to Kenmare and then to Killarney via Moll's Gap, the Upper Lake and Muckross.

**Cork & Blarney Castle** From Killarney the route embraces Macroom and the rolling hinterland of County Cork leading to the world famous Blarney Castle where adequate time should be allowed to visit the demesne and kiss the "Stone of Eloquence". On to Cork for lunch and the return journey encompasses the Gaelic speaking area of Ballyvourney and the picturesque banks of the River Flesk.

**Beara Peninsula** Split and shared between Cork and Kerry counties, this fine coastland has some of the most outstanding beauty spots of the south west of Ireland. From Killarney follow the Kenmare road via Moll's Gap and from Kenmare continue on to Tuosist, Lauragh, Ardgroon, Eyerries, Adrigole and Glengarriff and return again back to Killarney via Kenmare.

**Gap Of Dunloe** Travel from Killarney by traditional jaunting car to Kate Kearney's Cottage. From here, if you are feeling energetic, you can walk 7 miles to the shore of the Upper Lake at Gaerhameen, or relax in a pony and trap and enjoy the magnificent views en route. Enjoy a picnic lunch, which can be ordered from the hotel, amidst the finest scenery in the world. Afterwards, the Gap boats will take you through the long range to the "Meeting of the Waters". Here you can shoot the rapids and travel on through Lough Leane to Ross Castle. From here transport can be arranged to bring you back to the hotel.

For more things to do and see visit [www.discoverireland.ie/kerry](http://www.discoverireland.ie/kerry)



# Spa & Leisure

RELAX AND UNWIND

## LEISURE CENTRE

**Open 8.00am to 8.00pm daily**

Our leisure centre is located on the ground floor and first floor, and features a heated Indoor Swimming Pool, Jacuzzi, Gym and Outdoor Tennis Court . All guests enjoy complimentary access to these facilities.

**Access code is 9395.**

Towels and changing rooms are provided for your convenience. Swimwear and swimcaps may be purchased at reception. Tennis rackets & balls are available from our concierge. Children up to the age of 16 years must be accompanied by an adult at all times when using the facilities.

## THE SPA AT AGHADOE

**Open 10.00am to 6.00pm daily for adults over 18 years**

The Spa is situated on the ground floor indicated as “G” in the lift. Turn left exiting the lift and continue straight to the spa reception.

The Spa at Aghadoe draws inspiration from the breathtaking beauty, tranquility and legend that surround us. We are delighted to introduce our product ranges, especially chosen for their connection with nature and for their emphasis on delivering results driven treatments using the very best organic ingredients. Our partnerships with Ground, Seabody and Comfort Zone reflect our ethos... to allow you to awaken your senses and renew your inner wellbeing

***Advance booking is required for the Thermal Suite & Spa Treatments. Please dial 627 to book or contact reception.***

SCAN TO  
SEE OUR SPA  
TREATMENT  
MENUS

