

KILLARNEY TOWERS HOTEL

Here for You...

To ensure guest health and safety, we are implementing the following standards and procedures across the Killarney Towers Hotel & Leisure Centre.

Guest Experience

- Throughout the Killarney Towers Hotel & Leisure Centre we are working with various new approaches and technologies to support and elevate our guest experience during your stay but in a way that will not take away from our warm and welcoming hospitality.
- We are a family owned and operated hotel and strive to keep Irish hospitality at the heart of everything we do. Part of that hospitality is to know and feel reassured that we are always 'here for you', ready and waiting with a warm welcome.
- We will continue to provide you with the experience and service that you expect, while providing a clean, safe and trusted environment.

Our Team

- All of our team are fully trained across Covid-19 health and safety procedures.
- Face coverings are being worn by guest facing teams across all key areas.
- Our key priority and focus continues to be the health and safety of our guests and staff. We have implemented all guidelines laid out by the HSE, HAS, Government restrictions as well as operational procedures from the Irish Hotel Federation and Fáilte Ireland.
- We continue to undergo ongoing training and wish to reassure guests of our commitment to adhering to Covid-19 preventative protocols as laid out by the Fáilte Ireland Covid-19 Safety Charter which we are delighted to have been awarded.

Arrival and Departures

- To reduce contact upon your arrival and departure, guests have the option to arrange pre-payment in advance of their stay and all booking information and billing can be arranged via email.
- You will receive all guest information in the Killarney Towers Hotel Guest Newsread upon your arrival.
- We will be here for you throughout your stay if you need assistance with making reservations and finding the best activities in the beautiful surroundings of Kerry.

Cleaning & Hygiene

- All areas will have a focus on deep regular cleaning practices with a specific focus on the cleaning of touch points.
- Every team member has completed training and guidance around best cleaning practices to create a safe and clean space for both staff and guests.
- Designated team members will be focused on touch point cleaning and sanitizing throughout the hotel at all times.
- We have placed sanitiser stations, signage and

informational guidance around the hotel to support us in maintaining a safe, clean and enjoyable experience for our guests.

Food & Beverage

- We have a wonderful choice of food and beverage options in the Killarney Towers Hotel and guests can now make a reservation at anyone of our restaurants and bars including Innisfallen Restaurant and Scruffys Bar. Breakfast will now be served to your table replacing the buffet option. Reservations can be arranged in advance or during your stay with us. Our team are happy to help.
- In-room dining is available throughout your stay if you prefer to relax and dine in your bedroom.

Bedrooms

- We have worked tirelessly on creating a program to elevate our cleaning procedures in our bedrooms. Our team have completed training on safe cleaning procedures which includes increased sanitisation, PPE during cleaning for each bedroom, removal of some items from the bedroom but which are still available upon request.
- Each room is marked with a 'Cleaned and ready for you!' door hanger, to assure that it has been cleaned and sealed ahead of your arrival.
- If you require any cleaning during your extended stay or extra bedroom amenities, we would be delighted to deliver them to your room upon request.

Leisure & Spa

- Upon your return at the end of each day, relax and unwind after an invigorating day of exploration and discovery with complimentary access to our leisure facilities.
- Our Leisure Centre will be open to guests but due to guidelines we will operate at a limited capacity. Bookings will be managed through a reservation system through which guests can book access to the Leisure Centre, including use of the pool. Leisure Centre changing rooms are currently unavailable due to guidelines and restrictions so we kindly advise guests to change in their bedrooms and use bathrobes provided on request by dialling 0.
- The Spa at our sister property, The Killarney Plaza Hotel & Spa, will be open to guests as we aim to continue to offer a relaxing and luxurious experience. Choose a blissful treatment of your choice or purchase some glorious products from our Spa Shop. We ask that you make any bookings prior to your arrival to avoid disappointment. Our Spa team will also be wearing PPE during treatments.



KILLARNEY
TOWERS
HOTEL

Hotel Directory



Hotel

Check-In - From 3pm
Check-Out - By 12 noon

Dining Facilities

All dining facilities within the hotel are provided on a table service basis only, including breakfast. Dining options and times are as follows:

Innisfallen Restaurant

Breakfast

Times - 7.30am - 11.30am

45 minutes reservation allowance

Please reserve your breakfast time prior to arrival to ensure your preferred time is available

Dinner

Times - 5.00pm - 9.30pm

105 minutes reservation allowance

If dinner is included in your hotel package, please make a reservation prior to arrival to ensure your preferred time is available

Scruffy's Traditional Bar

Times - 12.30pm - 9.30pm

105 minutes reservation allowance

Serving a range of dishes and beverages.

A reservation is required but walk-ins may be accepted subject to table availability.

O'Donoghue's Traditional Bar

Currently undergoing renovation. Stay tuned for the official opening date to be confirmed soon!

Dining reservations can be made through;

- Email
- Direct call to the Hotel
- Upon check-in
- Dialling '0' to Reception Team

Leisure Facilities

Monday - Friday 7am - 9.30pm

(Adult option only from 7.30pm - 9.30pm)

Saturday & Sunday 8am - 8.30pm

(Adult option only from 7.30pm - 8.30pm)

Pool and Gym reservations are mandatory and subject to availability. Slots are available for 1 hour and can be booked once per day. A separate booking is required if you would like to use both the Pool and Gym in succession. Bookings are limited to 8 guests per hour in the pool and 6 guests per hour in the Gym. Reservations can be made through;

- Direct e-mail leisurecentre@odrhoteles.com
- Upon check-in
- Dialling '0' to Reception Team

Guests are encouraged to come as prepared as possible to have the maximum amount of time to enjoy the facilities. Robes and slippers can be provided to your bedroom on request.

In-Room Amenities

We have removed some of the in-room amenities to ensure full compliance with guidelines and to guarantee the health and safety of our guests at all times. We have also made some necessary adjustments to our housekeeping procedures and if you are staying with us for more than 1 night we will only access your room to refresh it at your request. We encourage that you would provide us with advance notice if you require this service. Should you wish to secure your desired times in advance for any of our hotel amenities, please do not hesitate to contact us. Our reception team are available to assist by contacting us via email at reception@killarneytowers.com or via phone at 064 663 1038.

