

10 Things to do & visit in Killaloe & Ballina

Take a cruise on with “Killaloe River Cruises”.... (Seasonal)

On board there is a choice of two decks, the upper deck is ideally suited for taking the sun and enjoying the spectacular scenery. The lower deck has spacious seating for up to 50 people, full bar facilities, tea, coffee and snacks refreshments on board. When on board a detailed commentary will be provided on all interesting sites as you cruise by. They also have a smaller boat which accommodates 12 people and this can be rented privately, please enquire at reception

A guided kayak trip with “My Next Adventure”

Journey through 1,000 years of history in the picturesque town of Killaloe accompanied by a guide who will lead you safely along the Canal and onto the mighty river Shannon. Our stable and comfortable touring kayaks are specifically designed for river journeys and no experience is required to move smoothly and effortlessly along the waterways.

Hire a Lake boat or try fishing

Lake boats with fishing tackle can be rented from the Jetty just beside Library for the day or half day. Lovely day out for the whole family. Why not steal away for a spot of exploring Lough Derg, take a spin to Garrykennedy for a spot of lunch in Larkins or rent out some fishing rods and catch that lovely salmon to take home for your dinner. Details available at reception.

St. Flannans Cathedral & Oratory

The early monastery on this site at the southern end of Lough Derg was founded by St. Fachnan, and he was followed as Abbot by St. Flannan who died around 639. The Cathedral was founded about 1185 by Donal Mor O'Brien. The Cathedral incorporates some of the finest examples of Hiberno-Romanesque architecture. In the grounds the Cathedral is St. Flannans Oratory, a 12th Century Romanesque church.

St Moluas Church

In the grounds of St Flannans Catholic Church, further up the hill, is St. Moluas oratory. It originally stood on Friars Island in the Shannon, but was removed stone by stone, and re-erected there when the island was flooded and submerged in the Shannon Hydroelectric Scheme in 1929.

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Beal Boru (Brian Borus Fort)

A great earthen fort of the end of a spur, giving a commanding vantage at the point where the Lough narrows to form the River Shannon once more. 2.5km walk from hotel towards Twomilegate, really worth a look!

Two Mile Gate beach & Ballycuggeran Loop

Lovely spot for a picnic and a swim at one of Ireland's only freshwater blue flag beaches. This popular spot for locals and tourists alike is the perfect vantage point to relax and enjoy life. There is an amenity area with public BBQ pits also. There is a pathway from Killaloe all the way. It is 5km from hotel. If it is a nice stroll that you are after with breathtaking panoramas of Lough Derg, the Ballycuggeran loop forestry walk is just across the road....enjoy!

Graves of the Leinster Men

To the East of Ballina lie the Arra Mountains whose highest peak Tountinna (Hill above the Wave) is 465m. It is from these mountains, which skirt the shores of Lough Derg between Ballina and Portroe, that the true majesty of the Shannon's greatest Lake can be appreciated. Tradition tells us that the Kings of Leinster and his men were ambushed here on the orders of Brian Borus wife Gormliath, because she feared the Leinster King was to marry her daughter. As the King lay dying he asked to be brought to a spot from where he could see his cherished Kingdom of Leinster.

Restaurants & Pubs

Ballina & Killaloe are full of lovely restaurants to suit all tastes from little pizzerias to sumptuous fine dining restaurants such as The Cherry Tree (next door!).

The twin towns also have some great pubs with live music most nights from Liam O Riains which is a great example of a traditional pub to Reddins in Killaloe which is very popular with the locals. Ask at reception for some recommendations.

University of Limerick Water Activity Centre

Situated at the two mile gate, this Water Activity Centre offers a host of water activities and team building exercises. From dragon boat racing to orienteering, there is loads to do for all the family. Please note that activities must be pre booked, please ask at reception.

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A-Z of Guest Services

Updated Apr 17

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ACCOUNTS

Accounts are payable by cash or credit card on presentation of your bill. We regret that personal cheques cannot be accepted unless prior arrangement has been made with our Accounts Department. Account queries should be brought to the attention of the Front Office Manager.

ADAPTORS

If you require an adapter for your electrical appliances, please contact reception. We have a large range of differing adaptors
NB; Some US equipment needs a voltage converterWe do not have US/EUR convertors.

AIRPORTS

Shannon Airport	(53Km)	061 712000
Cork Airport	(129Km)	021 4313131
Dublin Airport	(187Km)	01 8141111
Galway Airport	(114Km)	091 755569

ATM

ATM’s are located at the AIB Bank in Killaloe and Farrell’s Service Station in Ballina, also in Supervalu Shopping Centre, Killaloe. For directions to any of these please contact reception.

BABYSITTING

Please contact reception on “0” for a list of babysitters

BAGGAGE SERVICE

For baggage storage or transfer, please contact Reception.

BANKS

Allied Irish Bank, Royal Parade, Killaloe, Co. Clare.	(Tel) 061 376115
Bank of Ireland, Scariff, Co. Clare	(Tel) 061 921015

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BAR

O'Hara's Bar – opening times

Mon – Thurs 10.30am-11.30pm

Sat – Sun 10.30am – 12.30am

Food is served daily between 12noon and 9.00pm (Seasonal adjustments may apply).

BATH MATS

Rubber bathmats are provided in all our guestrooms for your safety. We recommend that you use them at all times. If you do not have one, please contact reception.

BEAUTICIANS

Boru Beauty 061 376564

J'adore 061 622661

Candy & Moon 061 622490

BOAT HIRE

For further information on boat hire or fishing trips, contact Noel at 086 7856633

BOARD GAMES

A selection of Board Games is available from Reception.

BOTTLE OPENER

Should you require a bottle opener, please contact Reception.

BREAKFAST

Breakfast is served in The Blair Room Restaurant from 7am until 10am, Monday to Friday and from 8am to 10.30am on Saturday, Sunday and Bank Holiday Mondays.

For Room Service, please complete the Breakfast Order Card & leave it on the outside door handle of your room, prior to 3am.

Seasonal adjustment of location may apply

BUS SERVICES

There is a daily bus service from Ballina/Killaloe to Limerick. Please contact reception for an up to the minute timetable.

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BUSINESS CENTRE

For Emailing, printing, photocopying, or any other business requirements, please contact reception.

CAR RENTAL

National Car Rental, Shannon Airport	061 472633
Budget Car Rental, Shannon Airport	061 471361
All Day Car & Van Rental, Templederry	1800 252525
Enterprise Car Rental	061 319200

CAR PARKING

Parking in the Hotel Car Park is free of charge. However, guests are reminded that they leave cars at their own risk and The Lakeside Hotel & Leisure Centre will not accept any responsibility for loss or damage to vehicles and their contents.

CHECK IN / CHECK OUT

Guests are required to check out of rooms by 12 noon on the date of departure. Check in time will be from 3pm on date of arrival. If a later/earlier check out/in time is required, please contact Reception in advance. We will be glad to facilitate where possible.

CHEMISTS/PHARMACY

Joanne Collins (Ballina)	061 375505
Brian Grogan (Ballina)	061 376118
Sean Collins (Killaloe)	061 376127
Green Cross Pharmacy (Killaloe)	061 620128

CHILDRENS MEALS

A Children’s menu is available in both The Blair Room Restaurant and The Lakeside Bar. The Lakeside Hotel is part of the IHF Healthy Meals Programme for Kids.

CIGARETTES

The cigarette machine is situated in O’Hara’s Bar. A token is required for use of the machine, and can be obtained from the bar. Please be aware that smoking is not permitted within the hotel. There are two designated outdoor smoking areas.

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CLOTHES HANGERS

Should you require additional clothes hangers please contact reception.

CONFERENCE, BANQUETING AND PRIVATE PARTIES

Our Conference & Banqueting Manager or Duty Manager will be happy to discuss any of the above with you. Please contact Reception.

COTS

Baby cots are available upon request/availability.

CREDIT CARDS

We accept Visa, Mastercard, American Express, Diners Club, Visa Debit and Maestro.

DVD PLAYER

We have DVD players available with a small selection of DVD’s for use in your room. Please contact reception for further details.

DENTIST

Killaloe Dental Practice	061 375493
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DIETS

Please advice Reception of any special dietary requirements you may have in advance. Our chefs will be pleased to cater for your needs.

DOCTOR

Doctors Surgery Ballina	061 376546
Dr. Bernie Lynch	061 374333
Shannondoc (out of hours service)	1850 212999

DOGS

Dogs are not permitted in the hotel, with the exception of Guide Dogs.

DO NOT DISTURB

Please use the sign provided on your door handle to indicate that you do not want to be disturbed. If you do not wish to receive phone calls, please advise reception.

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DRY CLEANING/LAUNDRY

For your convenience, we offer a dry cleaning/Laundry service for hotel guests. Please leave items in the bag provided before 8am each morning, for return that evening.

ELECTRICITY

The voltage in Ireland is 220V/50Hz. Adaptors are available from Reception. Please note these are not power converters. ***US appliances need convertors***

EMERGENCY

In the event of an emergency please contact Reception, who will advise the Duty Manager immediately.

EXPRESS CHECK-OUT

Please advise Reception the night before departure if you require this service.

FACEBOOK

Follow us on Facebook, to find out details on special offers and events at the Lakeside Hotel.

FIRE SAFETY

Should the Fire Alarm sound continuously, please follow the evacuation plan as shown on the back of your bedroom door.

All our staff are fully trained to assist guests in the evacuation of the Hotel, but it is your responsibility to evacuate the building.

The Assembly Point is in the front car park at the Garden.

FIRST AID

First Aid kits are available at reception. There are also a number of staff members who are trained specifically to deal with first aid issues.

FLOWERS

Floral arrangements & fruit baskets can be organised by Reception.

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FRIENDLINESS

Our priority is to provide a warm, friendly & relaxed atmosphere throughout your stay with us. This is a cornerstone of what we are. If you do not receive satisfactory friendly service, we would like to know, please contact us by asking to speak with a manager.

GIFT SHOP

There are numerous gift, craft and pottery shops in Ballina/Killaloe. For directions, please contact Reception.

GOLF

18 HOLE GOLF COURSE

East Clare Golf Course	061 921322
Nenagh Golf Club	067 31476
Castletroy	061 335753
Adare Manor	061 396204
Limerick Driving Range at Ballyneety Golf Course	061 351881

GPS COORDINATES

For satellite navigation, etc. our GPS coordinates are **N52° 48.6619, W008° 26.6427**

GYM

The gym is located in the Leisure Centre. It is open from 7.00am Monday – Friday, and from 9am Saturday, Sunday and Bank Holidays. Towels are provided for guests. For further information dial extension 209.

HAIRDRESSERS

The Greene Room	061 622575
M&L's	061 374800
Strands	061 376818

HAIRDRYERS

Are available in your room.

HIGH CHAIRS

High Chairs are available in The Blair Room Restaurant and also in O’Haras Bar. These can also be delivered to your room on request.

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HORSE RIDING

Clonlara Equestrian Centre	061 354172
Lough Derg Equestrian Centre	086 2631361
East Clare Equestrian Centre	061 931157

HOUSEKEEPING

Please contact Reception if you require any assistance.

ICE

Please contact Reception.

IRON

Iron & ironing board is situated within the wardrobe in your room.

INFORMATION

Local information is available at the information point in Reception.

JETTY

There is a public jetty at the hotel that can be utilized for short term berthing with electricity & water points. It is also accessible for lakeside walks and photo ops! Please enquire at reception.

LAUNDRY

For your convenience we offer a laundry service. Please leave items in the bag provided to reception before 8am for same day return.

LOST PROPERTY

Please contact reception regarding any lost property.

LUNCH

Lunch is served daily from 12 noon in O'Hara's Bar. The Blair Room Restaurant serves lunch from 12.30 – 3pm each Sunday. (Seasonal adjustments may apply).

MAIL

Guest's mail is kept at reception & delivered as required. If you wish to send mail from the hotel, please contact reception.

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MEETING ROOMS

We have two Meeting/Conference Rooms of varying sizes to suit individual needs.
The Shannon Suite can accommodate up to 300 persons.
The Oak Room can accommodate up to 60 persons.

MESSAGES

Please contact Reception for any messages that may have been left for you.

MOBILE PHONE CHARGERS

Most brands of phone charges will be available for use from reception

MUSIC

For details on musical entertainment in O'Hara's Bar, please contact Reception.

NEWSPAPERS AND MAGAZINES

The Irish Independent is available daily at reception or can be delivered to your room.

PARKING

Complimentary parking is provided for all our guests.

PETS AND ANIMALS

We regret that animals are not allowed in the Hotel except for guide dogs who are allowed in all areas in the company of their owners.

PLAYGROUP

The playgroup is situated in the crèche at the Leisure Centre. For further information dial extension 211.

PRIVATE BARS

Please contact Reception if you require a private bar / private room for a smaller group or party.

PORTERS

Please contact Reception.

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QUESTIONS

Please contact Reception or any member of staff with any questions or queries you may have.

RECYCLING

In line with our environmental policies we have a recycling system in place for cardboard, paper, plastic and bottles. Please contact Accommodation for assistance.

RELIGIOUS SERVICES

The Church of Our Lady & St. Lua, Ballina (RC) Sat Evening 6.30, Sun Morning at 11.30am

St. Flannans Church, Killaloe (RC) Sat Evening 7.30, Sun Morning at 11.30am (Mass is said daily in both of the above churches, please contact Reception for confirmation of times).

St. Flannans Cathedral, Killaloe (COI) 11.30am each Sunday (excluding the 5th Sunday of the month).

RESERVATIONS

Reservations for a return visit can be made by calling us directly on 061 376122. If you require any assistance in making a reservation please contact Reception.

RESTAURANT

The Blair Room Restaurant is open for dinner from 6pm daily, with last orders at 9pm

O'Hara's bar serves meals daily from 12noon until 9pm. (Seasonal adjustments may apply).

RIVER CRUISE

The Spirit of Killaloe operates daily between April and September (weather permitting). For further information contact James at 086 8140559

ROOM SERVICE

We provide full room service from your in-room menu or breakfast card from 7am to 9pm daily. If you do not have a menu, please call 205 and we will bring one to you. You may also order a range of beverage until 11pm daily.

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SAFE

Your room has a keypad safe installed. To use the in room safes, follow the instructions provided. There is also a safe at Reception where we would be glad to store items of value for you.

SHOE CLEANING /ORAL HYGIENE/ MENDING KITS/SHAVING KITS

For your convenience, these kits are available from Reception.

SMOKING

All our bedrooms are non smoking. A smoking area is located adjacent to the hotel lobby. ***A soiling charge of €125.00 will apply if you smoke in bedrooms.***

SWIMMING

YES, there is a heated pool in the Leisure Centre with a cool 40 metre waterslide! We also sell a range of swimwear and goggles for sale. For opening times and details dial extension 209.

TAXI

If you require a taxi, please contact Reception.

TEA & COFFEE MAKING FACILITIES

Each guest room is equipped with tea/coffee making facilities.

SAFE

Your room has a keypad safe installed. To use the in room safes, follow the instructions provided. There is also a safe at Reception where we would be glad to store items of value for you.

SHOE CLEANING /ORAL HYGIENE/ MENDING KITS/SHAVING KITS

For your convenience, these kits are available from Reception.

SMOKING

All our bedrooms are non smoking. A smoking area is located adjacent to the hotel lobby. ***A soiling charge of €125.00 will apply if you smoke in bedrooms.***

SWIMMING

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TELEPHONE

To dial another room dials the room number direct.
To dial an outside line, dial 9 and then the number
For national directory inquiries dial 9 and then 11811
For international directory inquiries dial 9 and then 11818
To make an international call dial 9 and one of the following prefixes and then the required number – for any countries not listed below, please contact Reception or refer to the telephone directory.

Argentina	0054	Austria	0043	Australia	0061
Belgium	0032	Canada	001	Cyprus	00357
Denmark	0045	Egypt	0020	France	0033
Germany	0049	Italy	0039	Japan	0081
Mexico	0052	Netherlands	0031	Poland	0048
Portugal	0048	Saudi Arabia	00966	Singapore	0065
South Africa	0027	Spain	0034	USA	001
United Kingdom	0044				

TELEVISION

In certain rooms, there is a switch on the wall (over bed) that will turn on power on your TV. Sky sports and Eurosport are available in O’Hara’s Bar.

TIPPING

Tipping is entirely at your own discretion.

TOURIST INFORMATION

We have various information on regional attractions on our stand in the lobby and we would be delighted to assist in booking anything for you. Please ask at reception. There is a Tourist Office Limerick which can be contacted on o61 317522

TOWELS

Should you require extra towels, please contact Reception. Towels are available in the Leisure Centre for your use.

TURNDOWN

Should you require a turndown service, please contact reception.

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TYPING

Please contact Reception for your typing requirements. Letters & brief documents can be processed for a charge.

UMBRELLAS

Please contact reception should you require an umbrella during your stay.

VAT

All rates & charges at The Lakeside Hotel & Leisure Centre are inclusive of relevant VAT rates.

VOUCHERS

Gift Vouchers can be purchased at Reception or at the Leisure Centre. Gift vouchers may also be purchased online at www.lakesidehotel.ie

WALKING TRAILS

Please contact reception to receive a walking trail map of the area.

WAKE UP CALLS

Please contact reception if you require a wake up call at any time.

WATER ACTIVITIES

The University of Limerick Water Activity Centre is based 5 KM from the Hotel. It offers a host of water activities and team building exercises. Their contact number is 061 376662.

WEBSITE

Please view our website www.lakesidehotel.ie for further special offers available.

WEDDINGS

Please view our website for details on our Weddings, or alternatively, ask for a show around before you leave.

WI-FI

Wi-Fi is available throughout the hotel with our compliments. On your device, go to settings, select Wi-Fi, select Lakeside and enter the password **Lakeside1894**

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