

GLENEAGLE

Thank you for choosing GLENEAGLE

Welcome to Gleneagle and thank you for choosing to stay with us.

If you are visiting us for a conference or corporate event, then I hope your time with us is both productive and rewarding. If you are here on a well-deserved leisure or entertainment break then please sit back, relax and enjoy your stay.

Our ethos is to be more than just a hotel, to offer more to you, our guest, and to do more for you too. With this in mind, we offer a fantastic range of facilities and services, the details of which are included in this guest information folder. We also host an array of entertainment acts in our on-site venues – Gleneagle Arena, Gleneagle Club, Gleneagle Ballroom, Backstage Bar & Green Room Bar. You will find a list of upcoming events in our Gig Guide on our website gleneaglekillarney.ie

We constantly strive to create and enhance our customer's experience and welcome all forms of feedback as this is what helps us improve our standards and take action on what our guests are telling us. I encourage you to complete our online customer service feedback survey which you will receive if you have provided us with your email address following your check out and departure with us .

Finally, if you have any queries, please do not hesitate to contact our General Manager, John Dolan or a member of our Management Team who are available at any time to ensure that you have an enjoyable stay.

I sincerely hope you enjoy your stay with us and thank you once again for choosing Gleneagle.

Kind regards,



Patrick O'Donoghue
CEO
Gleneagle Group

GLENEAGLE

Family and child supervision policy

Dear Guests,

At Gleneagle, we provide a safe and fun environment for families to holiday together with lots to do and experience as a family. .

Apart from families, we have many other guests and visitors in the hotel, and with that in mind, we would ask everyone to respect the other people around them, including other customers, staff and management of the hotel.

We understand that children will be children so we ask that parents adhere to the following house rules.

- All children must be closely supervised by a parent or suitable caregiver while in the public areas of the hotel, to include corridors, bars, restaurants, lobbies and reception areas of the hotel.
- Pyjamas are not permitted to be worn in any public areas of the hotel.
- Children under the age of 14 must be supervised at all times by a parent or guardian in the leisure centre.

If we feel these house rules are not being adhered to, the management or security team may request further co-operation in the form of asking parents to accompany their children to their sleeping accommodation. If there is a lack of respect shown to other customers, or to the management and staff of the hotel, we may, most regretfully and as a last resort have to ask a family to leave the hotel.

Kind regards,



John Dolan
General Manager

GLENEAGLE

Dress code at Gleneagle

Gleneagle has a long tradition of providing hospitality and world class entertainment. The hotel has been owned and managed by the same family for three generations and the comfort and happiness of all the customers remains the top priority of this business.

To ensure a relaxed and happy environment for everyone and in the spirit of respecting those around us, we ask that all customers and patrons of the hotel dress neatly and in an appropriate way when staying in our hotel or when visiting the hotel for a concert. Pyjamas are not permitted to be worn in any of the public areas of the hotel. Swimwear must be worn only in the leisure centre and not in the public areas of the hotel.

What is suitable or appropriate attire is entirely at the discretion of the management of the hotel and furthermore, management reserves the right to refuse admission to the hotel and its facilities for the reason of inappropriate clothing or attire.

Kind regards,

A handwritten signature in black ink that reads "John Dolan". The signature is written in a cursive, flowing style. Below the signature is a short horizontal line.

John Dolan
General Manager

In Room Dining - Dial 0

Breakfast

€5 service charge per person.

Order by filling out the Menu Card in your room and hanging it outside the door before 4am.

Continental Breakfast is available from 5.30am to 11am.

Cooked Breakfast is available from 8am to 10.30am Monday – Friday.

Breakfast is served 8am to 11am weekends and Bank Holidays.

All-Day Dining

€5 service charge per person.

Available from 1.00pm - 9.00pm.

All in room dining is subject to change. Delays can incur during peak busy times.

Going out for the day?

Why not order a Packed Lunch to Take Away - €14.50 per person.

Orders to be made up to 2 Hours in advance and will be delivered to your Room or can be collected at Reception.

Sandwich of Choice on Brown or white Bread, Salad, Piece of Fresh Fruit, Chocolate Bar, and Chef Eimear's homemade cake, Mineral or Water

Please dial '0' to place order from your room.

Starters/Light Options

Chef's Soup of the Day

€8.50

bread roll, brown soda bread

1w | 6 | 7 | 9 | 11 | 12

Grilled Chicken Caesar Salad

€14.50

baby gem, croutons, bacon, grated parmesan

1w | 3 | 4 | 6 | 7 | 10 | 12

Classic Caesar Salad

€11.50



Mains

The Big Glen Irish Beef Burger

€23.00

cheddar cheese, smoked streaky bacon, onion rings, tomato relish, beef tomato, iceberg lettuce, pickled gherkin, French fries

1b | 1w | 3 | 6 | 7 | 10 | 12

Toasted Special ** (Available until 10pm)

€14.00

slow cooked ham, white cheddar, red onion, tomato, in brown or white sliced bread

1w | 6 | 7 | 9 | 10 | 12

Fish and Chips

€23.50

beer battered fresh catch of the day, fries, house made tartare, minted mushy garden peas

1b | 1w | 3 | 4 | 6 | 9 | 10 | 12

Sweet Potato, Butternut Squash and Cauliflower Korma

€21.50

basmati rice, mango chutney, crispy poppadom

6 | 9 | 10 | 11 | 12

Meat/Fish Special of the Day

€23.50

please ask reception to explain today's special

1w | 1o | 1r | 1b | 3 | 4 | 6 | 7 | 9 | 10 | 11 | 12 | 14

Gleneagle Mixed Platter

€18.00

chicken goujons/vegetable samosa/duck spring rolls/french fries - accompanied with sweet chilli and BBQ sauce

1w | 1b | 3 | 6 | 7 | 10 | 11 | 12

Vegan Margherita Pizza (available from 5pm)

€17.50

tomato & herb sauce, Vegan Mozzarella cheese, basil

1w | 6 | 10

Pepperoni Pizza (available from 5pm)

€17.50

tomato and herb sauce, Mozzarella cheese and spicy pepperoni

1w | 6 | 7 | 10 | 12

Freshly Cut Sandwich Selection ** (Available Until Late)

€7.50

served in whole meal brown or white bread

choice of filling: chicken, roast beef, ham, salad or cheese

served with potato crisps

1w | 3 | 6 | 7 | 10 | 12

Portion of Chips

€6.00

1w

Dessert Options

Warm Apple and Brioche Pudding

€9.00

with clotted cream

6 | 12

Baked Cheesecake

€9.00

served with mixed berry compote

1w | 3 | 6 | 7 | 12

Cranachan Gleneagle Style

€9.00

Chantilly whiskey cream, roasted Irish oats, berries and brandy snap

6 | 7 | 12

Children's Menu

Breaded Chicken Goujons and Chips

€9.50

1w | 3 | 6 | 7 | 12

4oz Beef Burger with Chips

€9.50

1w | 3 | 6 | 7 | 9

Battered Goujons of Cod with Chips

€9.50

1w | 3 | 4 | 7 | 12

All prices are subject to change

**ALL OUR INGREDIENTS ARE SOURCED FROM QUALITY ASSURED SUPPLIERS
AND OUR BEEF IS SOURCED FROM IRISH FARMS.**

If you have any food allergies or any special dietary requirements, please inform us when you are placing your order.

ALLERGEN CODING

All 14 Allergens are openly used throughout our kitchen, trace amounts may be present at all stages of cooking.

Allergens: Barley: 1b, Oats: 1o Wheat: 1w | Crustaceans: 2 | Eggs: 3 | Fish: 4 | Peanuts: 5 | Soy Beans: 6 | Milk: 7 | Almonds: 8a; Cashew: 8c; Hazelnuts: 8h; Walnuts: 8w | Celery: 9 | Mustard: 10 | Sesame Seeds: 11 | Sulphites: 12 | Lupin: 13 | Mollusks: 14



Vegan



Gluten Free

Wine Selection

White Wine 12

Réserve St. Jacques Sauvignon Blanc (France)

Very fresh on the palate with good acidity and a natural hint of gooseberry, passionfruit and lemon.

GLASS	BOTTLE
€8.30	€33.00

Old Coach Road Sauvignon Blanc (New Zealand)

Clean and crisp with layers of fruit and well-balanced freshness.

VEGAN | SUSTAINABLE

€9.30	€37.00
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Gabriella Pinot Grigio (Italy)

Well balanced and definitely dry, fruity, with hints of almonds and toast.

VEGAN

€9.00	€35.00
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Rhythm & Rhyme Chardonnay (South Australia)

Hints of rockmelon and peach with a subtle oak finish.

€8.80	€35.00
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Rosé

Auténtico Rosé Bobal (Spain)

Fresh, fruity and balanced, smooth with a long finish.

Aromas of strawberries and fresh cream.

ORGANIC | VEGAN

GLASS	BOTTLE
€8.50	€33.00

Red Wine

Réserve St. Jacques Merlot (France)

Rich, complex and long aromas of crushed black fruit and spice.

Glass	Bottle
€8.30	€33.00

St. Marc Réserve Cabernet Sauvignon (France)

Silky in the mouth and delivers fresh, spicy aromas.

Black fruit and spice on the palate.

VEGAN

€8.50	€34.00
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Long Row Shiraz (Australia)

Ripe berry and plum aromas with notes of spice and pepper.

A palate of rich, ripe black berries and plums.

€8.50	€34.00
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Santa Ana Malbec (Argentina)

Harmonious and balanced with a palate of cherries and spice.

€8.50	€34.00
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Champagne

Champagne Pannier Brut (France)

Subtle with round body. Mature aromas of fully ripened fruit and notes of honey and vanilla.

Bottle
€100.00

SPARKLING WINE

PERFECT TO CELEBRATE!

SNIPE

BOTTLE

Rialto

A light, fresh prosecco that has a finely-balanced structure, lightly floral aromas and attractive fruit flavours.

€10.00

€46.00

Bottled Beers & Ciders 1b 1o 1w

LONG NECK

Corona Extra

€6.60

Rockshore lager

€6.40

Peroni (Gluten Free Lager)

€6.60

Bulmers (LongNeck)

€6.40

Draught

PINT

Guinness

€6.80

Carlsberg

€7.00

Rockshore

€7.00

Harp

€7.00

Smithwick's

€6.80

Bulmers

€7.10

Hop house 13

€7.00

Cocktails

Fiadh's Tale 3

€14.00

Killarney Whiskey, Disaronno, banana liqueur, whites, sugars.

The Killarney Maid

€14.00

Killarney Whiskey, St. Germain Elderflower, sugars, cucumber.

The Arena Sour 3

€14.00

Bulleit Bourbon, citrus, sugars, whites, bitters.

or

Disaronno, Bulleit Bourbon, citrus, sugars, whites, bitters.

The Green Room Sour 3

€14.00

Midori, citrus, whites.

Hotel 67 **3****€14.00**

Tanqueray Gin, rose liqueur, citrus, wild strawberry, whites.

Killarney after Dark**€14.00**

Killarney Whiskey, strawberry, mint, sugars, citrus.

DESIGNATED DRIVERS (NON ALCOHOLIC COCKTAILS)

Berry Blissful Daquiri**€9.50**

Pineapple juice, fresh strawberries, grenadine.

Bliss on the beach**€9.50**

Orange juice, pineapple juice, strawberry syrup.

Non Alcoholic Beers

BOTTLE

DRAUGHT

Cronins Cider 0.0**€6.50****Guinness 0.0****€6.20****Carlsberg 0.0****€5.90**

All prices are subject to change

Allergens: Barley **1b** | Oats **1o** | Wheat **1w** | Eggs **3** | Milk **7** | Sulphites **12**

GLENEAGLE

Guest Services

Airports

Airport	Miles	Kms	Driving Time (approx)
Cork	65	104	1hr 15mins
Kerry	13	21	20mins
Shannon	80	128	1hr 30mins
Dublin	190	304	4hr 30mins

Baby-Sitting

Baby-sitting may be arranged by prior appointment with reception. 24 hours notice is required. Payment arranged directly with babysitter.

Bars

The Backstage Bar is located opposite the Gift Shop.

The Green Room “An Seomra Glas” is our residents’ bar and is located just off the Reception area.

Box Office

Located next to Gleneagle Arena. Opening Hours are subject to change please contact reception for further details

Breakfast

See Dining section.

Cakes

Celebrating a Special Occasion? Please contact reception to enquire about ordering. Our Head Pastry Chef Eimear will endeavour to look after your request.

Cakes Prices: starting from €45. Please book a minimum of 48 hours in advance.

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Church Services

Full listings of Church services available from our Guest Relations Team.

Car Park

Parking is at owner's risk. We advise that you do not leave valuables in your car, we cannot accept any responsibility for loss or theft from cars or damage to cars, which are left in our hotel car parks. Please note the gates will be closed at 1am each night and reopened at 6am each morning.

Check-Out Time

Check-out time is 11.30am. We would appreciate if you could return your keys, settle your bill and have your room vacated by this time.

Please note: Should you fail to check out by 11.30am on the day of your departure a charge will be applied accordingly. Check out time in the apartments is 10am.

Coffee

Your room is equipped with a Nespresso Momento Coffee machine.



Customer Charges

**Please ensure these items remain in your room.
Failure to do so will incur a charge.**

Pillows	€25.00
Carafes	€20.00
Hairdryers	€40.00
Towels- Bath Sheet	€25.00
Hand towel	€15.00
Bath mat	€11.00

36 inch pillows available for purchase in the shop.

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Dining

The following times are subject to seasonal change. We cater for all dietary requirements. We have a variety of gluten free products which include gluten free breads, gluten free sausages and gluten free cereals. Please note all of our soups and sauces are gluten free, we also have dairy free options available.

As your wellbeing is our priority we have allergen information available at all our food outlets. If you are affected by any allergens or if you have any other dietary requirements please inform your server and we will be happy to provide you with an alternative.

Dress Code – Smart Casual

Fiadh:

Breakfast 8am – 10.30am Weekdays

8am – 11am Saturdays and Sundays and Bank Holidays

Reservations must be made at reception on a daily basis.

Dinner 6pm – 8pm (Last order) À la carte and table d'Hôte menu

Reservations must be made at Reception on a daily basis.

Alternatively reservations can be made online for breakfast and evening meals online at www.gleneaglekillarney.ie/en/pre-book-meals/

OD's Restaurant and Backstage Bar:

Bar food menu available from 12.30pm (*Times and Venue are subject to change*)

Doctor

If you require a doctor, the Manager on Duty, or a member of our Guest Relations or Reception teams can contact a doctor on your behalf. Dial 0 for Reception. If you cannot drive we will arrange to have a taxi collect you. All fees should be paid directly by you. We can also assist you in finding a pharmacy. Again, you will be required to settle the medication bill yourself.

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Dry Cleaning

You will find a laundry bag and checklist in your room. Deliver your laundry to Reception before 9am and it will be ready for collection at approximately 7pm.
All items are individually priced. Please refer to the price list in your room.

Emergency

Dial Reception in the event of an emergency (Dial 0).

Emergency Fire Procedures

A detailed floor plan is located on the back of your bedroom door. If you discover a fire, please alert a member of our staff and follow their instructions.

Action in case of fire:

1. Continuous sounding of the alarm bell means an emergency.
2. Do not run. Walk quietly to the nearest exit to which you are directed.
3. Do not use elevators.
4. Once outside the building go to the nearest Assembly Point.
Do not re-enter under any circumstances.
5. Keep clear of the main entrance and any emergency services on site.

If you have to stay in your room:

1. Touch the door, if hot, do not open.
2. Fill the bathtub with water. Wet sheets and stuff them completely around the door.
3. Block any vents that are emitting smoke.
4. Stay low if there is smoke in the room. Keep a wet cloth over your nose and mouth as a filter.
5. If the door and walls are hot, bail water on them with a container.
6. Call the operator, give your number and explain that you cannot leave your room.

Entertainment

For tonight's entertainment please call reception, dial 0 or check our Guest Information Screens.

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Fire Exits

Please refer to the map on the back of your bedroom door.

Florist

If you wish to order flowers, we can provide the phone numbers of local florists. Contact Reception or Guest Relations with your request.

Gift Shop

Our Gift Shop, which is located next to the Ballroom on the ground floor, with lovely barista coffees and selection of freshly whipped ice creams, stocks a selection of souvenirs, crystal, pottery as well as newspaper, sweets, milk and minerals (opening hours subject to change).

Children Must be Supervised by an Adult in our Shop at all times.

Gleneagle Skin & Beauty

Open Tuesday to Saturday 10.00am- 6pm. Offering a wide selection of beauty and massage treatments. For appointment please contact directly on extension 7628 for Beauty Salon or email: skinbeauty@gleneaglegroup.ie. You can also book online by going to our website at www.gleneaglekillarney.ie/en/skinbeauty-at-the-gleneagle/

Gleneagle Arena / Gleneagle Conferences & Events

Gleneagle Arena regularly hosts national and international acts as well as various large-scale theatre and musical productions. With a flexible seating capacity capable of accommodating between 200 and 4000 people, Gleneagle Arena also frequently hosts both large and small-scale convention and exhibitions. It is Ireland's largest multi-purpose events centre.

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Illness

If you feel unwell at any time during your stay with us, please let us know. Even if you feel that you do not need medical attention, we would like to be made aware of any illness in the room so that we can make your stay more comfortable with regard to room service, accommodation requests etc.

Internet Access

Wireless Broadband is available in your room and in all public areas of the hotel. Choose 'Gleneagle Wi-Fi' option.

Irons

Irons and ironing boards are available from hall porters on request, dial 0.

Luggage Service

If you require assistance with your luggage please contact Reception and a porter will be happy to help you. Should you wish to store luggage this can also be arranged with reception.

Linen

If you require extra pillows and blankets please contact Reception.

Mail

Mail can be franked at Reception at the same cost as stamps and posted on your behalf.

Manager On Duty

For any assistance or special services please ask for the Manager on Duty.

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Messages

All messages for you will be delivered to your room.

Newspapers

Daily newspapers may be purchased at the Gift Shop.

Newspapers/Magazines Digital

PressReader, a digital newspaper and magazine service is available for guests. With features such as integrated keyboard navigation, font enhancement, simple article view and text to speech mode. Simply click the 3 dots at the top right corner and choose Accessibility Mode.

LEVEL AA OF THE W3C WEB CONTENT ACCESSIBILITY PRESSREADER ACCESSIBILITY MODE IS FULLY COMPLIANT TO MEET LEVEL AA OF THE W3C WEB CONTENT ACCESSIBILITY GUIDELINES.



Helping the Environment

The Gleneagle Group will replace thousands of complimentary print newspapers distributed annually to guests with environmentally-friendly digital versions.



Press Reader

The Gleneagle Group has partnered with PressReader, a digital newspaper and magazine service, to make connecting to The Gleneagle Group hotels, bars and restaurants free Wi-Fi even more edifying.



Access to thousands of titles

This new partnership means guests now have access to more than 7,000 newspapers and magazines from over 120 countries in 60 languages.

Including... Vogue, Rolling Stone, GQ, Bloomberg Businessweek and The Guardian. Among these heavy-hitting global titles, The Irish Examiner, Ireland's well-loved daily newspaper, is just one of the local titles available.



How to get access...

By clicking the app link in your "daily newsletter" and downloading the PressReader app.

Or

Simply connect to the hotel Wi-Fi on arrival to unlock access to PressReader's entire catalog.

Needles

For the safe disposal of needles and other sharp items please do not dispose of them in bedroom/bathroom bins, we have a safe needle disposal unit available. Please contact reception for further information.

Noise Levels

Please be respectful of other guests. Noise will not be tolerated after 11pm. Guests will receive one warning after which they will be asked to leave the hotel.

GLENEAGLE

Payment

We accept all major credit and debit cards.

Pharmacist

The closest pharmacist is located in Killarney town centre. Prescriptions can be filled during the hours of 9am – 9pm. Should you require assistance outside these hours please contact Guest Relations or Reception.

Reservations

Should you require information on your next visit, please dial “0” for Reception who will be happy to advise you on further availability and rates.

Recycling

Here at Gleneagle we strive to protect our beautiful environment and we ask you to help us in our task. There are two bins in your room. Please use the labelled black bin, you will find this bin in your wardrobe.

Room Service

Refer to the In Room Dining Section.

Safety Deposit Boxes

You may deposit valuables at Reception. Both Reception and the resident will retain a key and both keys are necessary to open the box. There is a charge of €5.00.

Security

Should you require any assistance please contact Reception which is open 24 hours, dial 0.

GLENEAGLE

Shuttle Bus

Daily round trip service to town and train and bus station on request on our fully accessible shuttle bus. Minimum charge per person. Time table available from Reception/Guest Relations Desks.

Please note times are subject to traffic conditions.

Stationery

Writing paper and envelopes are available from Reception.

Taxis

Courtesy telephones are located in the Hotel foyer, alongside our Guest Relations desk. Alternatively please contact Reception.

Telephones

Calls charged at local rates.

Room to Room	Dial required room number
Reception	Dial 0
Guest Relations	Dial 7150 or 0
Room Service	Dial 0
Porters	Dial 0
Outside Line	Dial 9
Local Calls	Dial 9 + local number
National Calls	Dial 9 + area code + number

Useful Numbers

Killarney Tourist Office	064 6631633
Garda Station	064 6631222
Train Station	064 6631067
Bus Station	064 6630011
Killarney Cineplex	064 6637007
Killarney Omniplex	066 7168049
Emergency	999

GLENEAGLE

Britain & Northern Ireland

Britain

Dial 9 + 0044 + Area Code

(drop the first 0) + Number

Northern Ireland

Dial 9 + 048 + Area Code + Number

International Calls

Dial 9 – 00 – Country Code – Area Code (drop the first 0) – Local Number

Australia	0061	France	0033
Switzerland	0041	Belgium	0032
Germany	0049	Netherlands	0031
Canada	001	U.S.A	001
Luxembourg	00352	Others	0

Television

TV Channels available include RTE 1, RTE 2, Virgin Media 1, TG4, Virgin Media 2, Virgin Media 3, Virgin Media 4, RTE Junior, ITV, ITV3, ITV 4, CITV, BBC ONE NI, BBC TWO NI, CBBC Channel 4, Sky News, E4, Great! Action Movies, Film 4, Radio 1, 2FM, RTE Lyric, RTE Gold.

Toiletries

We are proud to offer eco-friendly toiletries from Solid.O Original in our guest rooms. Their innovative solid-format products are plastic-free, made with natural-origin ingredients, and designed to reduce water waste while delivering a high-quality wellness experience.

To learn more about their sustainability approach and product range, please visit solidoriginal.com

SOLID.O[®]
ORIGINAL

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Towels

There is a minimum charge of €5 per towel for any damaged or missing towels from your bedroom during your stay.

Wake Up Calls

If you require a wake up call, please contact Reception by dialing 0.

Water Stations

Aqua Libra is our eco-friendly solution for staying hydrated. Simply fill the carafe at one of our Aqua Libra water fountains and support our commitments to reducing single-use plastic waste.



GLENEAGLE

Public Health Tobacco Acts 2002 And 2004

As of March 29th 2004, it is the policy of Gleneagle, in accordance with legislation, that all of its workplaces are smoke-free and that all employees have a right to work in a smoke-free environment. Covering smoke detectors will result in immediate eviction. Smoking is prohibited throughout the entire hotel including balconies. The prohibition applies to all employees, customers, visitors, consultants and contractors.

A person found guilty of an offence under Section 47 – Smoking Prohibition – is liable to a fine of up to €3000. Under this policy, Staff are obliged to refuse service to a customer who insists on smoking and may ultimately request a customer to vacate the premises. We appreciate your assistance in the implementation of the workplace smoking ban.

1) We will apply a minimum charge of €250 and a warning to guests found smoking in bedrooms.

2) Further warnings may lead to increased fines and/or eviction.

Intoxicating Liquor Act 2003

We draw your attention to the following recent changes to the Intoxicating Liquor Act

Act

Persons under the age of 18 years are not permitted to be in the Hotel Bars i.e. The Green Room after 11.30pm, and the Backstage Bar after 10.00pm. All children must be accompanied by an adult at all times. Closing times of bars are at the Duty Managers discretion.

Persons over the age of 18 and under the age of 21 are required to produce suitable proof of age, on request, in order to be served. Suitable Identification means: Passport, Drivers License or Garda ID Card issues by a member state of the E.U.

Only persons over the age of 18 are permitted to consume alcohol on the premises this includes in the bedrooms.

If you look under 25, you will need photo ID to buy a drink. It is an offence to buy alcohol for any person under 18.

Gleneagle Leisure Facilities

From the reception lobby enter Gleneagle Leisure via the Green Room through the red tiled corridor.

- 25m x 13m Indoor swimming pool heated to 29.5 degrees celsius
- Depth of water 0.9m to 1.5m
- Children's 10m x 6m Indoor heated splash pool to 29.5 degrees celsius
- Depth of water 0.4m to 0.6m
- Jacuzzi (Heated to 38 degrees Celsius) Strictly over 18's
- Steam Room and Sauna – Strictly over 18's
- Cardiovascular & Weights Gym (Over16's only)
- During the Summer months we operate Spraoi Juniors for ages 2-4 / Spraoi Kids programme for ages 5-10 and Spraoi Teens for ages 11-14
- Pool table and games are located in leisure centre lobby AND children must be supervised.

To contact Gleneagle Leisure please dial ext. 7220.

Opening Hours

Monday – Thursday	7am – 9pm (Family Hours Finish at 8pm)
Friday & Bank Holidays	8am – 8pm
Saturday & Sunday	8am – 7pm 8am – 8pm Summer period

Hours subject to change at off peak times / Special events

Children under the age of 14 years of age must be accompanied by an adult in the pool. The adult must accompany the child into the water. 14 – 16 year olds must be supervised by an adult (over 18) from the viewing area.

Swimming Caps

Swimming caps must be worn in both swimming pools and these are for sale at Gleneagle Leisure's Reception Desk.

Towels

Towels are available at the Reception Desk in Gleneagle Leisure.

Inflatable Slide

Available to confident swimmers (Children) during peak Holiday Times within the kids club timetable. Contact ext. 7220 for more information.

Pitch & Putt

There is a Pitch and Putt course located adjacent to the hotel. Clubs are available for hire at the Clubhouse during peak family times and also at Gleneagle Leisure. There are reduced green fees for residents. Subject to closure during possible events where access may not be permitted.

Squash

The hotel has two squash courts located in Gleneagle Leisure. Racket hire available. To book a court, contact the Aquila Club on ext. 7220.

Tennis

The hotel has two all-weather savannah grass tennis courts. Racket hire available. To book a court, call Gleneagle Leisure on ext 7220.

For further information contact Gleneagle Leisure on ext. 7220.

GLENEAGLE

Children's amenities in the Killarney and surrounding areas:

Killarney Playground

The Killarney playground for children is located within the much larger 'playground' known as Killarney National Park. The spacious playground is fun for all ages with a wooden train, various slides, climbing ropes, swings, zip wire, picnic area and lots more fun. The perfect entertainer to keep the kids occupied! The Killarney playground is located just off Port Road, close to St. Mary's Cathedral.

Crag Caves

Ireland's most exciting show cave, the caves are renowned as one of the finest examples of limestone caves in Ireland. They also have Crazy Cave activity centre a fun house for children aged 0-12 years.

Dingle Oceanworld

Life beneath the Atlantic waves. Join the voyage of exploration at this informative aquarium, situated in the picturesque fishing village of Dingle, it is located about an hours drive from Killarney along the scenic coast road.

Kennedy's Pet Farm And Playground

All who visit will be amused by the wide variety of animals and birds, just two miles outside Killarney.

Kingdom Falconry

Kingdom Falconry offers you the unique opportunity to get up close and personal with a variety of majestic and awe-inspiring birds of prey, including eagles, hawks, falcons and owls.

GLENEAGLE

Explore

We would like to take this opportunity to tell you a little bit about our Guest Relations Department. We are here to ensure that your stay with us is as memorable as possible by providing you with advice and information on the many highlights and attractions in the South West region

Lake Cruises

Cruise the Killarney Lakes in comfort aboard the “MV Pride of the Lakes” and experience the spectacular scene of gentle low land and scattered islands – including the famous Innisfallen Island. All sailings depart from Lough Lein. Sailing times and tickets are available from Guest Relations, however, it is subject to weather conditions and numbers in off-season periods.

Killarney National Park

As a guest at Gleneagle Killarney, the beauty and magic of Killarney is yours to explore. From the adventurous rugged grandeur of The MacGillycuddy’s Reeks Mountain Range, to the historic castles and the beautiful serenity of the natural woodlands, glistening lakes, waterfalls and streams, Killarney National Park will lead you across a mesmerising path of discovery.

Muckross House, Gardens & Traditional Farms

Built in 1843, the 65 room Victorian Mansion house is one of Ireland’s leading stately homes. It stands majestically on the lakeshore surrounded by extensive areas of rockery, large lawns, flowers and trees. The location and botanical collection make this one of the “Greatest Gardens of the World”. Take a stroll down memory lane at the traditional farm, you are guaranteed to think you are living in the 1930’s.

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Day Tours:

Departing daily from Reception, call guest relations on '0' for more details.

The Ring of Kerry

While visiting the South West, The Ring of Kerry is an absolute must. Experience Kerry's magnificent high peaks, forests, blanket bogs, rivers, lakes and sandy beaches.

Dingle Peninsula *(seasonal)*

Visit the most western point of Europe, next stop New York, with rugged beauty, where Gaelic Irish is the everyday spoken language.

Gap of Dunloe *(seasonal)*

For the romantic, a journey in a pony and trap returning by boat via the Killarney Lakes, a magnificent unforgettable trip not to be missed.

Muckross House

Enjoy a discounted entry to tour Muckross House the jewel of Killarney National Park. Enquire at Guest Relations for tickets.

Killarney Lakes Waterbus Tour

Cruise Killarney's beautiful lakes with the M.V Pride of the Lakes. Setting sail from the 15th century Ross Castle, MV Pride of the Lakes offers scenic tours on Lough Leane, Killarney's largest and most picturesque lake, with heritage attractions including O'Sullivan Cascade and the monastic ruins of Inisfallen Island. Enquire at Guest Relations for tickets.

GLENEAGLE GROUP

Accessibility

Mission Statement

Our mission is to become Ireland's leading leisure provider offering universal access for all.

We believe everyone should be treated equally regardless of age, access needs or long-term health conditions, and our mission is to provide a welcoming environment for all. We recognise the importance of making our facilities, services, information and employment accessible.

We are committed to the ENAT World Tourism for All Quality Programme and, in line with this programme, we have audited our facilities and services. We have developed and are currently implementing our detailed action plan. We have developed an Access Policy and, as well as this, an Access Guide with accurate information which is updated regularly.

Based on our work to date, we have been awarded the ENAT World Tourism for All Quality Accommodation accreditation, which stipulates that our premises, facilities, customer services and information meet universal access requirements. You can read our full access policy on our website

Access Policy

Our Access Policy outlines our commitment to creating a welcoming environment for everyone. It is available to view or download from our website www.gleneaglekillarney.ie.

Access Guide

Our Access Guide provides detailed information about our accessible features and facilities. It is available to view or download from our website. Should you require a printed copy of our Access Guide, please contact Reception by dialing 0 from your guestroom phone, and we will deliver one to your room. For your convenience, we have also included a summary of our accessible features and facilities [here](#).

Summary of Accessible Features and Facilities

Gleneagle Killarney

- Accessible business center
- Accessible concierge desk
- Accessible elevators
- Accessible entrances with automated doors
- Accessible guest rooms with mobility features with entry or passage doors that provide 32" of clear width
- Accessible hotel restaurants
- Accessible meeting rooms
- Accessible parking
- Accessible parking spaces for cars in the self-parking facility
- Accessible registration desk
- Accessible rooms
- Accessible route from the public entrance to the registration area and hotel reception
- Accessible route from the hotel's public entrance to all restaurants and bars
- Accessible route from the hotel's public entrance to the business center
- Accessible route from the hotel's public entrance to the swimming pool
- Accessible shuttle bus service
- Alarms – Audible
- Allergy friendly accessible guestroom (wooden floors)
- Bathroom doors at least 32 inches wide
- Bedroom doors at least 32 inches wide (812mm)
- Braille elevator with voice indication
- Digital alarm clock available with sound and a vibrating pad
- Digital alarm clock available with sound and strobe light
- Emergency pull cords in bathroom available
- Evacuation chair available to help evacuate a person with mobility needs
- Grab bars in public toilets
- Induction Loop system available at the main reception desk, Gleneagle, Gleneagle Arena & Gleneagle Leisure
- If you are in need of assistance in the event of an evacuation and do not wish to place the fire card outside your door please contact reception
- Level or ramp entrance into the building
- Lower or Adjustable Closet Rod
- Lowered buttons in elevators
- Lowered emergency evacuation instructions

- Lowered light switches
- Lowered shelf storage
- Lowered sink
- Menus with allergen notification
- Menus in legible font
- Mobility friendly guestrooms with low shower tray
- Non-discriminatory public accessibility toilet
- Public Areas/Facilities accessible for physically challenged
- Raised toilet seat, available on request.
- Roll-in Shower
- Rooms accessible to wheelchairs (no steps)
- Service support animals welcome
- Toiletries with legible descriptions
- Van-accessible parking in the self-parking facility
- Vibrating fire alarm available
- Wheelchair ramp for lobby/reception access

Summary of Accessible Features and Facilities

Gleneagle Arena

- Accessible elevator
- Accessible Bar Area
- Accessible meeting rooms
- Accessible parking
- Accessible parking spaces for cars in the self-parking facility
- Accessible route from the public entrances to Gleneagle Arena
- Alarms - Audible
- Braille elevator
- Emergency pull cords in accessible toilet
- Evacuation chair available to help evacuate a person with mobility needs
- Grab bars in accessible toilet
- Lowered sink
- Induction Loop System
- Level or ramp entrance into the building
- Service support animals welcome
- Accessible transportation with advance notice
- Van-accessible parking in the self-parking facility

Should you require further information on any of the items listed here please dial 0

GLENEAGLE

Celebrate in a world of luxury

For decades, our dedicated team has been crafting extraordinary wedding experiences. From the moment you arrive, our team ensures every detail is flawless - from a red-carpet welcome to a private bar for your guests. With expert chefs and attentive servers, we bring your vision to life with precision and care.



With Our Compliments



- A dedicated Wedding co-ordinator to assist and advise you
- Complimentary menu and wine tasting for the happy couple
- Red carpet with champagne and strawberries to welcome the happy couple
- Drinks reception for wedding guests on arrival to include homemade fruit punch
 - Chef's choice of canapés (1 cold + 2 Hot)
 - Decorated tables with white linen and napkins
 - Floral centerpieces for the dining tables
- Personalised table plan, menus and wedding signage
 - Glass of wine with a top up during the meal
 - Evening finger food buffet reception
 - Late night bar extension
- Overnight accommodation in the wedding suite with champagne breakfast
 - Two complimentary rooms (double or twin) with breakfast included (min 120 guests)
- Discounted accommodation rates for wedding guests for wedding night (terms & conditions apply)
 - Complimentary parking for your guests

Contact our dedicated Wedding Team on: 064 6636000
vova@gleneaglegroup.ie | www.gleneaglekillarney.ie

GLENEAGLE

— SKIN & BEAUTY —

Facials

Platinum Facial	60mins	€85
Deep Hydration Facial	60mins	€85
Clarity Facial	60mins	€85
Calming Facial	60mins	€85
Express Refresh Facial	30mins	€45
Clarity Peel	50mins	€95
Even Peel	50mins	€95
Rewind Peel	50mins	€95
Sensitive Peel	50mins	€95
Universal Peel	50mins	€95

Massage

Full Body Swedish Massage	60mins	€85
Full Body Swedish Massage	80mins	€100
Tension Release Massage	60mins	€95
Tension Release Massage	80mins	€110
Back Reviver Massage	30mins	€55
Indian Head Massage	30mins	€55
Foot & Leg Reviver	30mins	€55
Back in Balance	60mins	€85

Hands and Feet

Gel Polish Manicure	60mins	€45
Gel Polish Pedicure	60mins	€60
Regular Polish Manicure	45mins	€35
Regular PolisPedicure	60mins	€50
Mini Manicure or Pedicure*	30mins	€25

Tanning

Full Body Spray Tan	€40
½ Body Spray Tan	€30

Make-up

Occasion Makeup	€40
False eyelash application	€5
Light Touch of Makeup	€25

Waxing

Half Leg Wax	€22
Full Leg Wax	€30
Full Leg & Bikini Line Wax	€40
Bikini Wax	€15
Extended Bikini Wax	€20
Brazilian/Hollywood Wax	€55
Underarm Wax	€15
Lip/Chin Wax	€15
Abdomen Wax	€40
Back & Chest Wax	€55

Eyes

Eyebrow Tint	€15
Eyebrow Shape/Wax	€12
Eyebrow Shape/Wax & Tint	€25
Eyelash Tint	€18
Eyelash & Eyebrow Tint	€25
Eye trio	€30
<i>eyebrow and eyelash tint & eyebrow shape</i>	

Mini escapes

Rejuvenate & Escape	90mins	€125
Unwind & Escape	90mins	€145
Pamper & Polish	105mins	€85