

THE ADDRESS

CORK

Guest Directory

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GUEST INFORMATION

Reception

Please Dial '0' or '401'

Night Porter

(after 11pm) – Please Dial '0'

Additional Pillows

Additional pillows, blankets and duvets are available on request from Reception = Dial "0" or "401"

Electrical Adaptors

Electrical adaptors are available from Reception @ €8.00 each The Local Voltage is 220V, ~50Hz.

Baby-sitting Service

Please make enquires at Reception to avail of a baby-sitter. 48 hours' notice is usually required. The price is €12.00 per hour plus taxi fare home.

Check-Out Time

Check out time at The Address Cork is 11am. Should you wish to avail of a late departure please contact Reception, as a charge may apply and is subject to availability.

Church Services

Holy Family Church - (Catholic)

Saturday Night - none
Sunday and Holydays - 10.30 am
only
Weekdays - 9.30 am

St Joseph's Church - Old Youghal Road (Catholic)

Saturday Night - 6.00 pm
Sunday and Holydays - 11.00 am.

Weekdays - 10.15 am

St. Patrick's Church - (Catholic)

Saturday Night - 6.00 pm

Sunday & Holydays - 12 noon & 6pm
Weekdays - 10.15 am
www.corkandross.org/parishes

St. Fin Barre's Cathedral - (Church of Ireland)

Sundays - 11.15 am and 7.00 pm (Evening
Song)
Weekdays - 12 noon (Short Service - 15 mins.)
Holydays - 12 noon
www.cathedral.cork.anglican.org

Doctor/Dentist Service

Please contact Reception should you require a Doctor or a Dentist.

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Fans

Portable fans are available on request and subject to availability from Reception. There is a €20 deposit on each fan and is refundable when returned on departure

Gym & Sauna

The Hotel gym and Sauna are open daily to hotel guests from 8am to 8pm. The hotel gym is located on the 2nd floor. Admittance is gained by swiping your hotel bedroom key card to gain access.

Should you wish to use the Sauna, please let reception know 30 minutes prior

Iron & Ironing Boards

An iron and ironing board is located in your room.

Scanning/Photocopying

Staff at the Front Desk can provide photocopying (20c per sheet) service to all guests from 8am – 11pm.

Scanning is free of charge

Hairdryers/Hairdresser Service

All rooms are equipped with a hairdryer.

Reception can make appointments with a Hair Salon if required.

Wi-Fi

Complimentary Wireless Internet Access is available to hotel guests and visitors. The WI FI name is **theaddress....** And password is – **Collective**

Laundry Service

The hotel out sources guest laundry from Monday – Friday. Same day return by 8.00pm A laundry bag and price list is in your room for your convenience.

All Laundry with a **SIGNED** laundry List **MUST** be brought to Reception **BEFORE** 8.00am or the night before preferably

Methods of Payment

All major credit cards are accepted for payment – Visa, Visa Debit, MasterCard, American Express & Laser/ Maestro Card. **Please note we DO NOT accept cheques.**

We do not offer Cash-Back facilities at the hotel. The nearest ATM point is on Patrick Street or Merchant's Quay Shopping Centre.

For guests paying cash on arrival, a security deposit of €75 per person will apply. This deposit will be returned at the end of your stay, provided there are no additional charges or property damages.

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Morning Calls/Taxis

Reception can arrange morning alarm / wake up calls

Taxis can be pre-booked the evening before to avoid delays.

Porterage/Luggage Storage

Should you require a porter service for luggage we are happy to provide one. Please contact Reception. We can also arrange luggage storage for you in a secure location free of charge.

Safe Deposit Facilities

Guests are reminded that the hotel cannot be responsible for valuable items kept in Hotel Bedrooms. Safe deposit facilities are available at Reception. Access to the safe is from **8am – 11pm only**.

Our Club Rooms have their own in room safes

Telephones

Reception can be contacted by **dialling '0' or '401'**

From 11.00 pm – 7.00 am the Night Porter is available by **dialling '0'**

Radio & Television Channels

Make sure the red light on your television is turned on and press any of the buttons on the remote control to turn on the TV. A radio channel is also provided on the television.

TV Channels Available

RTE1 RTE2 TV3 TG4 3e UTV Ireland

RTE Junior RTE1+1 RTE News Now BBC News Sky News UTV (NI)

Channel 4 E4 Film4 ITV3 Pick The Box

Radio Channels Available

RTE Radio 1 RTE Radio 2 RTE Lyric Raidió Na Gaeltachta

RTE Pulse RTE2XM RTE Gold RTE Radio 1 Extra

RTE Junior

GREEN HOSPITALITY

Working towards a gold award best practice

The Address Collective is proud to be a member of Green. The Green Hospitality Programme is a Type 1 Eco-label as defined by the International Standards Organisation (ISO) “a voluntary, multiplecriteria based, third party programme that awards a licence that authorises the use of environmental labels on products indicating overall

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environmental prefer ability of a product within a particular product category based on life-cycle considerations”.

Green Hospitality is an Irish designed and managed hospitality environmental certification programme and is supported by the Environmental Protection Agency (EPA) and the tourism sector in

Ireland. Certification is awarded in a stepped approach; Eco-label (Commenced), Silver Award (Good Practise), Gold Award (Best Practise). For more information visit

www.greenhospitality.ie

The Address Collective strives to continually monitor, enhance and review our environmental goals and objectives in order to reduce our environmental impact as part of our ever evolving ESG programme.

We are committed to seeking out best practice and procedures that can assist us in reviewing our water and energy consumption along with our output of waste and carbon emissions.

We are also committed to finding innovative ways in which our activities can enhance our guest experience in the hotels.

Our objectives in this regard are:

- To comply with and seek out best practice on national and local environmental regulation with a focus on:
 - o People Management
 - o Health & Safety
 - o Human Rights
 - o Environment procedures around consumption and output.
- To place environmental performance as a critical success factor in our business and add the relevant KPI's for consumption and waste to our management KPI's for overall business performance. This continual review and action model will enable us to enhance our performance with the following targets being set o Carbon Emissions Decrease 5% annually o Water Consumption Reduced by 5% annually o Waste reduced by 5% annually
- Through our ESG programme and “Green Team” we will identify areas for innovation, creativity and enhancement by seeking out and implementing best practice as relevant to our operations.
- Actively enroll in and aim for success in the Green Hospitality Award programme.
- Embed environment, ethics and community into our induction programme while re-training existing personnel on any new procedures, innovations and projects introduced.
- Educate our customers in a clear, positive and simple way around their role in our minimising environmental impact when using our facilities.
- Have regular and consistent reporting structures that provide our owner with sound information on our performance benched against our goals and the activities planned each quarter.
- Commit through our procurement policy to work with and source suppliers to reduce environmental impact and ensure our suppliers adhere to our commitment to corporate social responsibility.

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The Address Collective reserves the right to modify this policy at any time. Changes to the policy will be updated in this page and will always aim to be progressive in their nature.

DINING AT THE ADDRESS CORK

NORTH Restaurant

Breakfast

Monday to Friday inclusive – 7am to last sitting 9.30am

Saturday & Sundays & BHOL Mondays – 8am to last sitting 10.30am

Lunch

7 days a week – 12noon to last orders before 3pm

Dinner

Monday to Saturday inclusive – 3pm to last orders before 9.30pm

Sunday night only – 3pm to last orders before 9.00pm

Room Service

Dial 416 to order Room Service

A charge of €5.00 per tray applies to orders placed via Room Service. The Room Service times are as follows -

7am to 9pm – Monday to Friday

8am to 9pm – Saturdays

8am to 8.30pm - Sundays and Bank Holiday Mondays

Please note: Take-away food is NOT permitted in the hotel

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VISITOR ATTRACTIONS

Cork is one known for its famous attractions and below are the top 10 places which should not be missed while visiting Cork:

The English Market

Grand Parade, Cork www.englishmarket.ie

The English Market is open to the public from 8.00 a.m. to 6.00 p.m., Monday to Saturday. It is closed on Sundays and Bank Holidays.

Cork City Gaol

Tel (0)21 4305022 www.corkcitygaol.com

Open 7 days a Week

Mar - Oct 09.30am - 5pm

Nov - Feb 10am - 4pm

Shandon Bells

Church St, Shandon, Cork, (021) 450 5906 www.shandonbells.ie

Opening Hours: Last Entrance to the tower is 20minutes before closing

Monday of Bank Holidays - opening times same as Sundays

June July August September

Monday - Saturday 10.00am-5.00pm. Sunday 11.30am-4.30pm

March April May October

Monday - Saturday 10.00am-4.00pm. Sunday

11.30am-3.30pm November December January

February Monday - Saturday 11.00am-3.00pm.

Sunday 11.30am-3.00pm

Elizabeth Fort

Blackrock Castle Observatory

Crawford Art Gallery

Cobh - the Queenstown story

Blarney Castle and Blarney Stone

Midleton Distillery

Fitzgerald Park

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THE ADDRESS CORK ENVIRONMENTAL POLICY

At The Address Cork we are committed to operating in a manner that is as environmentally responsible as possible without infringing on your comfort. We seek every opportunity to incorporate a 'Green' ethos in all our activities in an effort to reduce our carbon footprint. We would ask all our guests to help us achieve a high grade in Green Tourism by switching off any unnecessary lights and by following our used towel policy.

Some of the activities we are currently carrying out at the hotel to help the environment are:

- Recycling all paper in our Reception and office areas
- Refilling ink cartridges where possible
- Recycling all glass and cardboard
- Using energy efficient bulbs throughout the hotel
- We have formed a 'Green Team' to work together to increase our green attitude in all departments

If you have any further suggestions to help us in our endeavour to become more environmentally aware we would be delighted to hear them.