

## **POLICIES**

### **Smoking**

In line with the Smoking (Northern Ireland) Order 2006 which came into effect on 26 March 2006,

Lough Erne Resort operates a non-smoking policy in all guestrooms, public areas, function suites, bars and restaurants.

We kindly request that guests observe the No Smoking Policy at all times.

Please also be advised that a cleaning and sanitising fee of £100.00 will be added to your guest folio for violation of our smoke free environment.

### **Environment**

Fortunately, at present the quality of Ireland's environment is still quite good, however it is under increasing pressure on a daily basis to retain its luscious green beauty.

Hotels launder large amounts of bed linen every day. Laundering not only consumes a lot of water and energy but ultimately contributes to polluting our rivers and oceans with the release of its many detergents.

We are however, supportive of your desire to help protect the environment and make a contribution to its preservation. Working together, we can conserve millions of litres of water, save energy and minimise the damage.

While it is our practice to change towels every day, we are supportive of our guest's desire to help protect the environment. By leaving a towel in the bathtub or on the bathroom floor means 'Please Exchange'. All other used towels will be refolded for you to use again. Bed linen is changed on departure or should we find it heavily soiled. Should you wish to have daily sheet change please contact Housekeeping by pressing the Housekeeping button on your guestroom telephone.

Thank you and we look forward to enjoying a sustainable future together.

# GUETS SERVICES

## Accessibility

Our commitment to providing integrated access and inclusive amenities includes a range of facilities and information, prepared for all our guests. Details include:

- Accessible parking
- Elevator access to all floors
- Accessible guest rooms

We adhere to the DDA (Disability Discrimination Act) policy and actively encourage you to provide feedback with your recommendations on how we may be able to further improve our service.

## Adaptors

Please press the Housekeeping button on your guestroom telephone and we will be happy to bring one to your guestroom or lodge.

## Airline Confirmation

The Concierge will be happy to confirm any bookings, rearrange flights or assist with boarding cards. Please press the Concierge button on your guestroom telephone for assistance.

## Airports

Distances from the resort to the following airports:

Belfast International Airport (BFS):	140km	1hr 45mins
Belfast City Airport (BHD):	150km	1hr 45mins
Dublin International Airport (DUB):	170km	2hrs 10mins

## Allergies

If you suffer from any allergies please let the Duty Manager know so that we can make any special arrangements for you. Please press the Operator button on your guestroom telephone.

## Babysitting

Babysitting services are provided by external, registered child-minding companies. Should you wish to make use of this service please press the Concierge button on your guestroom telephone.

## Bathrobes

We are pleased to provide bathrobes, located in the wardrobe, for use while in the hotel as part of our personal service. If you wish to purchase a resort bathrobe please press the Reception button on your guestroom telephone to make arrangements for a new robe to be delivered.

## **Car Hire**

The Concierge will be happy to make the necessary arrangements for you. Please press the Concierge button on your guestroom telephone.

## **Cashier and Currency Exchange**

Reception will be happy to provide the latest currency exchange rate for Euro and US Dollar to Sterling, updated on a daily basis, or send you a current copy of your folio. Please press the Reception button on your guestroom telephone.

## **Check Out Time**

Our check out time is 12 noon on the day of your departure.

## **Childcare**

Please do not leave children unattended in the hotel as responsibility for our junior guest lies with parents and guardians.

## **Conference and Events Facilities**

The resort has four meeting rooms suitable for 12 to 400 people (subject to government guidance in line with COVID-19). If you would like to view these rooms or to speak to our Sales team, please contact Reception by pressing the Reception button on your guestroom telephone and they will be happy to arrange a viewing or appointment for you.

## **Cots**

If you require a baby cot please press the Housekeeping button on your telephone and we will be happy to bring one to your guestroom or lodge.

## **Credit Cards**

The following credit cards are accepted; American Express, Visa and MasterCard. In line with our 'Guest Care & Well-Being Promise' we ask that you pay by card rather than cash.

## **Doctor and Dentist**

To arrange an appointment please contact the Concierge by pressing the Concierge button on your guestroom telephone.

## **Do Not Disturb**

A 'Do Not Disturb' sign can be found on the back of your guestroom door, this will prevent any disturbance from Housekeeping services. If you wish to have calls screened for extra privacy please call the Operator by pressing the Operator button on your guestroom telephone.

## **Dry-Cleaning and Laundry**

A dry-cleaning and laundry service is available in the resort from Monday to Saturday. Please contact Housekeeping before 9am for same day return. Laundry Bags are provided in the wardrobe in your guestroom. Please press the Housekeeping button on your guestroom telephone to arrange collection.

## **Duty Manager**

The Duty Manager is available 24 hours a day. Please press the Operator button on your guestroom telephone.

## **Fitness Room**

State-of-the-art aerobic equipment: treadmills, exercise bikes, a cross trainer, rowing machine, all accompanied with circuit training machines and free weights. Located within The Thai Spa on the ground floor accessible directly from your guest corridor.

Please Note: In line with the resorts 'Guest Care & Well-Being Promise' a booking slot must be made in The Thai Spa on the day of use. You are not permitted into the Fitness Room without a gym booking.

## **Flowers**

Please press the Concierge button on your guestroom telephone to arrange for a delivery of flowers to that someone special.

## **Golf**

For information on the Faldo or Castle Hume courses and reserving tee off times, hiring clubs, buggies please press the Concierge button on your guestroom telephone.

## **Hairdryer**

A hairdryer is located in the top drawer in the vanity unit of your guestroom. Should you be travelling with your personal hair care equipment from North America, please press the Concierge button on your guestroom telephone for power converters to be delivered.

## **Housekeeping**

Should you wish for your guestroom to be serviced at any particular time, or require anything to make your guestroom more comfortable please contact Housekeeping by pressing Housekeeping on your guestroom telephone.

## **Internet Access**

We provide complimentary WiFi throughout the resort. If you are experiencing any difficulty, please contact Reception by pressing Reception on your guestroom telephone and they will be happy to assist you in any way.

## **Iron and Ironing Board**

An iron and ironing board are located in the wardrobe of your guestroom.

## **Jogging/Walking trails**

The Collop Walk is a jogging and walking trail around the resort. Named after the Collop which is an area connecting Ross Inner with Ely Island. Please press the Concierge button on your guestroom telephone for more information.

## **Local Attractions**

A guide to Fermanagh is available in every guest room. For more information on local attractions please contact the Concierge by pressing the Concierge button on your guestroom telephone.

## **Lost Property**

In the event that you misplace a personal article the Housekeeping department will provide assistance in tracing it for you. Please report any items that you may have forgotten or misplaced during your stay. Please press the Housekeeping button on your guestroom telephone.

## **Luggage Service**

Please contact the Concierge to have your luggage collected, or if you wish to have it stored temporarily, please contact the Concierge by pressing the Concierge button on your guestroom telephone.

## **Mail**

Please contact the Concierge for information on incoming and outgoing mail by pressing the Concierge button on your guestroom telephone.

## **Maintenance**

Should you require assistance with guestroom maintenance during your stay please contact Reception by pressing the Reception button on your guestroom telephone and they will arrange for maintenance personnel to come to your guestroom.

## **Parking**

Parking is available for all resort residents free of charge and spaces are located at the front entrance of the resort and the surrounding areas. The resort does not accept responsibility for any vehicle or its contents parked on the premises.

## **Private Bar**

Private bars are available on request in all resort bedrooms. A list of available items are located in the private bar. All items ordered will be charged on delivery. Please press The Blaney Bar button on your guestroom telephone for assistance.

## **Radio**

Radio channels are available through your guestroom television.

## **Religious Services**

For information on places of worship and times of services, please contact the Concierge by pressing the Concierge button on your guestroom telephone.

## **Restaurant Reservations**

In line with the resorts 'Guest Care & Well-Being Promise' you are required to make a reservation for all dining and beverages throughout the resort. We will not be able to accommodate walk-in business.

To book a table in our award winning Catalina Restaurant or The Loughside Bar and Grill or for information on restaurants in Enniskillen, please contact the Concierge by pressing the Concierge button on your guestroom telephone.

## **Safety Deposit Boxes**

Unfortunately we cannot accept responsibility for guests' personal belongings left on the resort premises, but each room is equipped with a safety deposit box. Please call Reception should you need further assistance by pressing Reception on your guestroom telephone.

## **Security**

Resort staff are available to assist you 24 hours a day. For your own protection each room has a spy hole and a double lock.

## **Swimming Pool**

In line with the resorts 'Guest Care & Well-Being Promise' all residents will be required to make a booking up to 24-hours before in order to use the infinity pool, sauna and Jacuzzi at The Thai Spa.

The resort offers a 14m Infinity Pool, Sauna, Steam Room and Whirlpool, located within The Thai Spa for your convenience.

All children under the age of 16 must be supervised by an adult at all times.

Please note: Swimwear is available to purchase in The Thai Spa.

## **Taxi Service**

All taxi and water taxi requirements can be organised by our Concierge team. Please advise the Concierge thirty minutes before you require a taxi to allow for a punctual taxi service. Please press the Concierge button on your guestroom telephone.

## **Tea and Coffee Making Facilities**

Each guestroom is equipped with tea and coffee making facilities and amenities located in the wardrobe of your guestroom.

## **The Gordon Wilson Library**

Named in memory of the father of Marie Wilson, one of the 11 victims of the Enniskillen Remembrance Day Bombing in 1987. He campaigned tirelessly for peace – a light in a very dark time. Should you wish to spend the afternoon catching up on some literary delight, there is no better place than the library located behind Reception.

## **The Thai Spa**



## **The Blaney Bar and Drawing Room**

In line with the resorts 'Guest Care & Well-Being Promise' you are required to make a reservation for all dining and beverages throughout the resort. We will not be able to accommodate walk-in business.

Named after an ancient barony name which includes Blaney Island and Blaney Bay, 2 miles from the resort. The Blaney Bar and Drawing Room are located beside the hotel lobby, making it the perfect meeting place. The extensive menu offers a beverage for every occasion; whether it is a house cocktail, champagne, Irish whiskey, craft beer or a speciality coffee.

The dining menu is available from 12 Noon to 9:30pm daily. For further assistance, please contact The Blaney Bar by pressing the resort dining button on your guestroom telephone.

Opening Hours:            Monday - Saturday    11:00am – 1:00am  
   Sunday                            Noon - Midnight

## **The Garden Hall**

In line with the resorts 'Guest Care & Well-Being Promise' you are required to make a reservation for all dining and beverages throughout the resort. We will not be able to accommodate walk-in business.

With large picture windows overlooking Castle Hume Lough and The Faldo Course, this is an ideal setting for Afternoon Tea. Indulge in Chocolate, Sparkling, Champagne, 'G and Tea', Traditional, or even our Children's 'Cygnet's' Afternoon Tea is available daily.

Open Daily:                    2:00pm - 5:00pm

Chocolate Afternoon Tea is available Friday to Sunday.

## **The Catalina Restaurant**

In line with the resorts 'Guest Care & Well-Being Promise' you are required to make a reservation for all dining and beverages throughout the resort. We will not be able to accommodate walk-in business.

Named after the American sea planes that used Lower Lough Erne as a base during the Second World War. It was one of these planes that spotted the Bismarck German Navy Warship. The exciting and innovative combinations of flavour, colour and natural freshness synonymous with modern Irish cuisine have been the inspiration for the award winning Catalina Restaurant. For further assistance, please contact The Catalina Restaurant by pressing The Catalina Restaurant button on your guestroom telephone.

Opening Hours:            Friday to Sunday                    6:30pm - 9:30pm



Sunday Lunch                      1:00pm - 2:30pm

## **The Loughside Bar and Grill**

In line with the resorts 'Guest Care & Well-Being Promise' you are required to make a reservation for all dining and beverages throughout the resort. We will not be able to accommodate walk-in business.

This contemporary dining venue overlooks the stunning Castle Hume Lough and the 18th Hole of The Faldo Course. The Loughside Bar and Grill is the perfect Club House, offering modern Irish cuisine in a relaxed environment for the golfer and non-golfer alike. The Loughside Bar and Grill is recommended for exquisite and mouth-watering steaks and hearty fare. Reservations are advisable for dinner. For further assistance please contact The Loughside Bar and Grill by pressing the resort dining button on your guestroom telephone.

Opening Hours:            Daily                              Noon - 9:00pm

Please note The Loughside Bar and Grill is a seasonal restaurant and closes midweek in low season.

## **Castle Hume Club House**

Why not build up an appetite for lunch or dinner and take a stroll to our Castle Hume Club House, located on the driveway to the resort. Casual dining awaits you where you can sip coffee on the balcony watching the next golfing superstar practice their swing.

Opening Hours:            Daily                              Noon - 9:00pm

Please note the Castle Hume Club House is a seasonal restaurant and closes midweek in low season

## **The Thai Spa**

### **The Authentic Thai Spa Experience**

The Thai Spa is located on the ground floor behind Reception. You must book in advance. For further assistance, please press The Thai Spa button on your guestroom telephone.

Treatment Hours:        Daily                              10:00am - 7:00pm  
                                  Thursday and Friday    10:00am - 9:00pm

### **Fitness Room**

State-of-the-art aerobic equipment: treadmills, exercise bikes, a cross trainer, rowing machine, all accompanied with circuit training machines and free weights. Located within The Thai Spa on the ground floor accessible directly from your guest corridor.

Please Note: In line with the resorts 'Guest Care & Well-Being Promise' a booking slot must be made in The Thai Spa on the day of use. You are not permitted into the Fitness Room without a gym booking.

## Swimming Pool

In line with the resorts 'Guest Care & Well-Being Promise' all residents will be required to make a booking up to 24-hours before in order to use the infinity pool, sauna and Jacuzzi at The Thai Spa.

The resort offers a 14m Infinity Pool, Sauna, Steam Room and Whirlpool, located within The Thai Spa for your convenience.

All children under the age of 16 must be supervised by an adult at all times.

Please note: Swimwear is available to purchase in The Thai Spa.

## Conference and Events

Lough Erne Resort offers four impressive rooms, for meetings or private entertaining. Our meeting and event rooms are named after localities close to the resort:

- Ross Inner – The resort is located within the townland of Ross Inner. This is our main conference and banqueting suite. It has two state of the art data projectors with a full length large screen and an additional smaller screen. The room is available for large conferences, business meetings, private dining and weddings. Located on the ground floor, seating up to 400 people.
- Ross Outer – Is the adjacent townland on the Castle Hume Lough side of the resort. This is our pre-function reception area to our conference and banqueting suite. This room can accommodate up to 250 people for pre-dinner drinks or refreshment breaks.
- The Fermanagh Suite was named after the Leinster Chieftain, Monach whose entire tribe the 'Fir Monach' had to flee Leinster after killing the son of the king of Leinster. Some settled on the shores of Lough Erne and eventually acquired a territory stretching over the entire county of Fermanagh. The tribal name was applied to the county and survives to the present day. The name Fermanagh derives from Fear Manach meaning 'place of the men of Monach'. The room can be enjoyed separately or opened by partitions to provide one large suite, seating up to 100 people. The room also benefits from a rooftop terrace with stunning lake views located on the first floor.

- The Executive Boardroom is a private, luxurious meeting room with a scenic outlook over the 18th hole. It is an ideal venue for a high level board meeting or brainstorming event. Seating capacity is 12 people located on the first floor.
- The Loughside Suite, located on the top floor of the Loughside Club House was the venue for the 2013 G8 Summit. Offering panoramic views over The Faldo Course and Castle Hume Lough, eight of the worlds top leaders convened here. With a seating capacity of 150 this room is ideal for social gatherings and small conferences.

All meeting rooms offer state-of-the-art technology, this coupled with unobtrusive service creates a unique and sophisticated environment for every occasion.

## COMMUNICATION

### Room to Room Dialling

When calling a hotel guestroom prefix the bedroom number with '2'. For example if you were calling room 201, you would dial 2201.

When calling a lodge guestroom first dial '1' followed by the two digit lodge number followed by the room number. For example if you were calling lodge 7 room 3, you would dial 1073.

### Directory Enquiries

Please dial 9 for an outside line followed by 118 118.

### Domestic Dialling

When calling a number within the United Kingdom please dial '9' for an outside line, followed by the area code and number. For numbers within Northern Ireland the area code '028' is not needed.

### International Dialling Codes

When calling an international number please dial '9' for an outside line followed by '00' and the country code as follows:

Australia	61	Luxembourg	352
Austria	43	Malaysia	60
Belgium	32	Malta	356
Brazil	55	Mexico	52
Canada	1	Netherlands	31
Chile	56	New Zealand	64
Denmark	45	Norway	47
Finland	358	Philippines	63
France	33	Portugal	351
Germany	49	Rep of Ireland	353
Greece	30	Russia	7
Hong Kong	852	Singapore	65

Italy	39	South Africa	27
Israel	972	Sweden	46
India	91	Switzerland	41
Japan	81	Thailand	66
Jordan	962	USA	1

Charges for all calls placed will be added to your guest folio automatically. Please contact Reception for current telephone tariffs by pressing the Reception button on your guestroom telephone.

## HEALTH AND SAFETY

We want to make sure that your stay with us is as comfortable and as stress-free as possible. Therefore, we will do everything we can to ensure your safety for the duration of your stay. Here is some advice to help you:

### Emergency Contact

In case of emergency, please dial '0' from your guestroom telephone. Hotel Reception is manned 24 hours a day.

### In the Event of an Emergency

All public areas are equipped with sprinklers. Break glass alarm activation units are located throughout the hotel. When certain alarms sound, the elevators will return immediately to the ground floor and remain there until the alarm is cleared. Guests are therefore required to use stairwells in the event of a fire.

In the event of an emergency, the hotel will communicate with all guests by announcing the status of the alarm on the public and in-room address system.

All guests are urged to become familiar with the location of exits, break glass units and fire extinguishers on arrival.

On the way to your guestroom we recommend that you:

- Become familiar with the walkways that lead to and from your guestroom
- Locate the nearest emergency exit, break glass unit and fire extinguisher to your guestroom

Inspect your guestroom:

- Study the layout of your guestroom
- Know how to open the windows or balcony doors and inspect anything that might help or hinder possible escape
- Keep your room key close by near your bed

### Fire Safety

Please read the fire notice displayed in your guestroom to familiarise yourself with the fire evacuation procedures. Should you have any questions, please contact Reception by pressing the Reception button on your guestroom telephone. If you have a hearing impairment or have any other impairment that would affect your safety in the event of a fire, please let Reception know as soon as possible.

If you discover a fire, smoke or unusual heat you should remain calm and proceed with the following in the order listed:

- Raise the alarm by breaking the glass of the nearest 'break glass unit' located in the guest corridor
- If the fire endangers your life or the life of others, close all doors and windows as you leave the area

To Evacuate your guestroom

- When you leave, take your room key
- Keep a wet cloth over your nose and mouth
- Close the door behind you to keep the fire from spreading
- Do not use the elevator
- Do not stop or return to collect anything
- Remain calm
- Do not attempt to tackle the fire yourself

If the alarm sounds at any time during your stay, please evacuate the building via the nearest emergency exit and make your way to the designated assembly point. Resort staff will direct you to the emergency assembly point. Please remain in the specified area and do not re-enter the hotel until you are instructed that it is safe to do so by hotel personnel.

## **Our Safety Commitment**

We have a dedicated Safety Risk Management team who strive to maintain the highest standards of safety in Lough Erne Resort and who are committed to ensuring your comfort and enjoyment throughout your visit. Due to our commitment to your security and that of our staff we have installed a CCTV System throughout public areas of the hotel. Please be advised that these images are recorded. If you believe we have not kept this promise or have any suggestions as to how we could improve, please contact the General Manager.