

Here for You...

To ensure guest health and safety, we are implementing the following standards and procedures across the Killarney Avenue Hotel.

Guest Experience

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

Our Team

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

Arrival and Departures

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

Cleaning & Hygiene

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

Food & Beverage

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

Bedrooms

- We have worked tirelessly on creating a program to elevate our cleaning procedures in our bedrooms. Our team have completed training on safe cleaning procedures which includes increased sanitisation, PPE during cleaning for each bedroom, removal of some items from the bedroom but which are still available upon request.
- Each bedroom once cleaned and checked by our management will have a seal of clean placed on the bedroom door. This seal will only be broken when you enter the bedroom. If you require any cleaning during your extended stay or extra bedroom amenities, we would be delighted to deliver them to your room upon request.

Leisure & Spa

- Upon your return at the end of each day, relax and unwind after an invigorating day of exploration and discovery with complimentary access to our leisure facilities.
- The Leisure Centre at the Killarney Towers Hotel will be open to guests but due to guidelines we will operate at a limited capacity. Bookings will be managed through a reservation system through which guests can book access to the leisure centre, including use of the pool.
- The Spa at our sister property, The Killarney Plaza Hotel will be open to guests as we aim to continue to offer you a relaxing and luxurious experience. Choose a blissful treatment of your choice or purchase some glorious products from the Spa Gift Shop. We ask that you make any bookings prior to your arrival to avoid disappointment. The Spa team will also be wearing PPE during all treatments.



KILLARNEY
AVENUE
HOTEL

Hotel Directory



Kenmare Rooms Bar & Druids Restaurant

Opening Hours

Daily 12.30pm - 9.30pm

Tables must be booked by all guests looking to dine in The Kenmare Rooms Bar & Druids Restaurant. Reservation times are limited to 1 hour and 45 minutes. Reservations can be made through;

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

Druids Restaurant

Breakfast

Daily 8am - 10.30am

Breakfast must be booked by all guests looking to dine in the restaurant. Reservations can be made through:

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

Reservation times are limited to 45 minutes from the start time of the booking.

Room Service

In-room dining is available for breakfast, lunch and dinner. Dial '0' to place an order.

Breakfast in room

- €10 per person charge applies.

Lunch & Dinner in room

- €5 per person charge applies.

Leisure at The Killarney Towers Hotel *Our Sister Hotel*

Opening Hours

Monday - Friday 7am - 9.30pm

(Adult option only from 7.30pm - 9.30pm)

Saturday & Sunday 8am - 8.30pm

(Adult option only from 7.30pm - 8.30pm)

Reservations are mandatory and subject to availability. Reservations can be made through;

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

Guests are encouraged to come as prepared as possible to have the maximum amount of time to enjoy the facilities. Please note the Sauna and Steam Room will remain closed until further notice. Swim hats are also required and can be purchased at the leisure centre. Children are to be accompanied by an adult at all times.

