

## 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 12<sup>th</sup> 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.

### **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 and if you are feeling very fit you can continue on to the summit of Moylussa, Clares highest peak at 532m.... 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 such meals at Tuscany Bistro & Gossers Bar & Eating House.

The twin towns also have some great pubs with live music most nights from Liam O'Riáins 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.

# **A-Z of Guest Services**

Updated January 14, 2025

## **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 converter. We do not have US/EUR converters.

## **AIRPORTS**

Shannon Airport	(57Km)	061 712000
Cork Airport	(136Km)	021 4313131
Dublin Airport	(161Km)	01 8141111

## **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 for 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

## **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 last orders 8.45pm  
(Seasonal adjustments may apply).

## **BATH MATS**

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

## **BEAUTICIANS**

Boru Beauty	061 376564
J'adore	061 622661

## **BOAT HIRE**

For further information on boat hire or fishing trips, please contact reception.

## **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 Cois Locha Restaurant from 7am until 10:30am, Monday to Friday and from 7:30 am to 10.30am on Saturday, Sunday and Bank Holiday Mondays ( Last booking 10.15am)

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.

## **BUSINESS CENTRE**

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

## **CAR RENTAL**

National Car Rental, Shannon Airport	061 704914
Budget Car Rental, Shannon Airport	061 471361
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
Green Cross Pharmacy (Killaloe)	061 620128

## **CHILDRENS MEALS**

A Children's menu is available in both The Cois Locha Restaurant and O'Hara's Bar. The Lakeside Hotel is part of the IHF Healthy Meals Programme for Kids.

## **CIGARETTES**

The cigarette machine is situated in back lobby hallway. 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.

## **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 or dial 402.

## **COTS**

Baby cots are available upon request/availability.

## **CREDIT CARDS**

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

## **DENTIST**

Killaloe Dental Practice

061374744

## **DIETS**

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

## **DOCTOR**

Lough Derg Surgery

061 376546

Dr. Bernie Lynch

061 374333

Shannondoc (out-of-hour service)

1850 212999

## **DOGS**

Dogs are not permitted in the hotel, except for registered 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.

## **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.

## **EV CHARGERS**

4 Easy Go Charging Points (2 fast, 2 standard) are located at the front of the Hotel for public use, please note that those Charging Points are NOT operated by our hotel, so we do not provide any charging cables to plug in Electric cars or we DO NOT RESERVE it any charging spaces at any times. For any more info and demonstration video how to charge your car please visit: [easygo.ie](http://easygo.ie)

## **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 several staff members who are trained specifically to deal with first aid issues.

## **FLOWERS**

Floral arrangements & fruit baskets can be organised by Reception.

## **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**

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 in the leisure centre on the lower ground floor. It is open from 6.15am Monday – Friday, and from 8am Saturday, Sunday and Bank Holidays. Towels are provided for guests. For further information dial extension 409.

## **HAIRDRESSERS**

Hazel Hair Design	061 374873
M&L's	061 374800

## **HAIRDRYERS**

Are available in your room.

## **HIGH CHAIRS**

High Chairs are available in The Cois Locha Restaurant and also in O'Haras Bar. These can also be delivered to your room on request.

## **HORSE RIDING**

Clonlara Equestrian Centre	0876892373
Lough Derg Equestrian Centre	0852637525
East Clare Equestrian Centre	0862673690

## **HOUSEKEEPING**

Please contact Reception if you require any assistance.

## **ICE**

Can be delivered to your room, Please contact Reception.

**IRON**

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

**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.  
Cois Locha 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.

**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.  
Booking can be made by calling reception or meeting and events dept. on 402

**MESSAGES**

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

**MOBILE PHONE CHARGERS**

Most brands of phone chargers are available for use from reception

## **MUSIC**

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

## **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 409.

## **PRIVATE BARS**

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

## **PORTERS**

Please contact Reception.

## **POOL**

The pool is in the Leisure Centre on the lower ground floor. It is 17m in length with dedicated swimming lanes and a shallow section for young children with an enclosed infant pool. A suna, steam room, jacuzzi and cold water plunge pool are all located on pool deck. It is open from 6.15am Monday – Friday, and from 8am Saturday, Sunday and Bank Holidays. Towels are provided for guests. For further information dial extension 409.

## **PRE AUTHOSITAION**

A valid credit card pre-authorization is required for all arrivals. This means a sum of money will be temporarily frozen in your account to ensure payment of any outstanding charges upon departure.

At departure, you may choose to complete the transaction using the same card or provide an alternative payment method. Please note that if you settle with an alternative card or cash, the pre-authorized amount initially held will remain in a 'pending' status on your account for up to five working days, depending on your bank.

## **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

St. Flannans Church, Killaloe (RC) Sun Morning at 9:30am and 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 5<sup>th</sup> 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 Cois Locha Restaurant is open for dinner from 5:30 pm daily, with last booking at 8:30pm. (Seasonal adjustments may apply).

O'Hara's bar serves meals daily from 12noon until 9pm, with last orders at 8:45pm.

## **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 (***last orders 8.45pm***). If you do not have a menu, please call 405 and we will bring one to you. You may also order a range of beverage until 11pm daily.

## **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 charge of €125.00 will apply if you smoke in bedrooms.***

### **TAXI**

If you require a taxi, please contact Reception.

### **TEA & COFFEE MAKING FACILITIES**

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

### **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

### **TELEVISION**

In certain rooms, there is a switch on the wall (over bed) that will turn on power on your TV.

### **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 061 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.

### **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 national 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](http://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](http://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**