

SHORELINE
HOTEL

Dear Guest,

I would like to take this opportunity to welcome you to Shoreline Hotel. The team and I are here to assist you in every way we can. Our commitment to providing you with a memorable experience with safety at the forefront has never been stronger and we will continue to work in providing the highest health and safety standards to ensure your peace of mind and comfort.

A few things you can expect to see:

- Regular temperature checks for all employees
- All employees wearing face coverings
- Complimentary guest face coverings available from reception
- Hand sanitizer stations throughout the Hotel
- A team of cleaning professionals & new systems sanitizing guest areas 24-hours
- Guest guidelines on Covid etiquette

We have introduced a contactless bedroom – this ensures that there are no unnecessary items in our bedrooms which can assure you that longer time is spent on cleaning and disinfecting all surfaces in your bedroom. Any items you require will be available on request from our front desk.

By maintaining a contactless bedroom, we have removed the following items from our guest bedrooms but are still available on request.

Hairdryers, Iron/Ironing board, Tea/Coffee making facilities, Mini Bars, - Glassware, Bedroom Bins, Paper/Magazines, Guest directories, Promotional materials.

Please note that in order to ensure physical distancing guidelines, Pre booking for all food & beverage service periods is now required, you can do this by contacting the bar and restaurant directly, or digitally via our website and using the Open Table app.

On behalf of the team, I wish you a very enjoyable stay. Should you have any requests, please feel free to contact any member of the team who will be more than happy to assist you. If there is anything I can do personally to make your stay even more memorable, please do not hesitate to contact me directly. We wish to thank you sincerely for your support and trust throughout these exceptionally challenging times. Keep each other safe.

Kind Regards
John Mooney
Operations Manager

Afternoon Tea

- Afternoon tea is served daily in our lobby or our Brasserie. Pre booking is necessary one day in advance. To make a reservation please contact our reception team or dial '0' for assistance

Airports

- Dublin Airport 01 814 1111

Breakfast

- Breakfast is served daily from 7.30 a.m. to 10.30 a.m. Monday to Friday and 7.30am to 11.00am Saturday & Sunday

Check out

- Check out time is 12p.m.

Credit Cards

- At Shoreline Hotel all major credit cards are accepted: Visa, MasterCard, American Express and Visa Debit. Please kindly be advised that whilst credit cards can be preauthorised on arrival to open your hotel room account, visa debit would have to be charged straight away with the amount in question. Should you decide on departure to settle your account with a different credit card than used on check-in, the pre-authorization on the initial credit card will be reversed, however it may take up to four working days for the funds to be returned to your account, and this is due to bank procedures and is unfortunately out of our control.

Doctor

- Donabate Clinic 018436611

Dry Cleaning

- The hotel does not offer Dry Cleaning services. There is a local dry cleaners in the village. The contact details are below. White's Laundry & Dry Cleaners (01)8434069

Evacuation in case of Fire

- Please take a few moments to familiarise yourself with the evacuation notice located on the inside of your bedroom door. Ensure that you are aware of the nearest emergency exits on the corridors. For any questions please contact the guest services on extension 0.

Fire & Safety

- Guest safety is of prime importance to us here at hotel. All guestrooms and public areas are equipped with smoke detectors. In the case of fire alarm sounding please evacuate your room immediately and close the door securely behind you. Do not attempt to retrieve your belongings. Walk to safety via the nearest emergency exit and remember not to use the elevator.

First Aid Kit

- Should you be in the need of some medical assistance please contact the guest services on extension 0 and a member of our first aid team will assist you.

Hairdryer

- To request a hairdryer to your room please contact the guest services on extension 0.

Housekeeping Services

- We have increased sanitisation of high touch surfaces in your room this includes a full coverage surface spray of a disinfectant mist. During a two night stay there will be no service of the room only a change of towels and bins. Only after a three night stay will a full service on the rooms be done.

Internet

- Wi-Fi is complimentary throughout the hotel. The Wifi code is
“Martello”

Ironing Boards / Iron

- Ironing boards can be requested from the front desk by dialing '0'

Lost & Found

- A guest is contacted upon departure should any item be found in their room. Postage arrangements are made between the guest and the reception team. Where a guest fails to claim their item it will be donated to our local charity shop 3 months after their departure date.

Non-Smoking

- This is a non-smoking hotel and any breach of this incurs a deep cleaning charge of €150.

Restaurants

Lounge Menu is available from 10am- 5pm daily

Shoreline Brasserie open from 12pm - 9.30pm daily

Chungs Restaurant - Chinese based in Donabate Village

Pasta Castello - Italian based in Donabate Village

Religious Services

St Patricks Catholic Church Donabate

- Mon-Fri 10.00am
- Saturday 10.00am & 6.30 pm
- Sunday 11.00am
- Holy Days 10.00am
- Confessions Saturday 10.30am & 6.00pm

Watch Online: Watch masses from St. Patrick's Church, Donabate (at mass-times)

St. Ita's Catholic Church Portrane

- Sundays 09.30am
- Church of the Immaculate Conception Balheary
- Sundays 11.30am
- Confessions – Third Sunday of the Month

Room Service

- You can order room service from our brasserie menu by using the QR code in your room or alternatively you can contact reception. Please dial 0 to place your order. Please allow 25-35 minutes for your order to be delivered to your room. A €5 delivery room charge is added to your bill. Our room service format for room service is now in a takeaway style.

Taxi

- Donabate Village Cabs 018085222

Tea/Coffee making facilities

- Tea / Coffee making facilities can be requested from the front desk by dialing '0'

Wakeup Call

- ☑ Available on request. Please contact the guest services on extension 0 to set the wakeup call