



Hotel St. Patricks - Enhanced Guest Information Guide

Welcome to Hotel St. Patricks

Welcome to a world of luxury and comfort at Hotel St. Patricks, where every guest's needs are met with warm hospitality and a commitment to excellence. Whether you're staying for business, a romantic getaway, or a family vacation, our goal is to make your stay memorable with personalized service and top-tier amenities. We are here to assist with any requests you may have to ensure that your experience is seamless and enjoyable.

Check-in and Check-out Information

- **Check-in time:** 3:00 PM
- **Check-out time:** 11:00 AM

We offer flexibility with check-in and check-out times depending on room availability.

Guests can request early check-in or late check-out, which may incur an additional charge depending on the time requested and hotel occupancy. Late check-outs are typically available until 2:00 PM for a small fee. If you need assistance with your luggage, our bell staff is happy to store it safely for you before check-in or after check-out.

Room Features and Amenities

Our elegantly designed rooms offer a range of modern conveniences to ensure a comfortable stay.

Standard room features include:

- **Complimentary high-speed Wi-Fi** in rooms and throughout the hotel.
- **Flat-screen TV** with access to satellite channels and streaming services.
- **Minibar** stocked with a selection of snacks and beverages.
- **In-room safe** for securing your valuables.
- **Air conditioning** and adjustable temperature controls.
- **Luxurious linens** and a variety of pillow options.
- **Coffee and tea-making facilities**, refreshed daily.
- **Premium toiletries** including shampoo, conditioner, body wash and bathrobes.

Upgraded suites include additional living space, complimentary snacks and beverages and

access to our exclusive executive lounge.

Dining and Culinary Experiences

1. **The Bistro:** Casual all-day dining offering international cuisine and local dishes.
2. **La Terrasse:** Fine dining experience featuring gourmet cuisine, fresh seasonal ingredients and a selection of wines.
3. **The Lounge Bar:** Enjoy a relaxed evening with cocktails, fine wines and live music.
4. **In-Room Dining:** 24-hour room service featuring a selection of meals, snacks and beverages delivered directly to your room.

Payment Methods

At Hotel St. Patricks, we accept a variety of payment options for your convenience. The following methods are accepted:

- **Credit Cards:** We accept Visa, MasterCard, American Express and Discover.
- **Debit Cards:** Accepted with the same ease as credit cards. Ensure that your card allows international transactions if applicable.
- **Cash Payments:** Accepted at the front desk. Please note that a valid credit or debit card may be required to hold a deposit at check-in.
- **Mobile Payments:** We support Apple Pay, Google Pay and other NFC-based mobile payment solutions.
- **Bank Transfers:** Available upon request, though pre-arrangements must be made, particularly for corporate bookings or long-term stays.
- **Currency Exchange:** Available for major currencies at competitive rates. We recommend checking current rates with the front desk.

For **guaranteed reservations**, a valid credit card is required at the time of booking. In case of payment disputes, please inform the front desk immediately. We are committed to resolving any billing issues promptly.

Additional Fees and Policies

- **Security Deposit:** A refundable security deposit may be required at check-in, depending on your payment method. This deposit covers potential incidental charges and will be refunded at check-out after room inspection.
- **City Taxes:** Depending on local regulations, guests may be required to pay a city tax upon check-in or check-out. This fee is typically a small per-night charge added to your bill.
- **Cancellation Policy:** Standard reservations can be canceled up to 48 hours before arrival without penalty. After that, a one-night room charge may apply. Non-refundable bookings are charged in full at the time of booking and cannot be canceled or modified.
- **No-Show Policy:** If you do not arrive on your scheduled check-in date without notifying the hotel, a no-show fee equivalent to one night's stay will be charged to your credit card.

- **Early Departure Fee:** If you need to shorten your stay after check-in, an early departure fee may apply depending on the terms of your reservation.

Spa and Wellness

Our on-site spa offers a tranquil escape with services designed to relax and rejuvenate. Available services include massages, facials, body scrubs and beauty treatments. Guests can also enjoy our heated indoor pool, sauna, steam room and a state-of-the-art fitness center. For spa appointments, please contact the front desk in advance to ensure availability.

Wi-Fi and Connectivity

Stay connected during your visit with our complimentary high-speed Wi-Fi, available throughout the hotel. Whether in your room, dining in our restaurants, or lounging by the pool, you will have access to a fast and reliable connection.

Concierge and Special Services

Our concierge team is here to assist with everything from dining recommendations and reservations to arranging local tours, transport services and tickets for events. If you have any special requests, such as dietary restrictions, birthday surprises, or extra bedding, please inform the concierge and we will do our best to accommodate.

Event and Conference Hosting

Whether you're planning a business meeting or a personal celebration, Hotel St. Patricks offers a range of event spaces to suit your needs. We provide fully equipped conference rooms, banquet halls and boardrooms with state-of-the-art technology. Our event planners are available to assist with every detail, from catering to AV setup, ensuring your event runs smoothly. We also offer special packages for weddings and social gatherings.

Transportation and Parking

- **Airport Transfers:** Private transportation to and from the airport is available. Please schedule transfers at least 24 hours in advance to ensure availability.
- **Hotel Shuttle Service:** We provide complimentary shuttle service to key attractions, shopping areas and the business district.
- **On-site Parking:** Complimentary self-parking is available for all guests. Valet parking is also offered for an additional fee.
- **Car Rental Assistance:** Should you wish to explore the area, our concierge can arrange car rentals from reputable providers.

Safety and Accessibility

At Hotel St. Patricks, your safety is our top priority. The hotel is equipped with modern security systems, 24-hour surveillance and round-the-clock security personnel. We also ensure that our property is fully accessible to guests with mobility challenges, offering wheelchair-friendly rooms, elevators and public spaces. If you require any additional assistance during your stay, such as special

equipment or personalized services, please inform us ahead of time.

Children and Pet Policies

We welcome families and strive to ensure that children have a comfortable stay. For young guests, we offer cribs, extra bedding and children's menus in our restaurants. Babysitting services can be arranged upon request.

Pets are also welcome at Hotel St. Patricks in designated rooms. We provide comfortable pet beds and feeding bowls. Please inform us of your pet's stay in advance as there may be additional cleaning fees.

Sustainability and Environmental Initiatives

Hotel St. Patricks is committed to sustainability and minimizing our environmental impact. Some of our eco-friendly practices include:

- **Energy-efficient lighting** and appliances throughout the property.
- **Water conservation measures** including towel and linen reuse programs.
- **Recycling programs** for paper, plastics and glass.

We encourage our guests to participate in our green initiatives by making small, sustainable choices during their stay.