



GUEST INFORMATION

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@VIENNAWOODSHOTEL



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**Original
Irish
Hotels**

Tripadvisor
Travellers
Choice Awards



2024

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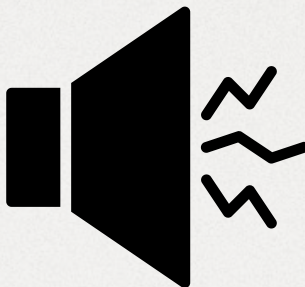
NOISE

IN YOUR ROOM

On occasion, noise may be audible due to events and the configuration of events at the hotel. While we do everything possible to eliminate and manage noise including room allocation, including engaging with guests prior to arrival with advisories , we regret it is not always possible to achieve our goal.

From time to time we also have guests in residence who are light sleepers. If you find yourself in a situation where noise is interfering with your stay, **please contact us directly** (*press '0' on the phone in your room*) and will we do our best to assist you, by providing earplugs and if possible a room move. Please note that during periods of high occupancy, move requests may not be possible however our team will endeavor to do their best.

If you are the source of excessive noise that disrupts the comfort of other guests, please be aware that this may result in penalties, including potential charges or, in severe cases, eviction from the premises. We ask all our guests to be considerate of those around them to ensure everyone has a pleasant stay. Your cooperation in maintaining a peaceful environment is greatly appreciated.



O1

HISTORIC HOTEL

Cork's Vienna Woods Country House Hotel is steeped in history, linked closely with Cork City's arts and brewing heritage. Originally owned by the Crawford family, notable philanthropists and supporters of the arts, the hotel's history is reflected in its luxurious rooms and cultural legacy.

The Crawford's, originally from Scotland, established the successful Beamish & Crawford brewery in Cork in 1792. Their impact is seen throughout Cork, starting with The Oval Public House, a notable example of early 20th-century architecture designed as a tied house for the brewery.

The family's contributions to the arts are commemorated at the Crawford Art Gallery and the Crawford College of Art and Design. William Horatio Crawford significantly funded and donated artworks to these institutions, leaving a lasting legacy.

Arthur Frederick Sharman Crawford, another family member, owned the Vienna Woods Country House from 1875-1946. He donated the premises to the Sharman Crawford Municipal Technical Institute and supported various educational initiatives.



Mahon Point Shopping Centre, once the site of the Crawford family's 'Lakelands' house, retains botanical remnants like the monkey puzzle trees planted by William Horatio, a noted botanist.

Finally, St. Fin Barre's Cathedral, funded by William Horatio Crawford, stands as a pinnacle of French Neo-Gothic architecture with exquisite stained glass and marble interiors, further cementing the Crawford family's indelible mark on Cork's cultural and architectural landscape.

02 - A PROUD MEMBER OF

ORIGINAL IRISH HOTELS

Cork's Vienna Woods Hotel is a proud member of Original Irish Hotels, a collection of diverse hotels in outstanding destinations located over the island of Ireland

Original Irish Hotels are as diverse as the destinations that define them. From historic castles to charming manor houses and cosmopolitan urban hotels, no two are the same. No matter which one you choose, expect the warmest of welcomes and unforgettable Irish hospitality.

Whether you want to tread the beaten track or abandon it completely, we'll serve you a wealth of unmissable experiences. Choose from luxury escapes, indulgent retreats, romantic getaways and more, and make memories to last a lifetime.

The hotels that are members of Irish Country Hotels are very much part of their local communities and are an integral contributor to the local economy and supports local jobs. When staying in any of our member hotels, you will be immersing yourself in the local culture and get to see a different aspect of each area of the country. Irish Country hotels are conveniently located throughout Ireland, and are close to heritage sites, leisure amenities, golfing, walking trails and other family friendly activities.

What does being an Original Irish Hotels mean for our guests?

Being true locals, we're deeply-rooted in our surroundings. Our local insight and personal recommendations help guests to discover the true essence of where they are. Staying at an Original Irish Hotel allows you to get into the heart of the real Ireland.

We have a genuine interest in your wellbeing and we like to think that you will arrive as a guest but leave as a friend. Our genuinely warm welcome, natural ease and our friendly and informal style of service are second to none. The atmosphere is relaxed, the comfort and warmth enveloping and your enjoyment of the time spent with us is assured.

We looking forward to welcoming you again.
Find out more about other Original Irish Hotels
at www.originalirishhotels.ie

**Original
Irish
Hotels**

GENERAL INFO



Check In
From 16:00

Check Out
12:00

2pm Late Checkout Available
for €20



Dial '0' for Reception

for dining reservations
or queries

Reception Team from 7am - 11pm
Night Porter from 11pm - 7am



Room Key

Please bring with you
when leaving your room

On check out; please leave with Reception
to avoid a **€5 fee**

One Card Policy

In accordance with the hotel's Green Policy
Key Cards Are Magnetic, Keep Away From Phones



Breakfast

Monday - Friday
07:00 > 10:00

Saturday & Sunday
08:00 > 10:30

Please Pre-Book Your Time



Bistro

Mon - Fri 12:30 > 21:00

Sat - Sun 13:00 > 21:00

Times May Differ On
Bank Holidays



Bar & Lounge

Drinks Served From
17:00 > 23:00
Bar Remains Available
For Residents After 11pm

Pizza & Sharing Boards
in our Glassroom
Mon - Sun 13:00 > 21:00



In-Room Dining

For Breakfast
Book before 23:00
the night before

For Lunch and Dinner
12:30 > 21:00

€10 Tray Charge



SMOKE FREE AREA

Fee of **€200 or more** if evidence of smoking / e-smoking
was detected in your room

Cigarette machine available at Reception

Smoking is strictly prohibited within the hotel



EMERGENCY

Dial '0' for Reception / Night Porter

For urgent medical assistance please call:
'911' or contact **Southdoc**: 0818 355 999

Dial '9' for all **external calls** from the hotel landline
Please note that these lines are monitored



OUR SERVICES

Complementary



Free Wi-Fi

Open access
no password needed



Tea & Coffee Station

Located in the drawer of
your room
Kettle and coffee machine included



Safe Deposit Box

Please see
instructions on the
door in front of Safe



Room Service

Put a **do not disturb** sign
on your door if you do
NOT want this service



Baggage Storage

Bags will be left behind
our Reception Area



Newspaper

Cork Independent
Available at Reception
Subject to availability



Free Parking

Overflow parking
also available



Wake-Up Service

Please contact
Reception before 11pm



Toiletries

Shower Caps, Slip
Mats, and Hygiene Kits
available at Reception



First Aid

Did 'O' to avail of our
First Aid Kit & Services

In-House



Laundry

Hand-in to Reception before 9am
for same-day service
Collect at 5:30pm
€10 Per KG

any weight exceeding a kg will
be rounded up to the next kg



Robe & Slippers

Please contact Reception
€10 Service Charge Applies



Postal Services

Daily mail departs
the hotel at 3pm
Stamp Charges Apply



Travel Adapters

Available at kiosk
next to Reception

External Services



eBee Bike Rental

Available outside
hotel entrance



Taxis

Payphone available at reception
Satellite Taxis (021) 480 8080
Crestfield Cabs (021) 486 6666



Babysitting

Please contact Reception
Suitable notice is required
Subject to availability

TRANSPORT



Only a 10 Minute Drive from Cork City Centre

5 minute walk to bus stop
Take the **214** or **245** bus to Cork City from Glounthaune
Please check bus times online

CORK AIRPORT

20 Minute Drive

Email: info@corkairport.com

Phone: +353 21 431 3131

Easy access with the new Dunkettle interchange



Cycle from the hotel all the way to Youghal on the new Cork Greenway

Fully completed by the end of 2024



Discover Cork

This brochure gives you an overview of just some of the main things to see and do during your visit to Cork City. And while you're here we hope you also enjoy the wonderful food and drink, shopping and entertainment options that make a visit to Cork truly memorable.





Towel Replacement

€20 fee for damaged, stained or missing towels.

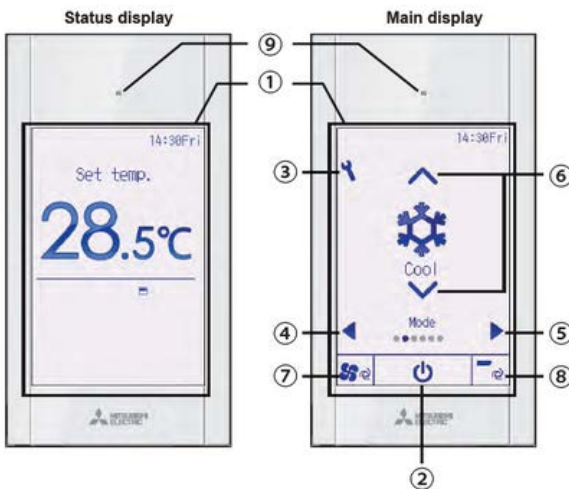
Damage / Stains



A charge **equal to the cost of the damage**, including maintenance and time, will be applied for any damage caused in the room.

Air Conditioning Controller

4th Floor Exclusive



When the ON/OFF operation is locked, ② will not be displayed.

When the setting item is switched with the ④ or ⑤ button, if the operation of the selected setting item is locked, the item will not be displayed.

If the operation of the fan speed or vane is locked, the item ⑦ or ⑧ will not be displayed.

The setting contents cannot be changed with the ⑥ button when the setting item is centrally controlled by the system controller.

① Touch panel & Backlit full color LCD

Operation settings will appear. When the backlight is off, pressing any area switches the screen to the Status display. While the Status display is displayed, pressing any area switches the screen to the Main display.

② ON/OFF button

Press to turn ON/OFF the indoor unit.

③ Setting button

Press to bring up the Main menu. When the menu operation is locked, an administrator password is required.

④ ◀ button

Press to switch the setting items in the following order: louver, ventilation, vane, fan speed, operation mode, and preset temperature.

⑤ ▶ button

Press to switch the setting items in the following order: preset temperature, operation mode, fan speed, vane, ventilation, and louver.

⑥ ▲▼ button

Press to change the contents of the setting selected in ④ and ⑤ above.

⑦ Fan speed shortcut button

Press to directly access the fan speed settings screen.

⑧ Vane shortcut button

Press to directly access the vane settings screen.

⑨ ON/OFF lamp

This lamp lights up in green while the unit is in operation unless "LED lighting" is set to "No". It blinks while the remote controller is starting up or when there is an error.

Safe Instructions

1st, 2nd Floor

Please note that some bedrooms are not equipped with safes

To open the safe door using electronic function

- > Press **"#"** on the key pad, then the display indicates 8-digit "-----" and **⏻**.
- > Press ******* before inputting the code to activate the "privacy"-function if necessary. Then the entered number will be indicated as "o". Press again to deactivate this function.
- > Input the user code within approx. 10 seconds and press **"#"** to finish the input. If the code is an 8-digit combination, the input will be finished automatically without pressing **"#"**.
- > Press the ******* to delete the number(s) if it is entered incorrectly.
- > If the display indicates **"Error"**, it means the entered code is incorrect. Input the code again.
- > If the code is incorrectly entered for three times, then the display will indicate the alarm symbol **⚠**. The alarm symbol will disappear once the code is correctly entered.
- > Rotate the knob clockwise to open the door within approx. 7 seconds while the display indicates **"OPEN"** and **⏻**.
- > Close the door and rotate the knob anti-clockwise after use.

To set and change the user code

- > Press **"#"** on the key pad, then the display indicates 8-digit "-----" and **⏻**.
- > Input the pre-set user code (1234) within approx. 10 seconds and press **"#"** to finish the input.
- > Press the ******* to delete the number(s) if it is entered incorrectly.
- > If the display indicates **"Error"**, it means the entered code is incorrect. Input the code again.
- > If the code is incorrectly entered for three times, then the display will indicate the alarm symbol **⚠**. The alarm symbol will disappear once the code is correctly entered.
- > Press the ******* within approx. 10 seconds while the display indicates **"OPEN"** and **⏻**.
- > Input the required new code within approx. 7 seconds and press **"#"** to finish the input. If the code is an 8-digit combination, the input will be finished automatically without pressing **"#"**.
- > The display indicates **"IN"** and the new code afterwards if the code is successfully changed.
- > The display will return to stand-by modus within a second.
- > Change the user code as above if required.

Do not hesitate to press '0' from the phone in your room to contact reception of the hotel should you incur any problems.

Enjoy Your Stay

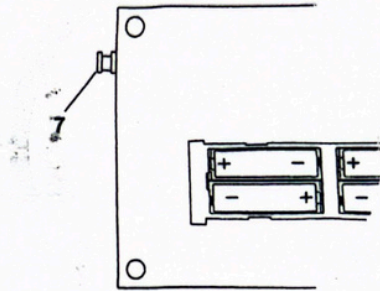
Safe Instructions

3rd Floor Only

01 Setting and changing user password

1. Press the password reset button (7). The yellow light (5) illuminates.
2. Enter new password (3-8 digits) within 30 seconds, then press either "*" or "#" to confirm.
3. If after entering a new password the yellow light (5) flash three times the password has not been saved and you must start the procedure again.

NOTE: After entering the correct password (3-8 digits plus "*" or "#"), if you do not open the door within 5 seconds they will re-lock.



02 Opening the door using keypad

1. Enter personal password followed by either "*" or "#" to confirm. The green light (3) illuminates.
2. Turn the knob (6) clockwise on the control panel to open the door within 5 seconds or the door will re-lock.
3. Place items to be stored into the safe.
4. Close the door of the safe and turn the knob (6) anti-clockwise on the control panel to lock the safe.

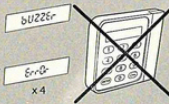
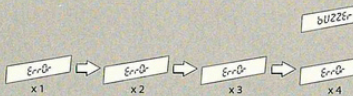
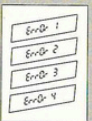
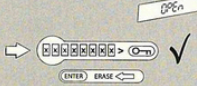
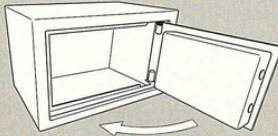
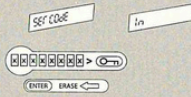
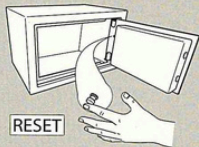
Note: If the incorrect password is used 3 times the system will freeze for 20 seconds. If again the incorrect password is used 3 times, the system will freeze for 5 minutes. Each time the system freezes an audible beep will sound.

Safe Instructions

4th Floor Only



The world's favourite lock since 1843



3 min

Room Service / Do Not Disturb Lights

4th Floor Exclusive



Let our accommodation staff know you would like your room serviced upon leaving your room

Accommodation staff will not enter your room until you check out

Service lights will light up outside your room to notify staff



Shower Faucet 4th Floor

