

KILLARNEY
PLAZA
HOTEL

Here for You...

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

Guest Experience

- Throughout the Killarney Plaza Hotel & Spa, 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 Plaza Hotel & Spa 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 Plaza Hotel & Spa. Guests can now make a reservation at any one of our restaurants and bars including Café Du Parc, The Tan Yard and Le Grand Pey. 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

- Our leisure centre 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 including use of the pool and gym. Changing rooms are currently unavailable due to guidelines and restrictions so we kindly advise guests to change in their bedrooms and use bathrobes and slippers that can be provided on request by dialling 0.

Reservations can be made through;

- Booking link in guest confirmation reminder email
- Upon check-in
- Our Spa 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.



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Hotel Directory



Café du Parc

Opening Hours

Sun - 09:00 - 23:00

Monday - Thursday 09:00 - 23:30

Friday & Saturday 09:00 - 23:30

Midweek Sittings

Breakfast 09.00 – 12.00

Lunch 12.00 – 17.00

Evening Menu 17.00 – 21.30

Weekend Sittings

Brunch 10.00 – 17.00

Evening Menu 17.00 – 21.30

Reservations will be available for all sittings through the hotel website. Reservation times are limited to 1 hour and 45 minutes. Brunch will be served Saturday and Sunday with our local resident DJ playing.

La Grand Pey / Petrus

Breakfast

Mon – Fri 07:00 – 10:00

Sat/Sun 07:00 – 10:30

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

- Booking link in guest confirmation email
- Direct call to reservations
- Booking link in guest confirmation reminder email
- Upon check-in

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

Dinner

La Grand Pey will not open for dinner unless otherwise notified. If La Grand Pey does open, reservations can be made through the hotel website. Reservation times are limited to 1 hour and 45 minutes.

Piano Bar

The Piano Bar will not be open for service unless notified.

Room Service

In-room dining is available for breakfast, lunch and dinner. Menus are available in the Guest Newsread handed out upon arrival. Please Dial '0' to place an order. €5 Tray Charge Applies.

The Tan Yard

Opening Hours

Daily 17:00 - 21:30

Reservations can be made through the hotel website. Reservation times are limited to 1 hour and 45 minutes.

Early Bird Menu

€20 2 courses / €25 3 courses

17:00 - 18:00

À La Carte Menu

17:00 - 21:30

Pool

Opening Hours

08:00 - 20:00

Reservation times are limited to 40 minutes from the start time of the booking. Guests are encouraged to change in their rooms before coming to the Pool area to ensure they have the maximum amount of time to enjoy the facilities.

Gym

Opening Hours

08:00 - 20:00

Reservations can be made through;

- Booking link in guest confirmation reminder email
- Upon check-in

Reservation times are limited to 40 minutes from the start time of the booking. Guests are encouraged to change in their rooms before coming to the Gym to ensure they have the maximum amount of time to enjoy the facilities.

Spa

Opening Hours

09:00 - 19:00

Pre-booking is essential.

