



BELMOND  
**GRAND HIBERNIAN**  
IRELAND

ADDITIONAL  
TRAVEL INFORMATION

## **BEFORE YOU TRAVEL**

### EMERGENCY CONTACT

There is a mobile telephone on board but in certain areas of the Republic of Ireland and UK it is not possible to obtain a signal.

It is therefore advisable to contact the Belmond Grand Hibernian office who will ensure any messages are passed on to you. Passengers can be reached at:

Belmond Grand Hibernian, Inchicore Works, Inchicore,  
Dublin D08 K6Y3

Telephone: +353 1 697 8822

### HEALTH AND VACCINATIONS

For guests arriving from North America or Europe, no vaccinations are currently required for entry into the Republic of Ireland or the UK. It is recommended, however, that you consult your physician for requirements based on your exact travel itinerary, or for any personal health recommendations relating to the trip. While there are excellent medical facilities in the Republic of Ireland and the UK, passengers who require frequent attention should be aware that professional medical care is not available on board.

### LUGGAGE

Prior to boarding, remember to attach a tag to each piece of your luggage. Every item of baggage should have a lock and identification both inside and outside, stating a contact address and telephone number. It is not advisable to give your home details.

#### LUGGAGE STORAGE ON BOARD

Cabins have limited space, therefore we recommend that each passenger travels with one suitcase and one carry-on bag. Each cabin has one under-bed storage space with the following minimum dimensions: 665mm x 850mm x 288mm.

If applicable, please arrange to leave excess bags with your hotel in Dublin during the journey.

#### OVERNIGHT STABLING

The train is stabled each evening in either a quiet siding or mainline station to ensure you enjoy a good night's rest.

#### PASSPORTS AND VISAS

All visitors from overseas must be in possession of a current passport, which needs to be valid beyond the duration of your journey.

Depending on which country issues your passport, you may need a visa for entry into the Republic of Ireland and UK. You should check with your travel agent or government agency before travelling.

#### PASSENGERS WITH SPECIAL REQUIREMENTS

Belmond Grand Hibernian offers a wheelchair-accessible cabin for guests with restricted mobility. The corridors from this cabin, through the dining cars to the Observation Car, are wide enough for a wheelchair of 655mm. Please note that the corridors can be narrow and you may need to cross between uneven carriages. A ramp is available for access via the train's main doors, which are located in Wexford Dining Car, but this can be quite steep at some stations.

Journeys include frequent off-train visits where transfers are provided by luxury coach, which can only be boarded using the steps. Some of the venues visited may not have wheelchair access or facilities for people with reduced mobility due to the restrictions placed on historic listed buildings.

Guests who rely on wheelchairs therefore need to be able to manoeuvre themselves, either alone or with their personal aides, on and off the train (where a ramp is available) and the coach.

Guests with restricted walking ability, who would prefer to be accommodated in the sleeping cars closest to the dining cars, should contact their local reservations agent or booking office prior to travel to discuss their requirements.

Guests with physical disabilities, and those who require frequent medical attention, should advise reservations or their local travel agent of any condition at the time of booking. You should carry with you an adequate supply of any medication you may require while travelling. Prescription medicines should always be carried in your hand luggage (not in checked luggage), only in their original, labelled containers.

#### PERSONAL DOCUMENTS AND TRAVEL INSURANCE

We recommend that you exercise the same safety precautions throughout your travels as you would at home. You should have adequate travel insurance and we recommend you carry a copy of your policy with you in case of emergency. We suggest you carry your passport with you at all times and memorise its number, date of issue and place of issue. It is also a good idea to carry a photocopy of the information pages of your passport (those containing your photograph and passport details, as well as any amendment pages) and leave a copy at home.

Please keep the door to your cabin locked at all times for added security. Each cabin has a safe, which can be locked by setting a digital code. While we take every precaution to safeguard your property, we cannot be held responsible for loss or damage.

## YOUR CABIN

### AMENITIES

In each cabin you'll enjoy an en-suite with a shower and WC, a double or twin beds, dressing table and full-length wardrobe.

### BEDLINEN & TOWELS

We've prepared your comfortable bed with a duvet, pillows and Egyptian cotton linen. All duvets and pillows are made in the West of Ireland, are filled with 100% natural Irish duck down and are Nomite-certified. Should you prefer hypoallergenic synthetic bedding, blankets or alternative pillows, please let your cabin steward know. Extra blankets can be found in the storage bag located in your wardrobe.

In line with our environmental policies, we change bed linen and towels every other day unless you request otherwise. Face cloths are changed daily. If you'd like fresh towels and a cabin steward isn't available, leave your used towels in the base of the shower and they'll be replaced.

### CABINS

Most of the sleeping cars comprise four cabins: one double and three twins. The double cabin has adjoining doors to the adjacent twin cabin and can be booked as an interconnecting family room.

### CABIN SECURITY

Please keep the door to your cabin locked at all times and store any valuables in your cabin safe.

### EN-SUITE FACILITIES

Your shower operates on a shared system with your neighbouring cabin and is designed to give a regulated pressure and temperature. Please bear in mind, there is a finite volume of water available on the train. Should you have any difficulty operating your shower, please call for assistance.

The toilet system is designed to handle only light waste. The macerator can become clogged if anything other than toilet paper is used. Please use the disposable bags and bins provided.

### HAIRDRYERS & BATHROBES

You'll find a hairdryer, clothes brush and bathroom amenities in your cabin. We also provide slippers and bathrobes for your use on board. If you'd like to purchase a bathrobe, please contact a cabin steward.

### HEATING

The control for your under-bed heating is next to the curtains near the break-glass hammer. Please set to a comfortable level and be careful not to place anything in front of the heater grill as it may cause a fire hazard.

### LIGHTS

The main light switches as you enter the cabin or the bathroom operate all the ceiling and wall lights. There are additional desk lamps, turned on using the black switch on the base, and small reading lights adjacent to your pillow, which are operated by a button on the back of the lamp. To dim the light, hold the button pushed down; a further push will switch it off.

## ROOM SERVICE

If you'd like continental breakfast, tea, coffee, drinks or anything else served in your cabin, please arrange with a cabin steward the night before or use the call button for assistance at any time.

## TOILETRIES

Don't worry if you've forgotten any essential items - just speak to your cabin steward to have them provided.

## VENTILATION

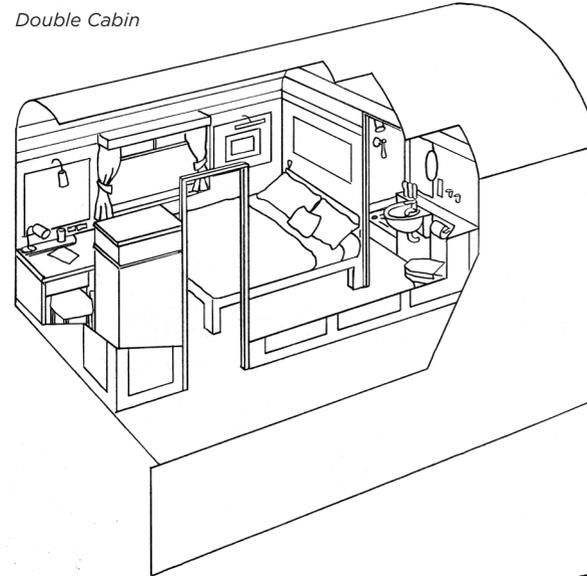
You can freshen your cabin in two ways:

1. Ceiling fan. This is turned on by a master switch near the light switches. The fan speed can be adjusted by pulling the cord on the fan itself - one pull for fast spin, two pulls for medium spin, three pulls for slow spin. The final pull will then turn the fan off.
2. Windows. Open by removing the chrome retaining clips and sliding them apart. Keep the gap at about 3 inches to avoid a draught. Please note, when the train stops the platform may be adjacent to your window, so for security purposes it's advisable to keep your window closed when not in your cabin.

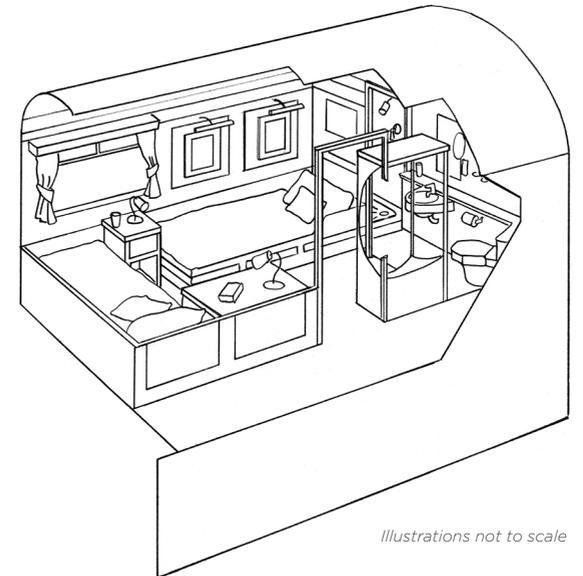
## VOLTAGE

The train runs on 220/240 volts A.C. In your cabin you'll find international travel adaptors, which should suit most requirements. Please note, these do not change voltage. Please check the appliance being used, and should it either have a voltage change function or indication that it operates on a voltage other than 220/240, you will need a voltage converter. Please contact your cabin steward for assistance.

*Double Cabin*



*Twin Cabin*



*Illustrations not to scale*

## LIFE ON BOARD

### ALARM CALLS

If you've got an early start or would simply like to see the dawn rise over the lush landscapes, ask the Train Manager or your Host for a wake-up call.

### CARS

In total there are 10 cars (carriages)

- Observation Car: Kildare
- Dining Car No. 1: Wexford
- Dining Car No. 2: Sligo
- State Car No. 1: Kerry (Cabins A-D)
- State Car No. 2: Down (Cabins E-H)
- State Car No. 3: Waterford (Cabins I-L)
- State Car No. 4: Leitrim (Cabins M-P)
- State Car No. 5: Fermanagh (Cabins Q-T)
- Crew Car: Donegal
- Generator Car: Carlow

The train layout is designed to keep the day cars furthest from the engine. On some stretches of track, however, we have no choice but to position the locomotive next to the Observation Car. We try to keep this to a minimum.

### CHANGES TO ITINERARIES

In your travel journal we've endeavoured to provide correct information concerning the train route, excursions and departure and arrival times. However, occasionally – as a result of climatic conditions, engineering works or other circumstances beyond our control – the routes may need to be altered and itineraries and timings may therefore change.

### COAT CUPBOARDS

Feel free to use the coat cupboards in the Lobby for hanging bulky jackets and outerwear instead of storing them in your cabin.

### COMMUNICATIONS

Because of the remote nature of our routes, we don't offer onboard WiFi. Even if your device has network roaming settings, connectivity cannot be guaranteed as signals are not always strong. Take the opportunity to switch off! However, when you need to stay in touch, external WiFi is available on certain sections of our routes, eg near or at major towns. Your Train Manager will be happy to identify these places for you. A WiFi dongle is available in the Observation Car if required.

### CURRENCY & CREDIT CARDS

We accept Euros and all major credit cards on board. We regret we cannot exchange currency. Banks and cash dispensers are available at some of our overnight locations.

### DAILY ITINERARIES

During turndown, we'll place itineraries for the following day in your cabin. These will include dining times, excursion details and a local weather forecast.

## DIETARY & DINING

Our Observation Car (Kildare) offers a charming environment for reading, chatting or simply admiring the passing views while enjoying a morning coffee, pre-dinner cocktail or a nightcap.

We recommend you sample both of our dining cars during your journey to experience the ambience in each. As we operate an open seating policy, we allocate places on a first come, first served basis – no reservations are needed. At lunch and dinner we offer a set menu. Breakfast is à la carte – you'll find a menu on your table in the restaurant cars. Times vary to coordinate with off-train visits; the crew will advise you. In general, service is at the following times:

- Breakfast from 07.30
- Lunch between 13.00 and 14.00
- Dinner between 19.30 and 21.00

If you'd like tea or coffee in your cabin at any time, press the call button in your cabin for service, or make arrangements with the Train Manager the night before.

If you have any specific dietary requirements, or wish to request a particular portion size, don't hesitate to speak to one of the stewards.

## DRESS CODE

We advise dressing informally during the day and wearing appropriate footwear and light, waterproof outerwear for off-train excursions. For the evenings we suggest a jacket, with or without tie for men and the equivalent for women. Guests intending to play golf are advised to bring their own golf shoes.

## EXCURSIONS

Before each excursion, your Host will advise you of the itinerary and disembarkation details. Ten minutes before it's time to alight, the Train Manager will knock on your cabin door to alert you.

We ask you to be ready in the Observation Car or Lobby five minutes before departure as the train usually only stops for a few minutes.

You'll travel in an exclusive chartered coach with toilet facilities, water and fruit available on board. Please note, you're legally required to wear seat belts at all times when the coach is moving. Smoking is not permitted.

If you prefer to remain on board for any excursion, let the Train Manager or Host know so that you're not disturbed. Note, this may not be possible in some locations because of Irish Rail safety requirements.

## GRATUITIES

Gratuities are not included in your fare and are entirely at your discretion.

## GUESTS WITH LIMITED MOBILITY

We carry one wheelchair for use during off-train visits. Wheelchair access may be limited at some venues due to restrictions on historic properties. We keep a second wheelchair for emergency use on board.

## LAUNDRY

We have no facilities on board, but you'll find a laundry bag in your wardrobe where you can store your washing and take it away with you.

#### LIBRARY

In Wexford dining car, feel free to browse our bijou library of fiction, non-fiction and travel books. We also carry a selection of games and writing materials. Should you wish to mail postcards while on the train, please hand them to a cabin steward who will take care of postage.

#### MEDICATION

Talk to your cabin steward if you need to store any medication at a chilled temperature.

#### ONBOARD STAFF

Train Manager: responsible for the crew and ensures the smooth running of your journey from beginning to end.

Host: available throughout the journey to provide details regarding off-train visits and to help with any queries or requests.

Stewards: at your service in the Observation Car and dining cars. They also provide a housekeeping service for your private cabin.

#### ONWARD TRAVEL ARRANGEMENTS

If you need any help with your travel arrangements from Dublin Heuston Station, speak to the Train Manager before you disembark.

Shortly before arriving into Dublin, leave your luggage in your cabin and your key in the door, and make your way to the Observation Car. Please remember to collect any coats from the Lobby cupboards.

Our crew members will place your luggage on the platform in front of the train's Lobby doors, where you can collect it.

#### PHOTOGRAPHY

Photography may be restricted in some parts of the venues you visit on your journey. If you have any questions, please speak to your Host.

#### SMOKING

Smoking is not permitted on the train and only in designated areas outside the stations where we stop.

#### UMBRELLAS & WALKING POLES

You're welcome to borrow umbrellas or walking poles for use during excursions. You'll find them in the Lobby cupboards. We also keep some umbrellas on the coach.

#### YOUR FARE

The all-inclusive cost of your journey includes:

- Cabin accommodation with private en-suite facilities
- Chef's daily set menus, including all alcoholic and non-alcoholic beverages
- All sightseeing excursions as shown in the daily itineraries
- All applicable taxes

It does not include:

- Insurance
- Gratuities
- Activities not included in the itinerary, eg chauffeur or ad hoc tour arrangements.

## **SAFETY & EMERGENCIES**

### GENERAL SAFETY ON BOARD

Please don't lean out of windows while the train is moving. Clearance is often no more than a few inches. And do not walk on the railway track unless your train crew instructs you to.

Please use only the Lobby doors in Wexford dining car to enter and exit the train. All carriage doors open outwards and should only be opened by crew members or in emergency situations.

### IN AN EMERGENCY

In your cabin you'll find an information card giving you the location of your cabin, the train layout and the actions that should be taken in the event of an emergency. Ensure that you know the location of your cabin, the nearest exits and how to open them.

Should you need to stop the train, pull the red emergency break handle, which can be found in all cabins and at various corridor locations. This will cause the train brakes to be applied automatically.

Please note that you might need to lower yourself onto the trackside if no platform is available. For further advice or clarification, contact any member of the crew.

### FIRE ALARM

Alarms are tested when guests are off the train. So if you hear the alarm, assume it's a fire unless you're told otherwise. If possible, close nearby doors to keep smoke from spreading. Only use extinguishers if safe to do so. If the alarm sounds in your State Car when the train is moving, please wait for a member of the crew to advise you of the next steps. If it's not safe to remain where you are, please make your way along the train away from the direction of the fire until guided and advised by a member of the train crew. In no circumstances should you jump from the train while it is in motion.

If the alarm sounds in your State Car when the train is stationary, please wait for a member of the crew to advise you of the next steps. If it's unsafe to remain where you are, make your way along the train, away from the direction of the fire until a platform is available. Use the emergency handle above the nearest door to unlock it and push it open. There you'll be assisted by a member of the train crew.

If fire or smoke prevents you from leaving your cabin through the door, please use the break-glass hammer located near the window to break the glass. Hit the glass in the corner with the hammer and use the desk stool to push out any remaining glass. Then call for assistance with disembarkation.

