

MERCHANT

Guest Directory



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The History and Legacy of The Merchant Hotel

The Merchant Hotel on Waring Street has long been admired for its distinctive architectural style both in its former life as the headquarters of the Ulster Bank and now, in its new incarnation as a five star luxury hotel.

This original Giffnock sandstone structure was purpose built as the headquarters of the Ulster Bank. The site was originally acquired in 1836, however, the decision to build was not taken until 1857. Bank Directors Robert Grimshaw and James Heron visited Glasgow and Edinburgh to glean as much information as possible about the architecture of the best banking buildings in both cities - it was their earnest wish that their new building should appear “elegant, substantial and prosperous”.

The location was deemed eminently suitable being, as it was, in the heart of Belfast’s mercantile and commercial centre. In fact Waring Street derives its name from a successful local merchant William Waring who came from Toombridge, in the 17th century, to set up a tannery in Belfast. He was granted a lease in the street that was to take on his name.

For the creation of the Ulster Bank headquarters, the Directors felt the work should be undertaken by local talents. Over 60 designs were submitted to the bank’s committee and £100 was offered for the best

design. However, in the end, the design of a talented Glaswegian by the name of James Hamilton was selected.

The building work was undertaken by Messrs D and J Fulton, while the spectacularly ornate plasterwork in the main banking hall was carried out by local man George Crowe. The exterior of the building is Italianate in style, a popular feature of High Victorian Architecture. Sculptures depicting Commerce, Justice and Britannia, look down benignly from the apex of the elegant facade. Under the grand central dome of the main banking hall, fruit and foliage designs surround the walls in a magnificent frieze. Four Corinthian columns feature plump putti which depict science, painting, scripture and music. Generosity of proportions and an ornate but not ostentatious style throughout the building has ensured that it is one of the most renowned and best loved buildings in Belfast.

When the designs were first shown at the 1858 London Architectural Exhibition, the literary magazine *Athenaeum* described them as “*very commendable, earnest, massive, rich and suitable*”. Writing more than a century later, founding member of the Ulster Architectural Heritage Society C.E.B. Brett said the building offered “*every inducement to linger and ponder on wealth and its advantages*”.

The Merchant Hotel is located in what is now known as the Cathedral Quarter of Belfast. This area is widely accepted as the cultural quarter of Belfast being as it is, home to The Metropolitan Arts Centre and numerous galleries and other art and performance centres. The original Grade A listed building that is now home to The Merchant Hotel, was acquired by The Beannchor Group in March 2004 and work commenced a year later in March 2005. This work was carried out by Strong Construction, Consarc Architects and O'Donnell O'Neill Design Associates. The hotel opened its doors in April 2006.

In creating The Merchant Hotel, the owner, Bill Wolsey, deemed it crucial to respect the integrity of the building by creating a space that was, classic in its styling but which also introduced some subtle modern twists. In order to find examples of this style working successfully elsewhere, Bill undertook a great deal of research to find and benchmark the very best hotels throughout Ireland, the U.K. and across Europe. Both Ann Marie O'Neill of O'Donnell O'Neill Design Associates and Colin Maxwell of Consarc joined Bill on a number of these research trips in order to experience first-hand where the inspiration was coming from. Particularly admired were hotels which had managed to encompass elements of modernity without jarring the gracious effect of the classical

style that they had traditionally had – Claridges in London and the Plaza Athénée in Paris for example. In order to achieve the desired effect, a “no expense spared” approach was adopted and has continued ever since.

In the summer of 2010 a £16.5 million expansion introduced a wealth of new facilities - these include a stunning luxury spa, a rooftop gym with panoramic city views, a dedicated meeting and events floor, a fabulous jazz bar; and 36 new Art Deco inspired bedrooms to complement the original Victorian style rooms. This brings the hotel to a total of 62 bedrooms. This on-going passion for excellence in both products and services has been exemplified by the multitude of local, national and international awards achieved by the hotel since opening in 2006.

The Merchant Hotel is also the only AA 5 Red star rated hotel in Northern Ireland. By virtue of its extraordinary architecture, luxurious facilities and warmth of welcome, it has achieved iconic status within the city of Belfast.

We offer you our sincerest wishes for the wonderful stay with us.

The Merchant Hotel.

Guest Directory

Useful telephone numbers

Reception.....	2000
Concierge.....	2000
Spa.....	2053
Gym.....	2057
Berts Jazz Bar.....	2058
The Cloth Ear.....	2021
The Great Room.....	2013
In Room Dining.....	2013

To dial between rooms, please *prefix the number 4* to your desired room number.

Fire Evacuation

What to do in an evacuation

ON DISCOVERING A FIRE, RAISE THE ALARM

Stay calm. The alarm can be activated by breaking the glass of any red fire alarm activation point or by dialling the **Emergency Button** on your telephone.

CLOSE ALL DOORS AND WINDOWS

Do this to prevent the spread of smoke and fire *only if it is safe to do so.*

SWITCH OFF AIR CONDITIONING

EVACUATE ALL OCCUPANTS FROM THE DANGER AREA

Make sure all occupants of your room are accounted for. If they are in another part of the hotel, leave by the emergency exits and report the situation to the Hotel Fire Warden at the *assembly point at Cotton Court, opposite The Great Room Restaurant entrance.*

DO NOT ATTEMPT TO FIGHT THE FIRE

DO NOT STOP TO COLLECT LUGGAGE

LEAVE THE BUILDING BY THE NEAREST EMERGENCY EXIT

DO NOT USE THE LIFTS OR RETURN FOR PERSONAL BELONGINGS

ON LEAVING THE HOTEL GO STRAIGHT FROM YOUR EMERGENCY EXIT TO THE ASSEMBLY POINT FOR GUESTS, OPPOSITE THE GREAT ROOM RESTAURANT AT COTTON COURT.

The quickest route to the assembly point from your emergency exit is clearly indicated on the emergency evacuation procedures displayed on the back of your door.

Services and Facilities

Room Service Breakfast*

Room Service Breakfast will be delivered to your bedroom door. *Please note, all In Room Dining breakfast orders will incur *a tray charge of £15.00.*

Florist

The Front of House Team will be pleased to assist you in ordering flowers for both local and international deliveries. *Minimum £49.00 order.*

Gift Cards

Merchant Hotel gift cards can be purchased at hotel reception. These are issued to a monetary value of your choosing and have no expiry date. Our gift cards make the perfect gift to mark any special occasion and give the recipient flexibility and choice as they can be used towards a luxurious overnight stay or in any of our bars and restaurants.

Guest Valuables

Each of our bedrooms is equipped with an electronic safe located in the wardrobe. Full instructions for its use are located on the safe. Oversized valuables should be given to reception for safe keeping. *Responsibility for all guests' property will be covered by the Hotel Proprietors Act 1963.*

Hairdressing

The preferred hairdresser for the hotel is Andrew Mulvenna. Our Front of House Team will be happy to assist you in making an appointment.

Heating and Air Conditioning

All rooms and suites are fitted with a thermostatic control enabling you to regulate your room temperature. *Please note that this is an automatic air conditioning system and will not operate effectively with the windows open. **Instructions are located at the back of this book.** Should you need further assistance with this, please contact our Front of House Team.*

High Speed WiFi Access

This service is complimentary for guests throughout the hotel. Please contact our Front of House Team for details.

WiFi Network: MerchantHotel

Digital Newspapers and Magazines

Enjoy complimentary access to thousands of newspapers and magazines on your own smart device. Connect to our hotel WiFi and visit www.pressreader.com or scan one of our QR codes at hotel reception.

Housekeeping

The Housekeeping department is at your service to make your stay more comfortable. Should you require any additional items or if any items in your room need refreshed, please contact hotel reception on 2000 and they will be delivered to you room.

Additional items and services include baby cots, highchairs, baby baths, extra mirrors, pressing service, reading lights, blankets and pillows, vases, hollow fibre pillows, luggage racks, hot water bottles, dry cleaning, laundry service (co-ordinated with the concierge), coat hangers.

If there is something we have forgotten to mention please let our Front of House Team know and they will be happy to assist.

Jogging Maps

Our in house personal trainers have designed jogging routes in and around the local vicinity. Maps are available from our Concierge Desk or at The Gym Reception Desk.

Laundry Service

If you have items to be laundered please call '0' to request Concierge to collect your items. Laundry will leave the hotel at 8.00am and will be returned to your room by 6.00pm the same day, Monday to Saturday, excluding Bank Holidays. *Laundry bags and price lists are provided in your wardrobe.*

Services and Facilities

Luggage Service

Please contact the Concierge for your luggage to be collected or if you wish to have it held temporarily in storage.

Meeting Facilities

The Merchant Hotel can offer private meeting rooms, with full conference facilities available on request for up to 200 delegates. Contact our Front of House Team for further information.

Religious Services

Full details on the location and time of religious services for all denominations are available from the Concierge desk.

Reservations

For further reservations, please contact Front of House. Online reservations can be made on our website www.themerchanthotel.com, where you will always find the best available rates.

Souvenir Items

For guests wishing to purchase items such as umbrellas, candles, gift cards etc., please contact Reception on 2000.

Stationery and Forms

A full range of stationery is provided in the dressing table drawer. Should you require any additional stationery please contact the Front of House Team.

Travel Arrangements

For assistance with any of your travel arrangements, please contact the Front of House Team.

Parking

If you have parked your car in Go Park car park, we can validate your tickets at reception for a reduced fee of £15 for overnight parking. Please speak to a member of our Reception Team to have your ticket validated.

Services and Facilities

Bars and Restaurants

The Merchant Hotel offers its guests a wide choice of dining and entertainment facilities:

The Great Room Restaurant

Breakfast:

Monday - Friday.....7.00am - 10.00am

Saturdays, Sundays

and Bank Holidays.....7.00am - 10.30am

Lunch:

Monday - Friday.....12.00pm - 2.15pm

Afternoon Tea:

Sunday - Friday.....12.00pm - 4.30pm

Saturday.....12.30pm and 3.00pm*

**Two sittings only*

Dinner:

Monday - Thursday.....6.00pm - 10.00pm

Friday - Saturday.....6.00pm - 10.30pm

Sunday Menu:

Served.....12.00pm - 8.30pm

The Cocktail Bar

Bar Service:

Monday - Saturday.....10.30am - 1.00am

Sunday.....11.30am - 12.00am

Food Service:

Monday - Sunday.....12.00pm - 9.00pm

The Cloth Ear

Bar Service:

Sunday - Thursday.....12.00pm - 11.00pm

Friday - Saturday.....12.00pm - 1.00am

Food Service:

Sunday - Thursday.....12.00pm - 9.00pm

Friday - Saturday.....12.00pm - 10.00pm

Berts Jazz Bar

Bar Service:

Monday - Thursday.....5.00pm - 12.00am

Friday.....4.00pm - 1.00am

Saturday.....12.00pm - 1.00am

Sunday.....12.00pm - 12.00am

Food Service:

Monday - Thursday.....5.00pm - 9.30pm

Friday.....6.00pm - 8.30pm*

**Two sittings only*

Saturday.....12.00pm - 5.00pm \ 6.00pm - 8.30pm*

**Two sittings only*

Sunday Brunch.....12.00pm - 4.00pm

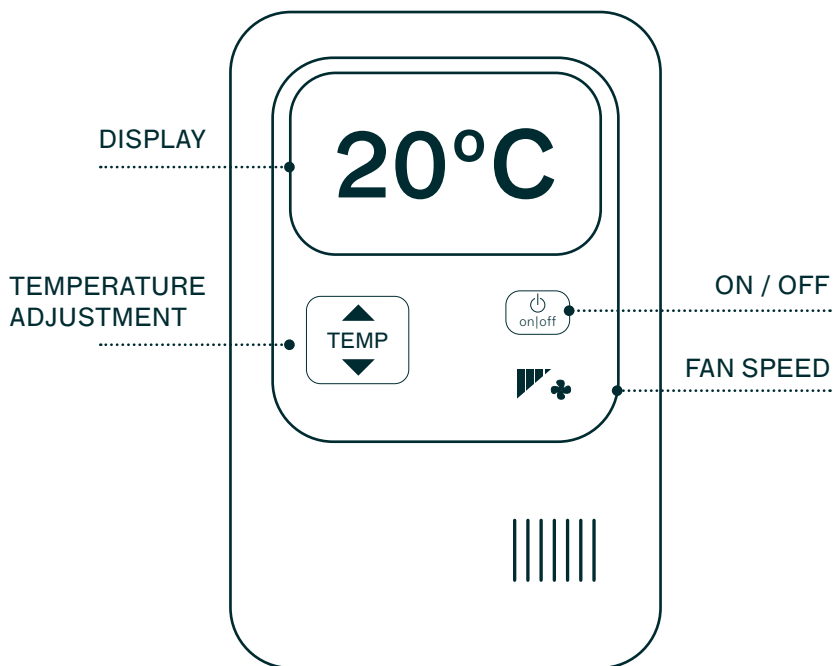
À la Carte.....12.00pm - 9.00pm

Heating Instructions

Instructions for your in room heating

TOO HOT OR TOO COLD?

Change the temperature in your room by following these instructions.



IMPORTANT KEY CARD MUST BE IN POSITION TO WORK.

DISPLAY

Shows desired temperature.

ON/OFF BUTTON

To turn on or off, press the power key once. Display will illuminate when on.

TEMPERATURE ADJUST

To adjust temperature, press the up or down key once.

FAN SPEED SELECT

To increase fan speed, press the fan key once.

Should you need further assistance with this, please contact our Front of House Team.



