



At Newpark Hotel Kilkenny, we are committed to providing every guest with a comfortable, safe, relaxing, and enjoyable stay. To help ensure the comfort and wellbeing of all guests and team members, we kindly ask that all visitors observe the following Hotel Policies and House Rules during their stay.

THE NEWPARK HOTEL POLICIES

GUEST POLICIES

- Check-in is from 4pm
- Check-out is at 12pm, a late check-out fee of €30 per hour will automatically be applied to your room account after this time.
- We operate a 48-hour cancellation policy; in the event of a late cancellation or non-arrival, the first night's accommodation will be charged in full.
- Kindly note our dress code policy, sleepwear is not permitted in our restaurants, and appropriate footwear must be worn in all public areas of the hotel.
- All bookings require a valid physical credit card (NOT debit card) with matching photo identification for pre-authorisation at check-in. Failure to provide one may result in the cancellation of your reservation.
- To ensure all guests enjoy a peaceful stay, quiet hours apply between 10:00 PM – 8:00 AM, Please keep noise levels to a minimum in guestrooms, corridors, and public areas.
- Newpark Hotel Kilkenny is a fully non-smoking hotel.

FACILITIES, AMENITIES & OPERATIONAL AVAILABILITY

- While every effort is made to ensure that all hotel facilities, amenities, outlets, attractions, and activities are available for guest enjoyment, certain facilities may occasionally be unavailable due to essential maintenance, repairs, health and safety requirements, operational considerations, seasonal demand, staffing requirements, or other business necessities.
- Management reserves the right to alter opening hours, temporarily close, suspend, or restrict access to any facility, outlet, attraction, activity, or service at its discretion. Such closures or restrictions are considered operational requirements and do not entitle guests to compensation, refunds, discounts, or alternative arrangements unless otherwise required by law.
- This policy applies to all hotel facilities, including Jurassic Newpark attractions, activities, restaurants, bars, leisure facilities, and recreational outlets.

DAMAGE TO HOTEL PROPERTY

- Guests are responsible for any loss, damage, or excessive cleaning required as a result of deliberate, negligent, or reckless acts caused by themselves or anyone within their party or visiting them during their stay. For this reason, a valid physical credit card is required at check-in to cover any incidental charges, damages, or additional cleaning costs incurred during your stay. The hotel reserves the right to charge the registered guest for:
 - Damage to guestrooms, furnishings, fixtures, or equipment
 - Missing items
 - Specialist cleaning costs

- For excessive cleaning costs resulting from spills, stains, or soiling of rooms, furnishings, or fixtures.
- Compensation payable to other guests affected
- Administrative or repair costs incurred

EXCESSIVE CLEANING

- Rooms left in an excessively untidy condition, requiring deep cleaning or specialist treatment, may incur an additional cleaning charge.

FIRE SAFETY & TAMPERING

- Tampering with fire alarms, smoke detectors, emergency exits, firefighting equipment, or other safety systems is strictly prohibited. Any guest found interfering with fire safety equipment may:
 - Be charged for all related costs and disruption
 - Be asked to leave the hotel immediately without refund
 - Be reported to An Garda Síochána where appropriate

GUEST CONDUCT & BEHAVIOUR

- Newpark Hotel is committed to providing a safe, comfortable, and enjoyable environment for all guests, visitors, and team members.
- Any guest or visitor displaying aggressive, threatening, abusive, disruptive, intoxicated, or inappropriate behaviour may be asked to leave the premises immediately. Management reserves the right to refuse service, terminate accommodation, or remove individuals from the property where such behaviour is deemed unacceptable.
- Hotel team members will only intervene in incidents where it is safe and appropriate to do so. In cases involving serious misconduct, criminal activity, threats, violence, or where the safety of guests or staff may be compromised, An Garda Síochána may be contacted without prior notice.

ALCOHOL SERVICE

- In accordance with licensing legislation and responsible service practices, management reserves the right to refuse or withdraw the sale and service of alcohol to any individual at any time where it is considered necessary, appropriate, or in the interests of guest and staff safety.

CHILDREN

- Parents, guardians, and supervising adults are responsible for the safety and behaviour of children at all times while on hotel grounds. Children must not be left unattended in guestrooms or public areas.
- Newpark Hotel is committed to safeguarding and promoting the welfare of all children participating in hotel-operated activities and programmes. All team members working directly with children, including Kids Camp personnel, are subject to appropriate recruitment procedures and, where required, Garda Vetting in accordance with applicable legislation and safeguarding requirements.
- For the safety, welfare, and enjoyment of all participants, adults who are not authorised members of staff are not permitted to remain within designated Kids Camp areas during

programme operation, except where specifically authorised by management.

Kids Camp Rules

- Participants in the Kids Camp must:
 - Follow all instructions given by camp staff.
 - Treat fellow participants and staff with respect.
 - Refrain from bullying, abusive language, or disruptive behaviour.
 - Remain within designated activity areas unless authorised otherwise.
 - Use equipment safely and appropriately.
 - Notify staff immediately if feeling unwell or requiring assistance.
- Management reserves the right to remove any child from activities where behaviour presents a risk to themselves, other participants, or staff.

JURASSIC NEWPARK ATTRACTIONS & ACTIVITIES

- Jurassic Newpark attractions, activities, play areas, and associated outlets may operate on staggered schedules throughout the year and may be subject to seasonal opening times, reduced operational days, maintenance requirements, weather conditions, safety considerations, staffing levels, or other operational factors. Management reserves the right to modify, suspend, or close any attraction, activity, or outlet without prior notice. No compensation, refund, discount, or alternative benefit shall be provided in respect of any attraction, activity, or outlet that is unavailable due to operational, maintenance, safety, or business requirements.

HEALTH, SAFETY & INCIDENT REPORTING

- The safety and wellbeing of our guests and employees is a priority. Any health, safety, security, or welfare concerns reported to the hotel will be investigated and addressed appropriately. While the hotel has trained team members available who possess basic first aid qualifications, guests requiring medical treatment are advised to seek professional medical assistance where necessary. The provision of first aid by hotel personnel should not be regarded as a substitute for professional medical care. For health, safety, insurance, and legal purposes, all accidents, injuries, incidents, or near misses occurring on hotel property must be recorded on an Incident Report Form.
- Guests may be asked to provide relevant information including:
 - Full name
 - Address
 - Contact telephone number
 - Email address
 - Date and time of incident
 - Details of the incident
 - Details of any injuries sustained
 - Names of any witnesses

RIGHT TO REFUSE SERVICE

- As a privately operated hotel, Newpark Hotel Kilkenny reserves the right to refuse service or accommodation where guests:
 - Fail to comply with hotel policies

- Cause disturbance or disruption
- Engage in illegal or unsafe behaviour
- Damage hotel property
- Exceed room occupancy limits
- Non-Smoking Policy

VISITORS

- To ensure guest comfort and safety, parties and excessive gatherings in guestrooms are not permitted.
- Guests causing excessive noise or disturbance may be asked to leave the hotel without refund.
- Visitors are welcome in public areas of the hotel; however, overnight visitors must be registered with Reception.

HOUSEKEEPING & ROOM ACCESS

- Daily housekeeping services are provided to maintain guest comfort and safety.
- While “Do Not Disturb” signs are respected, management reserves the right to access guestrooms in the event of:
 - Emergencies
 - Maintenance concerns
 - Safety or welfare checks
 - Suspected breaches of hotel policies

LOST PROPERTY

- While every effort is made to assist guests in recovering lost belongings, the hotel accepts no responsibility for lost, stolen, or misplaced items.
- Items found on the premises will be securely stored for a limited period. Guests may contact Reception regarding any lost property enquiries.
- Postage and packaging costs for returned items may apply.

PARKING

- Guest vehicles and their contents are parked entirely at the owner's risk. Newpark Hotel accepts no responsibility or liability for loss, theft, damage, vandalism, fire, collision, or any other incident affecting vehicles or personal belongings while on hotel property, except where liability cannot be excluded by law.
- Guests are advised to ensure their vehicles are securely locked and valuables are not left unattended.

EXTERNAL FOOD & BEVERAGES

- To maintain the comfort and standards of our public areas and food service outlets, food and beverages purchased from external providers, including takeaway meals and deliveries, are not permitted in the hotel lobby, restaurants, bars, or other food and beverage outlets. Guests may consume such items within the privacy of their guest bedroom only.

GIFT VOUCHERS

- All gift vouchers are subject to the terms and conditions applicable at the time of purchase and redemption.
- Vouchers must be presented at the time of use and are non-refundable, non-transferable, and cannot be exchanged for cash unless otherwise required by law.
- Management reserves the right to amend voucher terms and conditions from time to time.

RESERVATIONS & CANCELLATIONS

- Cancellation terms vary depending on the rate and booking type selected at the time of reservation.
- Please refer to your booking confirmation for full cancellation and payment terms.
- Non-refundable bookings remain non-refundable in the event of cancellation or no-show.

Newpark Hotel Kilkenny reserves the right to amend or update these Hotel Policies & House Rules at any time without prior notice.

THE NEWPARK HOTEL PRIVACY STATEMENT

The Flynn Hotel Group is committed to protecting and respecting your privacy. Please read this Privacy Statement (the “Statement”) carefully to understand our use of your personal information. If you give us information about someone else, please make sure you have their written permission and please make them aware of this Statement as it also applies to their information.

WHO PROCESSES YOUR INFORMATION

For the purposes of the applicable data protection legislation, Newpark Hotel Limited T/A The Newpark Hotel, a company limited by shares, incorporated under the laws of Ireland with company number 23577 and registered address Newpark Hotel, Castlecomer Road, Co. Kilkenny, R95 KP63 acts as data controller. You will find our contact details in the “Contact us” section below.

INFORMATION WE PROCESS

We process the following categories of data:

- **In the case of accommodation services:**
 - Full name
 - Address
 - Email address
 - Phone numbers
 - Nationality
 - Payment details
 - Details of contracts you have entered with third parties for us to provide services to you
 - Details of allergies, if provided
 - CCTV footage from common areas of the hotel

- **In the case of gym services:**
 - Full name
 - Address
 - Email address
 - Basic medical declaration
 - Emergency contact details

- **In the case of spa and leisure services:**
 - Full name
 - Email address
 - Emergency contact details

We may also process other information, which is not personal data within the meaning of data protection law.

When you access our website or wi-fi facilities, your device's browser provides us with information such as your IP address, browser type, access time and referring URL which is collected and used to compile statistical data. This information may be used to help us to improve our website and the services we offer, and to offer services to you.

We also collect and record certain information about you when you browse our website. For more information, please see our Cookies Policy.

WHY WE PROCESS YOUR INFORMATION

We collect and use the information you disclose to us to assist in providing you with your chosen services.

Without collecting and using your personal information, it would not be possible for us to book you a room, a table or a spa treatment or protect your health in case of food and other allergies or ingredient or product sensitivities or provide you with access to our leisure club.

More specifically, we use the information about you (both personal and sensitive personal data/ special categories of personal data) that we hold for the following purposes:

Performance of a contract:

- For managing and administering your booking
- To receive payment
- Carry out our obligations arising from any contracts entered into between you and us
- Notify you about changes to our services;

Comply with legal obligations:

- Keeping proper books and records
- Audit purposes
- For the safety and security of our guests
- To comply with any other legal obligations to which we are subject

Consent:

- Direct marketing
- Perform market research

Legitimate interests of the controller:

- Prevent fraud
- Managing and improving our services
- Teaching and training our staff
- To provide customer care and service

From time to time we would like to contact you to:

- invite you to events we are organising;
- provide you with information on products or services which we feel may interest you;
- gauge satisfaction with the service you received from us

If you consent to us contacting you for the above purposes please tick to say how you would like us to contact you: by e-mail, text message, telephone, etc.

WHO WE SHARE YOUR DATA WITH

Flynn Hotels Group

We may disclose your personal information to our group companies for the administration and management of our business and compliance with applicable laws rules and regulations, and internal policies and procedures across the Flynn Hotels Group (including statutory reporting and disclosures to regulatory authorities).

Third party service providers

We may disclose your personal information to third parties who provide a service to us and only process your information as instructed by us. We use third party data processors for services such as the following: information technology services, marketing, database management, event management and hosting services.

Governmental, regulatory, etc.

We may disclose your personal information to a governmental or regulatory body (including tax authorities, law enforcement agencies and financial regulators) in order to comply with a legal obligation or to any person pursuant to an order of a court or tribunal.

Professional Advisors and Experts

We may also disclose your information to our solicitors, auditors, insurance advisors and financial services advisors.

Sellers or buyers of business or assets

We may disclose your information in the event that we sell or buy any business or assets, in which case we may disclose your Data to the prospective seller or buyer of such business or assets.

DATA RETENTION PERIODS

It is our aim to only hold your data for as long as this is necessary. We hold our data for the following periods of time:

Type of information	Retention period
Information need for tax and audit purposes	7 years
Information needed for performance of contract	The duration of the contract plus 2 years
Information need for marketing purposes	Until consent is withdrawn.
Information on gym members	The duration of the gym membership plus 2 years
Information on spa users	The duration of the spa membership plus 2 years/ 2 years following spa treatment

SECURITY AND WHERE WE STORE YOUR PERSONAL DATA

We store your information in different locations. Physical files are stored in locked store rooms on the grounds of the hotel. Electronic files are stored on our secure servers or in the cloud.

We are committed to protecting the security of your personal data. We use a variety of security technologies and procedures to help protect your personal data from unauthorised access and use.

As effective as modern security practices are, no physical or electronic security system is entirely secure. The transmission of information via the internet is also not completely secure. We cannot guarantee the complete security of our databases, nor can we guarantee that information you supply will not be intercepted while being transmitted to us over the Internet. We will continue to revise policies and implement additional security features as new technologies become available.

Although we will do our best to protect your personal data, we cannot guarantee the security of your personal data transmitted to us. Any transmission of data is at your own risk. Once we receive your personal data, we use appropriate security measures to seek to prevent unauthorised access.

TRANSFERS OF YOUR INFORMATION OUTSIDE OF THE EUROPEAN ECONOMIC AREA

We use cloud solutions for web hosting or proprietary software solutions delivered through the Cloud. Our use of cloud solutions for database hosting delivered to us through the Cloud, does not result in a transfer of your information outside of the European Economic Area.

LINKS TO OTHER SITES

Our website may, from time to time, contain links to and from other websites. If you follow a link to any of those websites, please note that third party websites have their own privacy statements and policies and that the controller does not accept any responsibility or liability for third party website's use of your data. Please check the respective website's privacy statements and policies before you submit any data via those websites.

YOUR RIGHTS

As an individual, under EU law you have the right to request that we:

1. provide you with information as to whether we process your data and details relating to our processing, and that we provide you with a copy of your data ('access right'). Please see Form 1a [here](#);
2. rectify and/ or update any inaccurate data we might have about your without undue delay ('right to rectification'). Please see Form 2a [here](#);

3. The right to object to processing of data relating to you ('right to object'). Please see Form 3a [here](#);
4. under certain circumstances, be restricted from processing your data ('right to restriction'). Please see Form 4a [here](#);
5. under certain circumstances, erase your personal data without undue delay (i.e. the "right to erasure"). Please see Form 5a [here](#); and
6. under certain circumstances, furnish you with the personal data which you provided us with in a structured, commonly used and machine readable format ('right to data portability'). Please see Form 6a [here](#);

Where we process your data solely on the basis of your consent, you are entitled to withdraw your consent at any time. This will not affect the lawfulness of our processing before the withdrawal.

You also have the right to lodge a complaint with the Data Protection Commission at any time.

The exercise of your rights might be subject to certain conditions and we might require further information from you before we can respond to your request.

You may exercise your rights by contacting our Privacy Officers at the e-mail address provided below.

CHANGES TO THIS STATEMENT

We reserve the right to change this Statement from time to time in our sole discretion. If we make any changes, we will publish those changes on our website. At the bottom of this document you will find the date on which this Statement was last updated.

CONTACT US

Requests relating to our processing of your personal information or this Statement should be addressed to the to the postal and email addresses below. We endeavour to deal with all requests promptly and efficiently.

Postal address:

Privacy Officer,
Newpark Hotel,
Castlecomer Road,
Co. Kilkenny,
R95 KP63

Email address: gdpr@newparkhotel.com

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