

Stayed at this great property on my way back to USA after an extended European trip. I was flying the airline formerly known as Aer Lingus, booking thru American Airlines so the connection back to the USA was thru Dublin.

Hotel is in a late 1800's mansion just outside Dublin. Hotel website suggested an airport bus, advising it dropped you off right in front of the hotel. Well, a little problem. The hotel is set back about a football field length from the street and the walkway to the front door is gravel. FYI, doesn't work well with rolling luggage. After three weeks in Europe I had a large, heavy suitcase, on wheels, and a large, heavy carry on. The carry on fit on the larger suitcase and i was able to wheel them through airports without much trouble. I had a lot of trouble lugging the luggage to the front door.

Lobby and public areas are beautiful, remnants of the former private mansion. I got a great 99 pound rate online for the one night I was going to be there. I was shown to my room, it was very basic, like a Marriott level in the USA. I spent the afternoon exploring Dublin and returned later that night. I prepared for my morning departure and settled in for bed. I was disturbed by the TV of the neighbor next door, thru the wall. I could also hear them talking and talking on the phone. I got the idea the walls were thin, as opposed to them being overly noisy. I was tired and had an early flight, and was not happy, as I had booked this hotel for a luxurious, restfull evening. I was also noticing several small signs around the world touting radisson's 100% satisfaction guarantee, if i didnt get a restful night and was satisfied with everything, the night was free. I really wasnt concerned about the money, just having a quiet night. I called down for the manager, politely, but firmly explained the problem, and asked to be moved to another room. He understood and said he would take care of it, and would send up a bellman with a new key for the new room.

The new room was an upgraded mini suite with much nicer furniture, bedding, bathroom, everything. It was larger and had a view onto the back forest. It made me a little mad I wasnt given this level of a room in the first place. This room was quiet and I had a restful, rest of the night. After seeing all those guarantee signs in the room, I did go to the front desk in the morning and politely called them on it. They agreed and the stay was free. Its all about solving problems and making the guest happy, and this hotel took care of it. Sometimes things go wrong, the true test of a hotel is how they deal with them. As such, I would recommend this hotel as a great place when you visit Dublin and I would return there on my next trip.

