



## DUBLIN BUSINESS SCHOOL SEPTEMBER 2011 PRE-DEPARTURE GUIDE



**Disclaimer:** The information in this guide is accurate at the time of printing. Costs and prices are subject to change and may be different by the time students arrive.

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# 1. Introduction

***Céad Míle Fáilte go Baile Atha Cliath!***  
***Welcome to Dublin!***

Thank you for choosing to study with us and we hope your experience at Dublin Business School will contribute to your personal and professional development. We have compiled this guide to help you prepare for your studies and life in Ireland.

This guide contains practical information and if there is anything you would like us to clarify, please let us know.

We hope you will feel at home here and that you will enjoy the cultural diversity of modern Ireland.

Studying through English will be a challenge for you but we have a strong support structure to help you both succeed in your studies and adapt to life in Ireland. We look forward to meeting you and we will be delighted to help you with any queries you have.

## 2. Dublin Business School



Dublin Business School, founded in 1975, is an academic centre for excellence. The College has an enviable reputation for quality programmes, professional lecturing and an excellent record in examination results.

We have brought together a team of motivated, competent and qualified lecturers to ensure the academic quality of the programme. We also liaise with companies throughout the Dublin area to facilitate company visits. Finally, we organise a number of cultural and sporting events to ensure students benefit fully from their time in Dublin.

### Facilities

DBS Summer Programme students have access to the facilities of DBS in all the buildings that make up the campus. These include an open Wi-Fi network in all DBS buildings, an extensive library and cafeteria and IT and printing facilities in Aungier Street. Students will also have access to a limited number of laptops which can be borrowed from the library in Aungier Street.

### Location

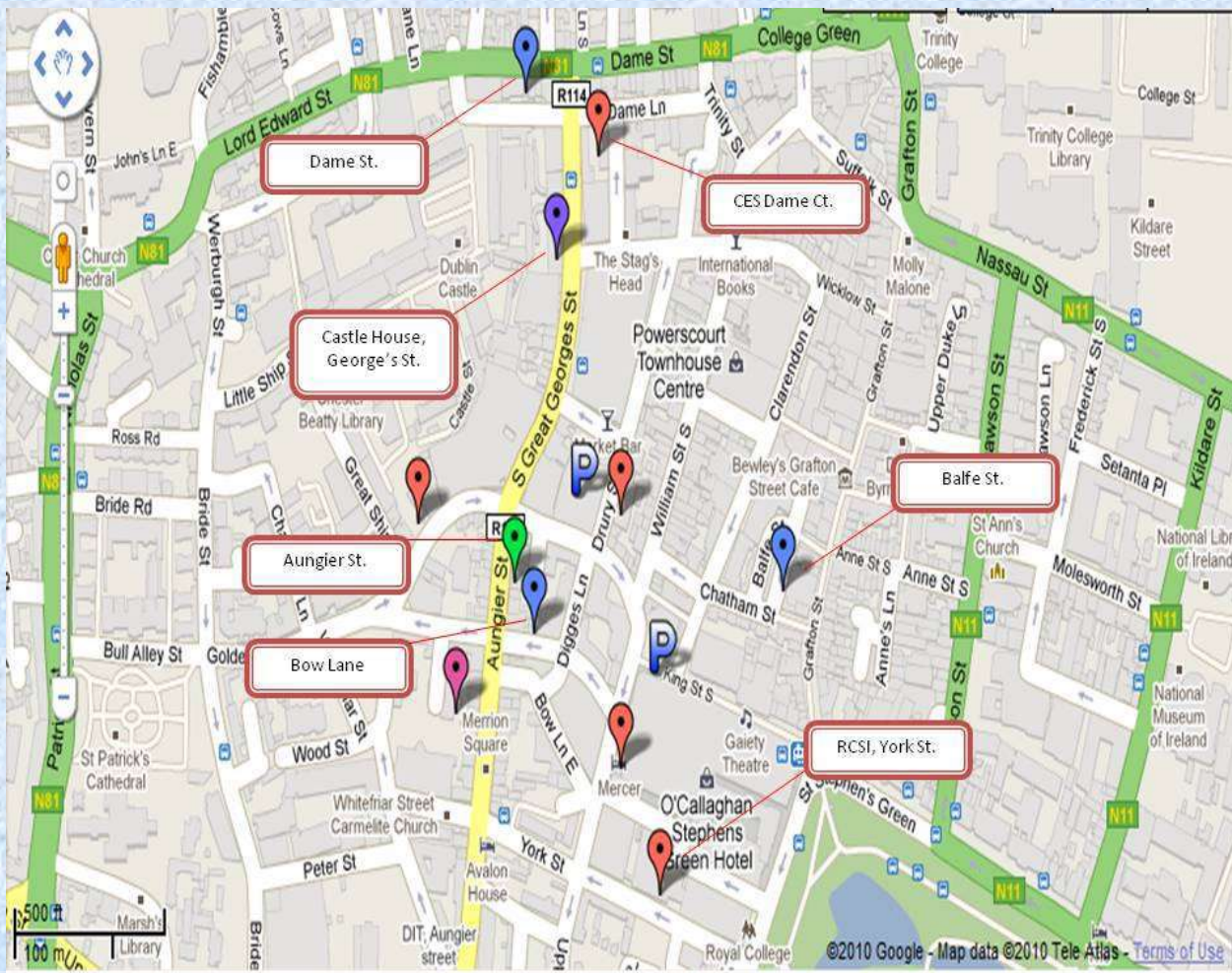
We are based in a premium city centre location near the famous Grafton Street, Dublin's main pedestrian shopping area and cosmopolitan zone. There is convenient access to the College by a variety of bus routes, suburban train (Dart) at either Pearse St. or Tara St. stations and tram (Luas) at Stephen's Green (green line) and Jervis St. or Abbey St. (red line).

In the immediate area there are cafes, restaurants, pubs and shops to suit all tastes and budgets. We are just a short stroll from both St. Stephens Green and Grafton Street and just a stone's throw from Temple Bar, Dublin's thriving social area.

DBS is city centre based with our main campus building situated on Aungier Street, behind St. Stephens Green Shopping Centre. Please refer to the map below for the location of our other buildings.

**The postal address for all incoming mail is:  
Dublin Business School, 13/14 Aungier Street, Dublin 2, Ireland.**

# CAMPUS MAP



## Some Of Your Classes Will Be Held In Our New Castle House Building



### 3. Staff Contact Details

Mr. Declan Coogan	European Admissions Manager	<a href="mailto:declan.coogan@dbs.ie">declan.coogan@dbs.ie</a> Tel: +353 1 4177714
Ms. Sinead O'Donovan	European Admissions Officer	<a href="mailto:sinead.odonovan@dbs.ie">sinead.odonovan@dbs.ie</a> Tel: +353 1 4177591
Ms. Abigail Lalor	Study Abroad Officer	<a href="mailto:Abigail.lalor@dbs.ie">Abigail.lalor@dbs.ie</a> Tel: +353 1 4170602

On your first day at DBS you will go to Dublin Business School 13/14 Aungier St



1 Front entrance to DBS Aungier Street

## 4. STUDENT SUPPORT SERVICES



## The Team



### Louise, Tony & Caitriona

The **Student Support Services Department** comprises a team of three staff members: an Entertainments and Welfare office, a Sports and Societies Officer and an International Student Services Officer. The Student Services Team is here to help you get the most out of your College experience personally and socially. The Student Services Team also provides important information on the wide range of support services available to you during your studies.

### Location

The Student Services Department is situated in the Aungier Street Campus on the ground floor. A second student services office is also located in a dedicated student area at the College's new Castle House campus located on George's Street.

### Contact Details

**International Student Services Officer:** Ms Louise Butler Norris

[louise.butlernorris@dbs.ie](mailto:louise.butlernorris@dbs.ie) (Based in Castle House)

**Entertainments and Welfare Officer:** Ms Caitriona Mc Grattan

[Caitriona.mcgrattan@dbs.ie](mailto:Caitriona.mcgrattan@dbs.ie) (Based in Aungier Street)

**Sports and Societies Officer:** Mr. Tony Peoples

[tony.peoples@dbs.ie](mailto:tony.peoples@dbs.ie) (Based in Aungier Street)

**Student Services intranet site:**



[www.dbs-students.com/StudentServices/Default.aspx](http://www.dbs-students.com/StudentServices/Default.aspx)

**Telephone:** 00 353 1 4177585

## The Student Support Services Department provides the following services:

### ➤ **Welfare Advice/Support Services**

The Student Services Department provides valuable information on accommodation availability and healthcare. The team also refers students to careers, disabilities and academic support services at Dublin Business School. The Student Services Department also provides a referral service to the Family Therapy and Counselling Centre in Ranelagh, to support students experiencing personal difficulties.

### ➤ **Student Representation.**

There are a number of mechanisms by which students can make their voice heard. These include the class rep system, attendance at the Boards of Studies, participation on College Committees, membership of the Student Council and much more. To get involved in any of these activities, please contact: [Caitriona.mcgrattan@dbs.ie](mailto:Caitriona.mcgrattan@dbs.ie). A member of the Student Support Services Team also represents students on the Academic Board of the College and during academic impropriety hearings.

### ➤ **Calendar of Social Events/Merchandise**

The Entertainment Officer produces an annual calendar of social events including Freshers' Week; the Halloween Ball, Rag week, the Annual Formal Ball, the Chinese New Year and much more. Please consult the Student Services intranet site or contact the Entertainments and Welfare Officer for further information. The Student Services Department also sells DBS hoodies in a variety of colours. Drop into the Aungier Street office if you wish to buy one. Hoodies are priced at €20.



2DBS Hoodies

- The study abroad office and student services organize extracurricular events throughout the term and the details are below

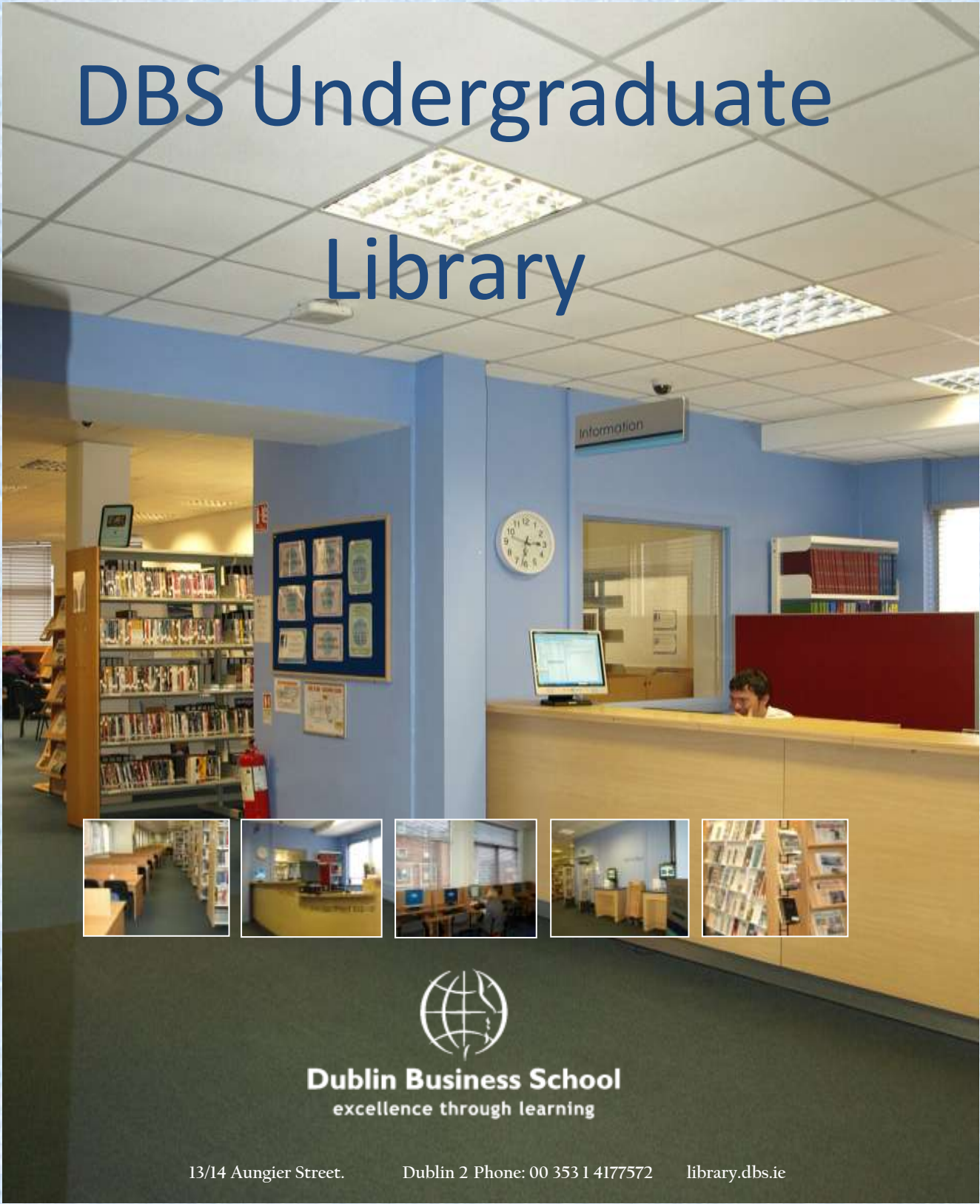


<b>Event</b>	<b>Price</b>	<b>Includes</b>
<b>Fresher's Week</b>	<b>Various activities (some free of charge)</b>	<b>Events organised for new students to DBS including and an introduction to clubs &amp; societies and a fresher's ball</b>
<b>Carlingford Adventure Centre</b>	<b>Free</b>	<b>*Trip to scenic area / Adventure land activities</b>
<b>Causey Farm</b>	<b>Free</b>	<b>(Make your own brown bread/ Irish Music lesson &amp; Visit to the bog)</b>
<b>West of Ireland - Galway &amp; The Aran Islands</b>	<b>Accommodation only – aprox €54.00 per person End of September / October</b>	<b>* Transport to &amp; from Galway- Boat to the Aran Islands / Guided tour of the Islands / Entry to Clonmacnoise &amp; Dun Aengus</b>
<b>Variety of events throughout the college</b>	<b>Free</b>	<b>Check Student Services Intranet page &amp; Moodle page</b>

*\*dates to be confirmed*

5. LIBRARY

# DBS Undergraduate Library



**Dublin Business School**  
excellence through learning

13/14 Aungier Street.

Dublin 2 Phone: 00 353 1 4177572

[library.dbs.ie](http://library.dbs.ie)

## About the Library


The Library Service at Dublin Business School comprises an **Undergraduate Library** at Aungier Street and a newly extended **Postgraduate/Law Library** at Dame Street. Services and resources at each library are tailored to the needs of students located at that site. The combined Library collection contains over 50,000 books, 194 print journals, in excess of 750 e-book titles, 45,000 full-text electronic journals and an extensive portfolio of online databases. All of the Library's electronic information resources can be accessed off campus as well as on campus. Many of the Library's electronic information resources can also be accessed on mobile and other handheld devices.



For increased convenience, the Library's RFID express self service stations enable you to independently check out, renew and return multiple Library items. Each Library site has a dedicated Information point to assist you with your enquiries. You can also chat live with Library staff via the **Ask a Librarian** instant messaging service, which is available on the Library Website. The Library also provides inductions, tours and classes to provide you with additional assistance during your studies.

## 6. Before You Leave Home

### Checklist

<b>Please read the statements below and tick off when you have completed them (for your own reference):</b>	
<ul style="list-style-type: none"><li>• Have you packed your passport and plane tickets in your hand luggage?</li></ul>	
<ul style="list-style-type: none"><li>• Do you know your airline's luggage allowance and have you packed accordingly?</li></ul>	
<ul style="list-style-type: none"><li>• Do you know the name and address of your accommodation?</li></ul>	
<ul style="list-style-type: none"><li>• Do you know the time and location of registration/induction that is taking place on Monday 4<sup>th</sup> July?</li></ul>	
<ul style="list-style-type: none"><li>• Do you know the contact number or email address of one of the DBS staff?</li></ul>	

## 7. TRAVEL INFORMATION



### Passport

You will need a passport or national identity card that is valid for the duration of your stay in Ireland. If you have any plans to travel independently before or after the programme, ensure that your passport is valid during your personal travel. Students from EU member states will not need a visa to study in Ireland.



### Travel to Ireland

You are responsible for making your own travel arrangements to and from Dublin.

We strongly encourage you to arrive in Dublin before the first week of class in order to have a couple of days to orient yourself to life in a new city. At the very latest you should arrive on Sunday 18<sup>th</sup> September 2011.

Ireland is on the major network of international airlines, with direct flights from most major European cities.

For further information on major Irish Airlines see links below:



[www.dublinairportauthority.com](http://www.dublinairportauthority.com)



[www.aerlingus.com](http://www.aerlingus.com)



[www.ryanair.com](http://www.ryanair.com)

Most airlines have baggage weight restrictions, so you should contact your airline for information on baggage allowance and check-in requirements. Most international flights require a check-in time of two hours prior to departure.

## Packing Suggestions

"*Less is more*" is a good general rule to follow when packing. It's much easier to travel light, and you will most likely want to shop while you're overseas. Past students have not complained about under-packing but often admit to having packed too much!

### Remember....



Airlines have become stricter recently about carry-on luggage. Please refer to the website below or the website of the airport from which you plan to travel from for information.



[www.dublinairportauthority.com](http://www.dublinairportauthority.com)



In the unlikely event your luggage is delayed, you may want to pack a change of clothes and toiletries in your carry-on bag. A very small percentage of luggage is delayed or lost, but if you don't pack accordingly, your first 24 hours in Dublin will be more difficult than if you had planned ahead.



It is best to pack valuables, such as a camera, in your carry-on luggage.



Toiletries such as soap, toothpaste and shampoo can be purchased once you're in Dublin. It's best to take small travel-size bottles with you to avoid taking up valuable space with large bottles.



If you are planning to bring any appliances or small electronic devices (hair dryer, digital camera, laptop, etc.), keep in mind that the voltage in Ireland is 220 volts. The most commonly used plugs are 3 pin flat. You can generally purchase an adaptor at the airport.

## Arrival at Dublin Airport

The airport has two terminals and is located approximately 10 km north of Dublin city centre. It is served by a large number of buses, coaches and taxis all allowing you to get to and from the airport with ease.

### Taxis



**Taxis** are available right outside the arrivals hall. On your arrival in Dublin a taxi can be the easiest option. However, ask what the price is likely to be before traveling in the taxi. It should cost between €25 and €30 to get to your accommodation from the airport. **All legitimate taxis will have a plate number on their roof sign (such as that in the photograph above) and each individual driver also has a badge number, which they are obliged to wear while working.**

### Buses



#### Airlink

The 747 and 748 are express buses which travel directly into the city centre and cost **€6** for a **single** ticket or **€10** for a **return** ticket.



[www.dublinbus.ie/Your-Journey1/Timetables/Airport-Services/](http://www.dublinbus.ie/Your-Journey1/Timetables/Airport-Services/)



The **Aircoach** is a private company operating services from Dublin Airport to the city centre and south Dublin city. The Aircoach is located just outside the exit on the arrivals level. The Aircoach

costs **€7 single** and **€12/14 return** depending where you stop in the city centre. It is not necessary to make a reservation. You can purchase your ticket from the driver on the coach. **The nearest stop to your accommodation on the map below is O'Connell Street.**

For further information on timetables and routes visit:



[www.aircoach.ie](http://www.aircoach.ie)

## Ballsbridge/Donnybrook



## Local Travel in Dublin



### Dublin Bus



[www.dublinbus.ie](http://www.dublinbus.ie)

Dublin Bus is the main state-run transportation system for Dublin City. Buses run from approximately 6:30am - 11:30pm. Fares range from 80 cents to €2.60. It is important to note that you must 'flag the bus down' –this means putting out your hand to alert the driver to stop as several different buses may all service the same stop. **Dublin bus operates an Autofare system meaning that you must pay the exact fare in coins to the bus driver.**

If you deposit more than the exact fare, the driver will issue a passenger refund ticket which can be refunded at Dublin Bus, 59 Upper O Connell Street. Alternatively pre-paid bus tickets can be purchased from a newsagent. Many buses will have the Irish or Gaelic words for places as well as the English displayed on the front of the bus.



### LUAS



[www.luas.ie](http://www.luas.ie)

*Luas* (Gaelic for "speed") is a newly developed light rail system serving the western and south-western suburbs of the city. It is a fast and reliable system.



### Dublin Area Rapid Transit (DART)



[www.irishrail.ie](http://www.irishrail.ie)

DART is a quick and efficient means of accessing the city centre from the suburbs. DART is an above-ground train, which operates for 25 miles on the East coast of Dublin between Howth in the north and Greystones in the south. Although the system is quick and relatively inexpensive, its destinations are limited.



### Nitelink



[www.dublinbus.ie](http://www.dublinbus.ie)

Nitelink is a late-night bus service that runs between the city centre and most suburban areas. Depending on the route that you take, the buses run from 12:00am - 3:30am on Thursday, Friday and Saturdays nights. The Nitelink fare is approximately €4 - 6 depending on the route and length of the journey. Nitelink is an express service that only stops at Nitelink designated bus stops. Exact daily, weekly and monthly Dublin bus fares and combination tickets, bus routes, timetables including the Nitelink and further information can be found on the Dublin Bus web site:



### **Driving**

Some students may wish to bring their cars with them to Dublin and while this can be very useful for travel around Ireland you will not find it easy to drive to college everyday as parking in the city centre is both scarce and expensive.



### **Cycling**

Many students cycle in Dublin and there are some bike paths. As in any city, cycling in Dublin can be quite dangerous, particularly at peak times, so if you do decide to cycle you should wear a helmet and high visibility jacket. Dublinbikes is a self-service bike rental system. There are 44 stations and 550 bikes enabling you to travel through the city centre at your leisure.



[www.dublinbikes.ie](http://www.dublinbikes.ie)

### **Travel within Ireland**



### **Rail**

The two main rail stations in Dublin are Heuston Station and Connolly Station. Connolly serves Belfast, and Sligo. Heuston Station serves all other cities including Cork, Limerick, Galway and Waterford. Trains are usually quicker and more expensive than buses. Passenger information is available on the Irish Rail web site.



[www.irishrail.ie](http://www.irishrail.ie)



### **Bus**

Bus Éireann is the main bus service in Ireland. Buses leave from and arrive at Busaras (Central Bus Station) which is located in the city centre, near Connolly train station. Passenger information is available on the Bus Eireann web site.



[\*\*www.buseireann.ie\*\*](http://www.buseireann.ie)

**Car hire:** Car Hire can be a great way to see rural Ireland as the best way to see the small villages and towns is the stop and wander around.

To plan journey times, distance and routes please visit:



[\*\*www.aaireland.ie\*\*](http://www.aaireland.ie)



[\*\*www.carhire3000.ie\*\*](http://www.carhire3000.ie)



[\*\*www.budget.ie\*\*](http://www.budget.ie)



[\*\*www.europcar.ie\*\*](http://www.europcar.ie)

## Health and Travel Insurance



Students are recommended to obtain medical insurance in their own country before departure and students are also recommended to take out travel or personal insurance in case of accident or loss or theft of belongings.

### EU Nationals

Students arriving from EU member states should ensure that they request a **European Health Insurance Card** from their local health authorities before leaving home. This card will entitle you to medical care in Ireland should you become ill or have an accident. Without it you will have to pay for all medical services. A visit to a doctor usually costs between €50 and €60.

For further information please visit the link below:



[www.ehic.ie](http://www.ehic.ie)

In the event of illness the following are close to Dublin Business School:

**Pharmacy:** George's St Pharmacy 8 South Great Georges St D2 Dublin. Tel: 01 6770804  
South William Pharmacy, South William Street, Dublin 2. Tel: 01 6771966

**Doctor:** Aungier St Medical Clinic, Aungier St., Dublin 2 Tel: 01 4005708  
Mercers Health Centre Stephen St Lower, Dublin 2 Tel: 01 402 2300  
Suffolk Street Surgery, 107 Grafton St Dublin 2 Tel: 01 679 8181  
St. James Hospital, St James St, Dublin 8 Tel: 01 410 3000

**Dentist:** Dental Clinic, 10 Cornmarket, Dublin 8. Tel: 01 6777671 (emergency treatment only – attend clinic before 9.30 am Monday to Friday)

Please find a list of dentists located in the Dublin 2 area at the following link:



[www.welfare.ie/EN/publications/dentists/pages/dentists\\_dublin2.aspx](http://www.welfare.ie/EN/publications/dentists/pages/dentists_dublin2.aspx)

## 8. COST OF LIVING

This information is intended as an outline guide to some of the costs of living as a student in Dublin. No two people will live in the same way, so it is impossible to say exactly how much anyone needs.

Information on the cost of living in Ireland can be found at the following link:



[www.icosirl.ie/eng/student\\_information/cost\\_of\\_living](http://www.icosirl.ie/eng/student_information/cost_of_living)

## 9. DUBLIN CITY: PRACTICAL TIPS & INFORMATION

### Safety

Ireland has one of the lowest crime rates in Europe. However as in all large cities there is some degree of danger. Although crimes and violence are especially low it is important, nevertheless, that you do not take risks with yourself or your property. Students should consider taking out insurance for their belongings during their stay in Ireland. Cover4students offer insurance specifically designed for students:



[www.cover4insurance.com/ireland/index.html](http://www.cover4insurance.com/ireland/index.html)

**Listed below are some basic guidelines which can prevent you from becoming a victim of crime.**



Try to avoid carrying large amounts of cash and important documents such as passports etc.



If any emergency arises, and you need the GARDAI (Police), dial 112/999 and ask for the Garda. These calls are free.



If you have brought your car, avoid parking in isolated or dimly lit places. Never leave property in your vehicle. However, if you cannot avoid this then lock it in the boot. Foreign registered cars have a particular attraction for thieves!



Be particularly careful at night in pubs and clubs. Do not leave your bags or coats / jackets unattended. Congregating in large groups will attract attention.

### Gardaí

The police in Ireland are called 'garda síochána' or for short 'garda', plural 'gardai' (pronounced 'gardee'). They patrol the streets on foot and in cars and are unarmed. They are very helpful and can be asked for assistance if you are lost, in need of directions or have encountered any trouble.

For further information go to:



[www.garda.ie](http://www.garda.ie)

### Supermarkets

The main supermarkets e.g. Tesco, Dunne's Stores (across the street from the Castle House building where you will have your classes) and SuperQuinn, or the discount retailers e.g. Aldi and LIDL are the cheapest place to buy basic food stuffs and have convenient city centre locations. Shopping in the convenience stores e.g. Spar and Centra is very expensive if you try to shop there for all your grocery needs. All shops in Ireland charge 22c for a regular plastic bag. To save on cost make sure to keep bags and reuse them.



### Phones

#### Mobile Phones

Mobile phones can be brought into Ireland. It is possible but very expensive to use roaming whilst in Ireland so most students will purchase a new SIM card when they arrive for approximately €15.

#### Directory Inquiries

For directory inquiries dial 11811 or 11850 for numbers within Ireland and 1198 for international numbers excluding Britain.

To access a list of international area phone codes see:



[www.countrycallingcodes.com](http://www.countrycallingcodes.com)

To access a company or person's phone number within Ireland please see:



[www.11850.ie](http://www.11850.ie)



[www.goldenpages.ie](http://www.goldenpages.ie)

### Dialing into Ireland

When making a call into Ireland from another country, the lead zero of the area code is dropped and the country code for Ireland (**353**) is added. For example to dial the main DBS number dial 00 353 1 4177 500. This will also apply if using your home mobile phone in Ireland-i.e. if making a call from a Portuguese mobile number it is treated as though calling from Portugal.

### **Dialing within Ireland**

If dialing from a mobile phone you will need to continue to use the area code so for example to dial the main DBS number you would dial 01 4177 500 (01 is the area code for Dublin). However, if dialing from a landline in Dublin you can drop the prefix **01**.

### **Leisure and Free time**

Dublin is a busy city with a young population and lots going on every night of the week. For up to the minute information on what is happening in Dublin please see the following sites:



[\*\*www.entertainment.ie\*\*](http://www.entertainment.ie)



[\*\*www.indublin.ie\*\*](http://www.indublin.ie)



[\*\*www.ticketmaster.ie\*\*](http://www.ticketmaster.ie)

### **Tourist information:**



[\*\*www.tourismireland.com\*\*](http://www.tourismireland.com)



[\*\*www.ireland.ie\*\*](http://www.ireland.ie)



[\*\*www.visitdublin.com\*\*](http://www.visitdublin.com)

### **Eating out:**

Tip: Try to look for **early bird menus** to keep the cost down.



[\*\*www.menupages.ie\*\*](http://www.menupages.ie)



[\*\*www.hosteldublin.com/cityinfo/eating.php\*\*](http://www.hosteldublin.com/cityinfo/eating.php)



[\*\*www.dublintourist.com/directory/eating\\_out\*\*](http://www.dublintourist.com/directory/eating_out)



[\*\*www.findarestaurant.ie/restaurants\\_In\\_Dublin.htm\*\*](http://www.findarestaurant.ie/restaurants_In_Dublin.htm)



[\*\*www.diningtreats.com/index.php\*\*](http://www.diningtreats.com/index.php)



## Temple Bar

Temple Bar is an area on the south bank of the River Liffey in central Dublin. It is Dublin's cultural quarter and has a lively nightlife that is popular with tourists.



[www.temple-bar.ie](http://www.temple-bar.ie)

However, you are not likely to see a great deal of Irish people in Temple Bar so for some suggestions of other areas to socialize in please see:



[www.dublinpubs.ie](http://www.dublinpubs.ie)



[www.indublin.ie/venues/pubs.aspx](http://www.indublin.ie/venues/pubs.aspx)



[www.dublinpubscene.com](http://www.dublinpubscene.com)

## Places of Interest

You are encouraged to visit as much of Dublin city as you can during the programme. The following is a brief list of some things to do and see:



National Irish Museum, Kildare Street, Dublin 2. [www.museum.ie](http://www.museum.ie)



Irish Museum of Modern Art, Kilmainham, Dublin 8. [www.imma.ie](http://www.imma.ie)



Municipal Gallery of Art, Parnell Square, Dublin 1. [www.hughlane.ie](http://www.hughlane.ie)



Irish Writers' Museum, Parnell Square, Dublin 1. [www.writersmuseum.com](http://www.writersmuseum.com)



Chester Beatty Museum, Dublin Castle, Dublin 2. [www.cbl.ie](http://www.cbl.ie)



Christ Church Cathedral, Dublin 8. [www.cccdub.ie](http://www.cccdub.ie)



St Patrick's Cathedral, Dublin 8.

[www.stpatrickscathedral.ie](http://www.stpatrickscathedral.ie)



Dublin Castle, Dublin 2.

[www.dublincastle.ie](http://www.dublincastle.ie)



Viking Splash tour of Dublin

[www.vikingsplash.ie](http://www.vikingsplash.ie)



Literary Pub Crawl

[www.dublinpubcrawl.com](http://www.dublinpubcrawl.com)



Guinness Hop Store, James Street, Dublin 8.

[www.guinness-storehouse.com](http://www.guinness-storehouse.com)

[www.guinness-](http://www.guinness-storehouse.com)



Trinity College (Book of Kells)

[www.tcd.ie/Library/bookofkells/](http://www.tcd.ie/Library/bookofkells/)



Phoenix Park

[www.phoenixpark.ie](http://www.phoenixpark.ie)



Howth (coastal village)

[www.howthismagic.com/links/abouthowth.html](http://www.howthismagic.com/links/abouthowth.html)



Ask locals you meet in bar's, cafes etc. for suggestions

## 12. Useful Telephone Numbers



**Ambulance, Police or Fire Brigade**

Tel: 999/112



**Dublin Business School, 13 – 14 Aungier Street, Dublin 2**

Tel: 417 7500



**Garda Siochana (Local Police Station) Pearse Street, Dublin 2**

Tel: 01 666 9000

### Hospitals:



**Accident & Emergencies Unit, St Vincent's Hospital, Dublin 4**

Tel: 01 221 4000



**Accident & Emergencies Unit, Beaumont Hospital, Dublin 9**

Tel: 01 809 3000



**Accident & Emergencies Unit, Mater Hospital, Dublin 7**

Tel: 01 803 2000

### Embassies:



**German Embassy**, 31 Trimelston Avenue, Booterstown, Co Dublin Tel: 01 269 3011



**Austrian Embassy**, 93 Ailesbury Road, Dublin 4. Tel: 01 2694577



**French Embassy**, 36 Ailesbury Road, Dublin 4 Tel: 01 2775001



**Portuguese Embassy**, 15 Leeson Park, Dublin 6 Tel: 01 4127040



**Spanish Embassy**, 17a Merlyn Park, Dublin 4 Tel: 01 269 1640

### Transport:



**Dublin Bus** 59 Upper O'Connell Street Dublin 1 Tel: 01 872 0000



**Iarnród Éireann(Irish Rail)** Connolly Station, Dublin 1 Tel: 1850 366 222



**Bus Éireann**, Busáras (Central Bus Station) Dublin 1 Tel: 01 836 6111

## 13. CULTURAL ETIQUETTE IN IRELAND

These are some useful tips to help you understand Irish people and Irish cultural etiquette.

- Irish people are generally informal and outwardly friendly.
- Irish people are generally interested in people and place great value on the individual.
- Irish people are known to be direct and to the point. Honesty is appreciated and expected.
- Communication is direct but well coloured which means that Irish people like to tell stories.
- Humour plays a big role in communication.
- Eye contact is very important when communicating.
- The handshake is the preferred form of greeting somebody.
- Irish people are generally disciplined when it comes to waiting for their turn to be served and respect queues.

- Irish people generally like to be on time but if you are going to be more than 15 minutes late for a meeting it is good manners to call and let the person who will be waiting for you know that you will be a little late.
- It is considered rude not to turn up for a scheduled meeting without letting the person know beforehand that you will not be coming.

## 13. LANGUAGES

### English

English is the common language in Ireland, although Irish is the first official language. Accents differ from one county to the other and even from one area of Dublin to the other. Initially it can be confusing. You shouldn't expect to understand everything that Irish people say to you. If you don't understand what someone is saying, or if you find a person is speaking too fast, just smile and ask them to slow down.

There are so many words and phrases that Irish people use which can seem strange when first encountered. We often say 'sure that's grand' meaning 'that's fine' or 'that's okay', some people will also say a 'grand' when referring to 'a thousand Euro' - it can be confusing!!

We walk on the 'footpath' not the 'pavement' or the 'sidewalk', we go to the 'cinema' not to the 'movies' (although 'movies' is beginning to come into usage). 'Cheers' isn't just for when you're having a drink. It's also an informal way of saying 'thank you'. 'Craic' pronounced 'crack' is used a lot and can mean many things; including 'it was great craic last night' (it was great fun last night).

### Irish (Gaeilge)

Irish is a Celtic language which was spoken countrywide until the middle of the nineteenth century. Today, Irish is spoken in the Gaeltacht (Irish-speaking) areas and is an official language of the European Union. It is not spoken very widely in Dublin though many Irish people are now taking a new interest in learning it. Street names and the destinations for some forms of public transport will be in both English and Irish.

#### **Dia duit ('Deea gwit')**

Hello (when speaking to one person)

#### **Go raibh maith agat ('Gu rev ma ag ut')**

Thanks (when speaking to one person)

#### **Sláinte ('Slawntyá')**

Cheers (literally, 'health')

#### **An Lár ('on lawr')**

Centre (useful when you're looking for a bus to the centre of Dublin)

**Fir ('fear')**

Men (public toilets in some pubs and cafes are marked in Irish)

**Mná ('mnaw')**

Women

**Slán ('Slawn')**

Bye