



HOUSE OF  
**WATERFORD**  
CRYSTAL



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## The Art of Fine Crystal by Master Craftsmen since the 18<sup>th</sup> Century

Craftsmanship | Tours | Opulent Retail Store | Colourful History | Engraving | Crystal Patterns & Stories

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Overlooking the historic district of the Viking Triangle in Waterford City, visitors to the globally renowned House of Waterford Crystal learn the history and stories behind one of Ireland's most iconic brands. Marvel at the skill of master craftsmen on a factory tour that showcases all stages in the creation of this fine crystal including Crystal Blowing and Mould Making, Quality Inspection and Finishing, Crystal Cutting, Sculpting and Engraving.

Engage with the people behind the craft. See what their daily work entails as they create crystal before your very eyes. Learn the difference between centuries-old and contemporary crystal production techniques. Then, prepare to be dazzled by the exquisite pieces of crystal on show within the largest display of Waterford Crystal in the world! Highlights of this special experience include:

- ❖ **History** | the unique story of Waterford Crystal which spans 200 years
- ❖ **Skilled Craftsmanship** | watch and engage as craftsmen work | learn about their apprenticeships
- ❖ **Craft** | from historic to contemporary production techniques | diverse craft stages
- ❖ **Patterns & Stories** | learn about the stories behind each pattern from Lismore to Mara
- ❖ **Retail Store** | view the largest display of Waterford Crystal in the World
- ❖ **Crystal Café** | Café Style dining using locally sourced fresh produce

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 IRELAND'S  
ANCIENT EAST®  
Unseen Through Time

# House of Waterford Crystal | Schedule of Experiences

## General Experience – 2022 Rates

Experiences	Short Description	Min/Max Covid-19 Period	Min/Max Normal Trading	Duration	Public Price Per Person
<b>Guided Factory Tour</b>	Scheduled Tour - Behind the scenes tour of Waterford Crystal	1-12	1 – 22	50 mins	€16.50 (Adult)

## Day Trip to Waterford by Train

Experiences	Short Description	Min/Max Covid-19 Period	Min/Max Normal Trading	Duration	Public Price Per Person
<b>Day trip from Dublin</b>	Explore Kilkenny & the Viking City of Waterford by train, including a visit the Waterford Crystal Factory & Brand Experience	On request	On request	12.5 hours	POA

## Premium Experiences

Experiences	Short Description	Min/Max Covid-19 Period	Min/Max Normal Trading	Duration	Public Price Per Person
<b>Private Factory Tour</b>	Private behind the scenes tour of Waterford Crystal	1-12	1-12	50 mins	€35.00 (Adult)

Experiences	Short Description	Min/Max Covid-19 Period	Min/Max Normal Trading	Duration	Public Price Per Person
<b>Afternoon Tea Experience</b>	Take the time to relax and indulge with luxurious treats and specialty teas or coffee	On request	1 - 10	1.5 Hours	€25 (Classic) €35 (Deluxe) €50 (Champagne)

# House of Waterford Crystal | Schedule of Experiences

## UltraLux Experience

Experiences	Short Description	Min/Max Covid-19 Period	Min/Max Normal Trading	Duration	Public Price Per Person
<b>UltraLux Experience</b>	Luxury private experience with personal shopping. Afternoon Tea can be included in the experience	1-12	1-10	50 mins	€100 (Adult) €135 (Adult including Afternoon Tea)

## Exclusive Experiences

Experiences	Short Description	Min/Max Covid-19 Period	Min/Max Normal Trading	Duration	Public Price Per Person
<b>Master Craftsman Cutting Experience</b>	Meet the Master, who will travel to any venue to demonstrate the craft of cutting	On request	On request	2 Hours	POA

## Chauffeur Day Trip to Waterford

Experiences	Short Description	Min/Max Covid-19 Period	Min/Max Normal Trading	Duration	Public Price Per Person
<b>Chauffeur Trip</b>	Irish Luxury day tour to Waterford Crystal Factory & Brand Experience & Kilkenny Tour	On request	On request	12.5 hours	POA

# House of Waterford Crystal | Schedule of Experiences

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## Guided Factory Tour | Scheduled Tour

Join a scheduled behind the scenes tour to view the factory floor of the world-renowned Waterford Crystal brand. Watch as Master Craftsmen transform molten crystal into an exquisite piece while learning about the 200-year old history behind this tradition. Gain insights into the technical processes of making crystal including crystal-blowing and mould-making, cutting, sculpting, and engraving. Understand the meaning and stories behind the many bespoke patterns featured on each Waterford crystal piece. Then, prepare to be dazzled by the largest display of Waterford Crystal in the world!

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## Day Trips to Waterford | Scheduled Tour

Travel by train to Ireland's Ancient East with a Railtours Ireland Host throughout your journey. Check-in for 07:25 departure from Dublin Heuston Station. Enjoy a full day adventure starting with a visit to the ancient city of Kilkenny, also known as "The Marble City." Travel onwards to explore the historic Viking City of Waterford including a trip to the iconic Waterford Crystal Factory & Brand Experience. Return to Dublin via the picturesque Suir Valley, arriving in Dublin Heuston at 20:00.

**NOTE:** Bookings through [railtoursireland.com](http://railtoursireland.com)



# House of Waterford Crystal | Schedule of Experiences

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## Premium Experience | Private Factory Tour

Join a private tour for a truly special and intimate behind the scenes viewing of the factory floor of the world-renowned Waterford Crystal brand. Watch as Master Craftsmen transform molten crystal into an exquisite piece while learning about the 200-year old history behind this tradition. Gain insights into the technical processes of making crystal including crystal-blowing and mould-making, cutting, sculpting, and engraving. Understand the meaning and stories behind the many bespoke patterns featured on each Waterford crystal piece. Then, prepare to be dazzled by the largest display of Waterford Crystal in the world!



## Afternoon Tea Experience | The Crystal Cafe

During your visit to The House of Waterford Crystal why not treat yourself and your loved ones or friends to our Afternoon Tea Experience. Take the time to relax and indulge with luxurious treats and specialty teas or coffee. We have transformed the Afternoon Tea experience into a beautiful, colorful occasion using Wedgwood's 'Butterfly Bloom' fine bone china collection. Our Afternoon Tea consists of three courses - scones served with cream and jam, savory items followed by an array of desserts. All served with a selection of teas or coffee. We have deluxe and champagne options available and can cater for special dietary requirements such as gluten free, vegan and vegetarian options.

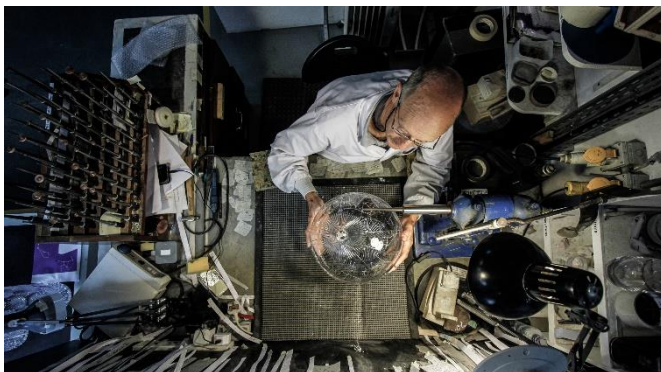


# House of Waterford Crystal | General Information

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## UltraLux Experience

We offer a luxury private factory tour for a truly authentic and intimate behind the scenes view of our factory floor. Guests will receive exclusive insights and access to our manufacturing facility as they are taken on a journey throughout our factory. They will have the opportunity to meet the team and speak one on one to our craftspeople throughout the various stages of production. In our brand and retail experience our personal shopper will guide guests through the largest showcase of Waterford Crystal in the world. We provide tax-free shopping, worldwide shipping, gift wrapping and personalized product engraving. Before our guests begin their shopping experience, they can enjoy a choice of refreshments including wine, champagne, or non-alcoholic beverages. An optional Afternoon Tea Experience can be booked at the Crystal Café.



# House of Waterford Crystal | General Information

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## Master Craftsman Cutting Experience | Meet the Master

Bring the luxury of the iconic Waterford Crystal brand straight into your world as a Master Craftsman travels to your chosen venue. Embrace the magic of class cutting through a private two-hour demonstration to watch as a blank piece of crystal is transformed with a unique pattern by the Master Cutter. Under the guidance of the cutter, try your hand at this art form yourself before taking the opportunity to see, experience and take a photograph with one of Waterford Crystal's world-famous sporting trophies from an the Irish Open, or Solheim Cup to PGA trophies.



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## Chauffeur Day Trip to Waterford | Private Tour

Spoil yourself on a luxurious adventure that commences at 7.30am when your private chauffeur whisks you away from your hotel for a visit of the historic Viking City of Waterford. Step into the magical world of the iconic Waterford Crystal Factory to watch as Master Craftsmen transform molten crystal into an exquisite piece. After a delicious lunch, travel onwards to the medieval city of Kilkenny, also known as "The Marble City" for an insightful one-hour walking tour that includes a viewing of the magnificent Kilkenny Castle parklands. End the day as you began by returning in style to your hotel!

**NOTE:** Bookings through [irishchauffeurs.com](http://irishchauffeurs.com)



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## Brand Experience | Retail Store

Experience 12,000 square feet of crystal heaven in the largest retail showcase of Waterford Crystal in the world. The Retail Store has the complete range of products on display, including a showcase on sporting trophies. The main feature is a stunning dining table centerpiece, with twelve Waterford Crystal Chandeliers on display. The lifestyle displays throughout the showroom communicate various brand stories including Jeff Leatham and core Waterford Crystal patterns. There is a world-wide shipping service and tax-free shopping available. The Waterford retail team can offer personal shopping experiences and our in-house engraver can personalize Waterford gifts.





# House of Waterford Crystal | General Information

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- ❖ **Location:** On the Mall in the heart of Waterford City (X91 FXN4)
- ❖ **Services:** Guided tours of factory | Opulent Retail Store | Exhibition Area | Café
- ❖ **Group bookings:** It is advisable to pre-book for groups of 15 or more
  - Guided tours are in English only
- ❖ **Closure Dates:**
  - 17<sup>th</sup> March
  - 24<sup>th</sup>, 25<sup>th</sup>, 26<sup>th</sup>, 27<sup>th</sup> 31<sup>st</sup> December and the 1<sup>st</sup> January
- ❖ **The Retail Store:**
  - Personalized engraving service available
  - Worldwide Shipping service & tax-free shopping
  - Personal Shopper experience available on request
- ❖ **Parking**
  - **Priority Coach Set-down Facility:** There are ten designated drop-off coach spaces to the front of the main entrance. Coach parking is available at the Bolton Street Coach & car park directly behind our facility with over 20 plus coach spaces.
  - **Pay as you go Car Park facilities:** within 5 minutes-walk
- ❖ **Crystal Café**
  - Open 7 days a week and serves breakfast and lunch with a selection of teas, coffees and pastries available all day. The Crystal Café is all about great food using the best locally sourced seasonal produce supporting as many Irish suppliers as possible along the way

