

WELCOME TO THE YWCA HOTEL

THE YWCA HOTEL IS A COMPLETELY NONSMOKING ENVIRONMENT

Anyone wishing to smoke must do so outside of the building. Any guest who does not adhere to this policy will be asked to leave the hotel.

RESIDENCE FACILITIES:

RENT PAYMENT PROCEDURE: An application fee is required at the time of booking. Canadian Residents will be asked to show their passports or proof of Canadian residency at check-in. One month's rent is due and payable in full upon check-in. Subsequent rent payments will be due on or before the beginning of each 30 day period. Please note that personal cheques are not accepted but we do accept Visa, MasterCard, American Express, and Direct Debit. **Should you leave the Hotel before your month is up, the remainder of your rent will not be refunded.**

KITCHENS: There are three shared kitchens located on the 4th, 7th, and 10th floors. All are equipped with stove, microwave, freezer, kettle, and toaster for guest use. Please supply your own utensils for the kitchen. Cupboards are available for storage and you can purchase a lock at the Front Desk or supply your own. In addition to the large kitchens, there are two kitchenettes located on the 2nd and 12th floors that are equipped with microwave, kettle, and toaster only and with ample storage space. Kitchens are locked at night. **For safety reasons you must also remain in the kitchen during the entire time you are cooking.**

RESIDENT ROOM ATTENDANT SERVICES: When staying with us on a monthly basis, your room will be serviced once a week, receiving a linen change, fresh towels and vacuuming. You may want to bring an extra towel or 2 as hotel towels are changed only once a week. Your weekly cleaning day will be assigned to you after check-in. Please note the following procedures to enable us to better serve you. If you wish to have your garbage emptied before your cleaning day, leave your garbage bin outside your room door before 11:00AM. Should you wish not to be disturbed on your cleaning day, please inform Housekeeping or Front Desk *in advance*. In this case you may not receive cleaning until the following week. However, you may not refuse service two weeks in a row. On your cleaning day Housekeeping staff would like to access to your room not later than 11:00 am. If you require your room to be serviced later in the day, please inform us so we can reschedule. Clear your personal items, paper, files, etc., off the bed so we can reach the bed linen. Maid service is not available after 3.30pm. Housekeeping service cannot be refused as it is our responsibility to keep all the areas clean and maintained. The mini-fridge in your room needs to be defrosted regularly. We appreciate your co-operation in keeping the fridge clean and free from excess frost.

TV LOUNGES: Two common television lounges are located on the 4th, and 10th floors and are open from 7am to 11pm each day. Please ensure that doors are kept closed at all times.

LAUNDRY FACILITIES: The Hotel has three coin operated laundry rooms available for guest use. They are located on the 3rd, 6th, and 9th floors. Operation hours are from 8.00AM to 10.00PM daily. Laundry detergent and fabric softener can be purchased from the Front Desk. Ironing boards are available in each laundry room and irons can be borrowed for an hour or two from the Front Desk.

INTERNET ACCESS: Wireless Internet access is free for our overnight guests and residents and is available in our lobby and in our rooms. If you interested in email retrieval and computer usage, we have 2 pay terminals in our lobby for Computer and Internet Access. These are coin operated and cost is based on time usage.

SAFETY DEPOSIT BOXES : Complimentary safety deposit boxes for guest and residents are available at the Front Desk. There is a \$250.00 charge for lost keys as duplicates do not exist and the lock will need to be replaced.

FITNESS FACILITIES: YWCA Fitness Centre is located a 15 minute walk away at 535 Hornby Street. As a YWCA resident, you pay a nominal fee for the use of the extensive facilities at the Centre. The Centre offers an ozone indoor pool, conditioning gym, fitness and aquatic classes, massage, physiotherapy, and much more. For further information please contact the Front Desk.

PARKING: Underground parking is available for hotel guests only. Indoor bike storage is also available on the parking level. Please contact the Front Desk for long term parking rates and further information.

VENDING MACHINES: Coin operated vending machines for soft drinks and snacks are located in the lobby.

JAVA EXPRESS: An espresso Bar, with delicious pastries is located in the lobby on the main floor, just off to the side from the front desk. Open daily 7 days/wk. from 7:00 a.m. to 7:00 p.m. or as seasonal hours dictate.

RESIDENCE ROOMS:

VISITORS: Visitors should vacate the rooms not later than 11.00PM. If you are planning to have overnight guests staying in your room please contact the Front Desk in advance. There is an extra cost for all overnight guests.. For safety and security reasons all overnight guests must register with the Front Desk. Please note that the YWCA limits the number of times you may have overnight guests. All guests must also adhere to YWCA Hotel rules or your residency may be terminated. If you would like to allow someone to enter your room when you are not here, you must leave written permission at the Front Desk.

TELEPHONES: All rooms have an in-room telephone. Local calls are free. Long distance calls are charged at Telus undiscounted rates (plus a surcharge and taxes). A credit card number is required to use your room phone for long distance calls. Outstanding long distance charges are to be paid each Monday. If extra charges reach our \$50 ceiling before Monday they must be paid immediately. Prepaid long distance telephone cards are available from the phone card machine located in the lobby.

MAIL AND MESSAGES: Mail will be put in your mail/key box at the front desk. The message light on your telephone will flash if you have any mail or telephone messages. You may contact the Front Desk to collect your mail and messages. Please note that we do not forward mail after checkout. Once you check-out, your mail will be returned to sender. Should you wish us to hold your mail for later pick-up, arrangements must be made in advance for the Front Desk to hold your mail for up to one month after your departure.

FURNITURE: Due to the modest size of the rooms no additional furniture is allowed. We appreciate your help in maintaining the cleanliness of the rooms by not taping or stapling personal pictures on the walls.

DAMAGES: Your room will be checked weekly during your maid service and prior to your departure date to ensure that it has been kept in good condition. There will be a maintenance or replacement charge for any damages to the room, including walls, furniture, upholstery and linen.

COOKING IS NOT PERMITTED IN THE ROOMS: This includes electric frypans, kettles, hot plates. No open flame is allowed in the room – this includes candle and oil burners.

SEMI-PRIVATE SHOWER AREAS: In this room, the shower and WC area is attached to your room but shared between 2 rooms. When in use, there is an electronic locking system that ensures the area is completely private and cannot be entered from the other room. If your room has a semi-private shower facility, please make sure that the deadbolt on the door is locked at all times when not in use. By doing this, you will ensure that your neighbour sharing the shower with you cannot enter your room. Semi-private showers are equipped with emergency call buttons.

AIR-CONDITIONING: All guest rooms are equipped with individually controlled heat/cool fan unit. The thermostat in your room should be left on auto position once you set it.

ROOM KEYS: We request that you leave your key at the Front Desk each time you leave the building to ensure that safety and security within our building is maintained. Please use the key drop located on the front desk. Should you lose your room key, a replacement charge of \$25.00 per key will apply.

OTHER SERVICES:

CHECK-OUT TIME / BAGGAGE STORAGE: Please note that check-out time is prior to 11.00AM. If you require us to store your baggage for the day, you may use our baggage storage located in the lobby. Overnight baggage storage is available at a daily cost per bag.

SHOPPING AND SERVICES: A Pharmasave pharmacy is located one block from the hotel. An IGA and a T&T Market, two full-size independent groceries are located within 2 block. Urban Fare and Choices, both of which carry organic alternatives are within 6 blocks. Canada Safeway or SuperValu, major grocery chain stores, can be found on Robson Street and Davie Street. It will be necessary to take a bus to reach them.

POSTAL SERVICES: There is a post office is located 1 block from the Hotel at 349 West Georgia Street. There is also a post box just across Beatty Street near the corner of Robson and Beatty.

CONDUCT:

- Residents are expected to conduct themselves in an orderly and mature manner at all times.
- Television and radio volumes should be kept at reasonable levels.
- Illegal drugs and alcohol are not allowed on the premises.
- Residents and guests must adhere to all regulations of the YWCA Hotel.
- Those not complying with these rules of conduct will be asked to leave the YWCA Hotel.