

## YWCA HOTEL RESIDENT GUIDE & POLICIES

### THE YWCA HOTEL IS A COMPLETELY NONSMOKING ENVIRONMENT

Anyone wishing to smoke or vape must do so outside and off property. Any guest who does not adhere to this policy will be asked to leave the hotel and a minimum \$250 charge will be applied to your account.

PLEASE NOTE: Residency is only available during the months of **September 1<sup>st</sup> through May 31<sup>st</sup>**.

**Residency is limited to 3 months per 12-month period unless you are enrolled in an approved course of study.**

Daily and Weekly Rates only are available from June through August.

This form must be acknowledged, signed and returned to the YWCA Hotel prior to arrival to confirm residency.

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### RESIDENCE FACILITIES:

**RENT PAYMENT PROCEDURE:** An application fee of \$220 is required at the time of booking. 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. 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, any remaining rent will not be refunded. If you extend your stay past your check out date, you will be charged the weekly rate for each additional night, subject to room availability.**

**KITCHENS:** There are three shared kitchens located on the 4th, 7th and 10th floors. All are equipped with stove, microwave, kettle and toaster for guest use. **Please supply your own utensils and cookery for the kitchen.** 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. Kitchens are locked at night. **For safety reasons, you must remain in the kitchen during the entire time you are cooking.**

**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 two as hotel towels are changed only once a week. 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. Housekeeping staff would like to access to your room no later than 11:00AM. Housekeeping service cannot be refused, as it is our responsibility to keep all the areas clean and maintained.

**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 is available from the vending machines located in the Nook in the Lobby. Irons and ironing boards are available in each laundry room.

**INTERNET ACCESS:** Wireless Internet access is available in all guest rooms and common areas, and is free for our overnight guests and residents.

**SAFETY DEPOSIT BOXES:** Complimentary safety deposit boxes for guest and residents are available at the Front Desk. There is a \$250 charge for lost keys and the lock will need to be replaced.

**PARKING:** Underground parking is very limited and is available for hotel guests only, not for residents. However, residents have access to the hotel's indoor bike storage on the parking level. For additional information, please contact the Front Desk.

**FITNESS FACILITIES:** YWCA Fitness Centre is located 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 indoor pool, conditioning gym, fitness and aquatic classes and much more. For further information, please contact the Front Desk.

**VENDING MACHINES:** Vending machines for soft drinks, snacks and sundry items are located in the Nook in the Lobby.

**ICE MACHINE:** The ice machine is located in the kitchen on the 7<sup>th</sup> floor.

## **RESIDENCE ROOMS:**

**VISITORS:** Visitors must vacate the rooms no later than 11:00PM. If you are planning to have overnight guests stay 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 Hotel limits the number of times you may have overnight guests to 3 nights per month at a cost of \$20 per night. All guests must adhere to YWCA Hotel rules or your residency may be terminated.

**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). To enable long-distance calling, we will need to add your credit card information to the reservation system.

**MAIL AND MESSAGES:** Mail will be placed in your mail slot at the Front Desk and the message light on your telephone will flash if you have any mail or telephone messages. Contact the Front Desk to collect them. Upon checkout, please contact Canada Post to forward your mail, as the hotel is not responsible for forwarding it.

**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 Housekeeping service to ensure that it has been kept in good condition. Guests are responsible for all damages they or their guest cause on the property.

**COOKING IS NOT PERMITTED IN THE ROOMS:** This includes electric frypans & 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 toilet area is attached to your room but shared between two 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. Please make sure that the deadbolt on your door is locked at all times when not in use. Semi-private showers are equipped with emergency call buttons.

**RESIDENT CODE OF CONDUCT:** Residents are expected to conduct themselves in an orderly manner at all times. Television and radio volumes should be kept at reasonable levels. Illegal drugs and alcohol are strictly prohibited. Residents and guests must adhere to all rules of conduct or they may be asked to leave the premises.

By signing below, I hereby acknowledge that I have completely read and fully understand the YWCA Vancouver Hotel Resident Facility Guide and Terms.

Date: \_\_\_\_\_ Full Name: \_\_\_\_\_

Signature: \_\_\_\_\_