

## GUEST INFORMATION

Dear valued guest,

Welcome from the Management and Staff of the Century Plaza Hotel.

This guest information document will make it easy for you to find what you need, whether it is hotel services or information on local attractions.

In addition to all of the standard amenities of a first class hotel, we also have some exclusive features:



– Vancouver's premier Italian Steakhouse.



– serving specialty coffee, soups, salads, wraps, gelato and more.



– a full service hair salon with award-winning stylists & expertise.

Need to organize a meeting space, make dinner reservations or book a tour? Our professional and attentive staff will be pleased to assist.

We wish you a most enjoyable stay!

Sincerely,

The Staff and Management  
Century Plaza Hotel & Spawww

## GUEST INFORMATION

### Airline Information

|                     | Website  | Phone                 |
|---------------------|--|-----------------------|
| Air Canada          | <a href="http://www.aircanada.ca">www.aircanada.ca</a>                     | Dial 9-1-888-247-2262 |
| Air China           | <a href="http://www.airchina.ca">www.airchina.ca</a>                       | Dial 9-604-685-0921   |
| Air France          | <a href="http://www.airfrance.ca">www.airfrance.ca</a>                     | Dial 9-1-800-667-2747 |
| Air India           | <a href="http://www.airindia.com">www.airindia.com</a>                     | Dial 9-1-800-625-6424 |
| Air New Zealand     | <a href="http://www.airnewzealand.ca">www.airnewzealand.ca</a>             | Dial 9-604-606-0150   |
| Air Transat         | <a href="http://www.airtransat.ca">www.airtransat.ca</a>                   | Dial 9-1-866-847-1112 |
| Alaska Airlines     | <a href="http://www.alaskaair.com">www.alaskaair.com</a>                   | Dial 9-1-800-252-7522 |
| American Airlines   | <a href="http://www.aa.com">www.aa.com</a>                                 | Dial 9-1-800-433-7300 |
| British Airways     | <a href="http://www.britishairways.com">www.britishairways.com</a>         | Dial 9-1-800-247-9297 |
| Cathay Pacific      | <a href="http://www.cathaypacific.com">www.cathaypacific.com</a>           | Dial 9-604-606-8808   |
| China Airlines      | <a href="http://www.china-airlines.com">www.china-airlines.com</a>         | Dial 9-604-682-6777   |
| Delta Airlines      | <a href="http://www.delta.com">www.delta.com</a>                           | Dial 9-1-800-225-2525 |
| Fiji Airways        | <a href="http://www.fijiairways.com">www.fijiairways.com</a>               | Dial 9-1-800-227-4446 |
| Finnair             | <a href="http://www.finnair.com">www.finnair.com</a>                       | Dial 9-1-877-496-4815 |
| Harbour Air         | <a href="http://www.harbourair.com">www.harbourair.com</a>                 | Dial 9-604-274-1277   |
| Helijet             | <a href="http://www.helijet.com">www.helijet.com</a>                       | Dial 9-1-800-665-4354 |
| Japan Airlines      | <a href="http://www.jal.com">www.jal.com</a>                               | Dial 9-1-800-525-3663 |
| Korean Airlines     | <a href="http://www.koreanair.com">www.koreanair.com</a>                   | Dial 9-1-800-438-5000 |
| K.L.M. Royal Dutch  | <a href="http://www.klm.com">www.klm.com</a>                               | Dial 9-1-866-434-0321 |
| Lufthansa           | <a href="http://www.lufthansa.com">www.lufthansa.com</a>                   | Dial 9-1-800-563-5954 |
| Malaysia Airlines   | <a href="http://www.malaysiaairlines.com">www.malaysiaairlines.com</a>     | Dial 9-1-800-552-9264 |
| Philippine Airlines | <a href="http://www.philippineairlines.com">www.philippineairlines.com</a> | Dial 9-1-800-435-9725 |
| Qantas Airlines     | <a href="http://www.qantas.com">www.qantas.com</a>                         | Dial 9-1-800-227-4500 |
| Singapore Airlines  | <a href="http://www.singaporeair.com">www.singaporeair.com</a>             | Dial 9-604-689-1223   |
| United Airlines     | <a href="http://www.united.ca">www.united.ca</a>                           | Dial 9-1-800-241-6522 |
| WestJet             | <a href="http://www.westjet.com">www.westjet.com</a>                       | Dial 9-1-800-538-5696 |

(Phone numbers are subject to change. Please dial '0' for assistance.)

### Airport Transportation

There are several options available for Airport Transportation. Please check with the Front Desk for assistance.....Dial 5684

## GUEST INFORMATION

### ATM

For cash withdrawals, the closest ATM is located at:  
Marketplace IGA: 110 – 909 Burrard Street (1.5 blocks away).

### Baby Sitting

Please Inquire with Front Desk for local services.....Dial  
5684

### Baby Playpens

Available free of charge from Housekeeping. Advance reservations may be  
required. ....Dial 5670, or 0

### Banking Services

Scotiabank: 970 Burrard Street .....Dial 9-604-668-2160  
RBC Royal Bank: 1010 Hornby Street .....Dial 9-604-665-5138  
TD Canada Trust: 1200 Burrard Street .....Dial 9-604-654-3572  
BMO Bank of Montreal: 401 West Georgia Street .....Dial 9-604-665-7265

### Banquet & Convention Facilities

Up to 300 guests may be accommodated in our Burrard Ballroom. We also have  
boardrooms and meeting space available. Please contact the Catering office  
on the P2 level .....Dial 5624

### Bellman

Located in the Lobby.....Dial 5684

### Bicycles

Information on nearby bicycle rental shops is available at our Front Desk, who  
can also provide information on nearby bike lanes and routes .....Dial 5684  
For your convenience, a bicycle rack is installed next to the Comox Street  
parkade entrance.

## GUEST INFORMATION

### Business Center Services

A 24 hour complimentary computer and printer is located in our Guest Amenity Room, on the 5th Floor. Faxing and photocopying is also available from our Front Desk .....Dial 5684

### Check Out Time

Check Out Time is 11:00 am. Please contact the Front Desk to inquire about a late check out. Charges will apply. The bellman can assist in providing luggage storage .....Dial 5684

### Churches

Anglican: Christ Church Cathedral, 690 Burrard Street .....Dial 9-604-682-3848  
Baptist: First Baptist Church, 969 Burrard Street .....Dial 9-604-683-8441  
Jewish Synagogue: Temple Shalom, 7190 Oak Street .....Dial 9-604-266-7190  
Roman Catholic: Holy Rosary, 646 Richards Street .....Dial 9-604-682-6774  
United: St. Andrew's-Wesley, 1012 Nelson Street .....Dial 9-604-683-4574

### Cinemas

Scotiabank Theatre: 900 Burrard Street.....Dial 9-604-630-1407  
International Village Cinemas: 88 West Pender.....Dial 9-604-806-0799  
More cinema information is available online: [www.cinematiclock.com](http://www.cinematiclock.com)

### Concierge

Our Front Desk staff provides Concierge services 24 hours a day .....Dial 5684

### Currency Exchange

The Front Desk will exchange limited amounts of U.S. currency for Canadian funds. Please inquire at the Front Desk for current exchange rates .....Dial 5684

## GUEST INFORMATION

### Doctor

Medical attention is available at all times in St. Paul's Hospital Emergency, located directly across from our Comox Street entrance .....Dial 0

### Drug Stores / Pharmacies / Chemists

Pharmasave: 1160 Burrard Street .....Dial 9-604-669-7700  
Shoppers Drug Mart: 1125 Davie Street (open 24 hours).....Dial 9-604-669-2424  
London Drugs: 1187 Robson Street .....Dial 9-604-448-4819

### Dry Cleaning & Pressing

Dry cleaning and laundry is picked up before 8:00 am and will be returned the same day. Laundry bags are available at the Front Desk, and also in your dresser drawer or closet. Please fill out the slip and leave laundry with the Front Desk or the Bellman .....Dial 5670

### Emergency

Please call the Operator by dialing '0', or dial 9-911 from your phone.

### Fire Exits

Stairwells are situated at the end of each hallway. Do not use the elevator if there is a fire. Refer to emergency exit plans on back of your room door.

### Fitness Centre (CURRENTLY CLOSED DUE TO COVID-19)

Located on the LL (Lower Lobby) level, open 24 hours. Features a selection of free weights, treadmills, elliptical machines, stationary bikes and more. Your room key is required to access. Towels are provided, and all minors must be accompanied by an adult.

### Fire & Safety Tips

Please refer to "Fire & Safety Tips" page, toward the back of this directory.

## GUEST INFORMATION

### Guest Amenity Room

Located on the 5th floor. Amenities include laundry, internet, ice machine, television, seating area, and coffee station. Your room key is required to access. Open 24 Hours.

### Grocery Stores

Marketplace IGA: 110 – 909 Burrard Street .....Dial 9-604-605-0612  
Independent Grocer: 1255 Davie Street .....Dial 9-604-688-0911

### Housekeeping

Extra items such as pillows, towels, blankets, dishes and more are available upon request from our Housekeeping department .....Dial 5670

### Ice

Ice is available on the 5<sup>th</sup> floor, in our Guest Amenity Room. Your room key is required to access.

### Internet Access

A complimentary kiosk is available on the 5th floor, in our Guest Amenity Room.

### Laundry Facilities

Located on the 5th floor, in our Guest Amenity Room. Open 24 hours. Detergent and fabric softener is available for purchase.

### Lost & Found

Please Inquire with our Housekeeping department, between the hours of 9:00 am and 4:00 pm.....Dial 5670

### Mail

The nearest postal outlet: Shoppers Drug Mart, at 1125 Davie Street. For additional mail information, please contact the Front Desk .....Dial 5684

## GUEST INFORMATION

### Managers

Front Desk Manager .....Dial 5603  
Evening Manager .....Dial 5604  
Reservations Manager.....Dial 5328  
Executive Housekeeper .....Dial 5665

### Messages

Your telephone lamp will be flashing when there is a message waiting for you  
.....Dial 4010

### Movies

A selection of movies is available in every room. Each movie is an additional charge, and charges are incurred the moment you have selected the viewing. Refunds cannot be given once a selection is made.

### Parking

A gated, covered public parking lot attached to the hotel is available. Please do not leave any valuables in your vehicle, as the hotel does not assume responsibility or liability for damage or loss. Your hotel room key is required to access the gated lot.

Please call the Front Desk for parking rates .....Dial 5684

### Restaurants



Located on the Lobby level. Vancouver's hottest eatery, serving delicious dishes, tasty cocktails and fine wines.....Dial 5671



Located on the Lobby level for a variety of salads, sandwiches, dessert, gelatos and more .....Dial 5672

## GUEST INFORMATION

### Room Service

Please visit [www.cprime.ca](http://www.cprime.ca) and click the "Menus" section for our current menu offerings, and hours of operation .Please note the delivery charge indicated on the menu prior to ordering .....Dial 5684

### Safety Deposit Boxes

Available at the Front Desk free of charge to all registered hotel guests, for secure storage of passports, travellers' documents and valuables of any kind. Many of our guest rooms feature in-room safes. Please note that the hotel will not be responsible for valuables left unsecured in hotel rooms.

### Sales & Banquets

For information on hotel facilities, conferences, group rates or special events, contact the Sales Office, located on the P2 level .....Dial 5308

### Security

For any matters regarding security, please call the Operator by touching '0' on your phone. Please refer to "Security Tips" page, toward the back of this directory, for more information.

### Shopping

Robson Street: 5-10 minute walk. When exiting our front doors, walk left up Burrard Street.  
Pacific Centre: 701 West Georgia Street .....Dial 9-604-688-7235  
For other recommendations, please inquire with the Concierge in the lobby.....Dial 5684

### Sightseeing Tours

The Front Desk or the Concierge will be pleased to assist you .....Dial 5684



## GUEST INFORMATION

### **Swimming Pool (CURRENTLY CLOSED DUE TO COVID-19)**

Located on the LL (Lower Lobby) level, open from 8:00 am – 10:00 pm. Please use your hotel room key to access. Towels are provided in the locker rooms.

### **Taxi**

Available at the hotel front entrance, or contact the Front Desk .....Dial 5684

### **Telephone**

Please refer to "Telephone" instructions on the next page for more information.

### **Vending Machines**

Beverage and snack vending machines are located on the P2 level. The machines accept coins only, and change is available either at the front desk, or in our 5<sup>th</sup> floor Guest Amenity Room.

### **Wake-Up Calls**

Please refer to "Wake-Up Call Instructions" on the next pages for more information, or contact the Front Desk.

## GUEST INFORMATION

### HOTEL PHONE INSTRUCTIONS

#### Phone Calls

##### Room to Room Calls

Floors 6-9 .....Dial 7 + 0 + Room Number  
Floors 10-30 .....Dial 7 + Room Number

Local Calls .....Dial 9 + 604 or 778 + 7-Digit Number  
Front Desk .....Touch '0'  
Wake-Up .....See "Wake-Up Call Instructions" Page  
Cost per local calls and toll-free calls is 65 cents.

#### Long Distance Calls

Direct .....Dial 9 + 1 + Area Code + Number  
Operator-Assisted, Credit Card, Collect ..... Dial 9 + 0 + Area Code + Number  
Calling Card Calls (Cost \$1.05 plus taxes) ..... Dial 9 + 0 + Area Code + Number  
After Tone, enter your card # + PIN (14 digits).

Note: you will be charged for a long distance call if the line rings more than 45 seconds (above 10 rings) regardless of whether or not the party answers.

#### International Calls

Direct ..... Dial 9 + 011 + Country Code + Number  
Service Charges are applicable to local, credit card, and collect calls.

#### Message Light

When red light on phone is flashing .....Dial 4010

#### Retrieving Voicemail From Your Room

If you have the red light flashing on your phone, you either have voicemail or messages waiting for you. Dial 4010.

The system will inform you if there is a voicemail; alternatively, press '0' to be connected to the Operator to check if there is a message waiting for you. You can also program your own voicemail greeting or set passwords for your voicemail from your room phone by Dialing 4010.

## GUEST INFORMATION

### WAKE-UP CALL INSTRUCTIONS

#### To Set your Wake-Up Call

1. Pick up the handset of your telephone, and dial \*90  
-You will hear 3 short tones, followed by the dial tone.
2. Using the keypad, enter the time you wish to receive your Wake-Up Call  
-The time must be entered using the 24-hour clock format (for example, if you would like to be woken up at 9:00 am, please enter "0900".  
-Once you've entered the time, you will hear 3 short tones, then silence.
3. Hang up the telephone. Your Wake-Up Call is now set.

#### To Change your Wake-Up Call (or if you make a mistake)

-Follow the above instructions again to change your Wake-Up Call time.

#### To Set a 2<sup>nd</sup> Wake-Up Call

-Follow the same instructions as above for setting your 2nd Wake-Up Call time, however this time please press the \* button before entering your time. (for example, if you would like your 2nd Wake-Up Call to be at 9:30 am, instead of entering "0930, please enter "\*\*0930"). Performing this action will not erase your 1st Wake-Up Call.

#### To Delete your Wake-Up Calls

1. Pick up the handset of your telephone, and dial \*90  
-You will hear 3 short tones, followed by the dial tone.
2. Using the keypad:  
-Press # to delete your 1st Wake-Up Call, OR  
-Press \* then # to delete your 2nd Wake-Up Call (if applicable)  
-You will hear 3 short tones, then silence.
3. Hang up the telephone. Your Wake-Up Call is now deleted.
4. To also delete your 2nd Wake-Up Call, please repeat these instructions and take note of the different action required in step 2.
5. To set new Wake-Up Calls again, please follow the instructions at the top of this page.

## GUEST INFORMATION

### SECURITY INFORMATION

We encourage you to become familiar with the location of fire exits, alarms and extinguishers nearest your guest room, and to know how to get to them in the event of an emergency. Please review the below information.

#### Valuables

For your protection, it is advisable that all guests place their valuables in your in-room safe (if available in your room), or a safety deposit box located at the Front Desk. There is no charge. Otherwise, the hotel is unable to accept responsibility for the loss or damage to guest property.

#### Door Locks

Our room keys are coded to ensure that only your key will provide entry to your guest room. Please remember your room number or save the key card envelope which you received at the time of registration. Please see the Front Desk if you have lost your key, so a new one may be issued and the old key deactivated. For additional security, please utilize the deadbolt on your door upon entry to your guest room.

#### Door Viewer

Your guest room is equipped with a door viewer which permits you to view the corridor outside your room without opening the door. Before answering a knock, please use the door viewer. Employees are required to wear name tags. If a person claims to be an employee, call the Front Desk and ask if someone from our staff is supposed to have access to your room, and for what purpose. Touch '0'.

#### Room Number

Hotel personnel are instructed not to give out room numbers of registered guests. You may be connected to another room by touching '0' and giving the last name.

#### Security Assistance

Our desire is to make your stay enjoyable and free from unpleasant incidents. If you notice suspicious activity or have need of special assistance, please call the Manager on Duty at any time. Touch '0'.

## GUEST INFORMATION

### FIRE AND SAFETY INFORMATION

#### Pre-Planning

- Find the 2 fire exits nearest to your room.
- Count the number of doors between your room & the exit stairways in both directions.
- Elevators are NEVER to be used in the event of a fire.
- Know the location of the fire alarm. Read the instructions. If there is a fire, do not hesitate to pull the alarm.
- Begin your evacuation when the fire alarm sounds.
- Do not forget your room key.

#### Fire In Your Room

- Leave your room and close the door to prevent fire from spreading.
- Pull the nearest fire alarm.
- Proceed to the nearest stairway exit.
- Do not use the elevator.

#### Fire In The Building

- When you hear the fire alarm, act – DO NOT INVESTIGATE.
- Leave the building if you can. Take a wet towel with you to cover your nose and mouth if there is smoke.
- Feel the door. If it is cool, open it slowly. Close the door behind you. Go to the nearest exit.
- If there is smoke in the corridor, crawl to the nearest exist as fresh air will be near the floor.
- If you can't make it to the nearest exit, try the second closest exit. Count the doors and take your key so you can return to the room if you cannot proceed to either exit.
- If possible, knock on doors as you are leaving to warn others.

**(CONTINUED ON NEXT PAGE)**

## GUEST INFORMATION

### Trapped In Your Room

- Fill the bathtub and sink with cold water. Use this and wet towels to place against cracks around your door to slow smoke spread. This water may also be used to fight a small fire.
- Use your ice bucket to bail water.
- Keep your door closed tightly.
- If possible, open a window or hang a sheet out the window to signal for help. DO NOT JUMP.
- Shut off all fans and air conditioners.
- If your room gets smoky, stay low for the freshest air. Hold a wet towel to your face.

### General Recommendations

Include the following with your luggage

- Flashlight – for use during an interior power failure
- Whistle – for signaling purposes
- Ensure, at all times, that your room is never obstructed. Carry your room key with you when you depart the room. It may be necessary to return for safety reasons.

**EMERGENCY NUMBER IS '0'**