



**Best  
Western  
PLUS®**

## **GUEST DIRECTORY**

**Sands Hotel**

Vancouver, BC

# GUEST SERVICES

## Air Conditioning/Heating System

The cooling and heating in your room can only operate effectively when outside doors and windows are kept closed. Individual temperature controls are located on the A/C unit. Please set controls for your comfort. Upon check out, please switch to the off position.

**Dial 1141**

## Banquet & Catering

### Breakfast

A hot breakfast is available weekdays from 7:30 am to 11:30 am and weekends from 8:00 am to 2:00 pm in The Park Pub & Restaurant. Find the menu [here](#).

### Business Services

Business services are located in the hotel lobby. Photocopy and faxing services are available for a nominal fee.

### Check Out Time

Check out time is 12:00 pm. If you wish to extend your stay, please notify our Front Desk personnel by 11:00 am and we will accommodate you upon availability.

### Coffee/Tea

Complimentary coffee and tea are available in your guest room.

### Credit Privileges

We honour the following credit cards: American Express, Mastercard, Visa, Diners Club, Discover & JCB.

### Cribs

Cribs are provided free of charge. Subject to availability.

### Currency Exchange

Available at Front Desk. USD to CAD only.

### Express Check Out

We offer the following types of Express Check-out: Folio to guest room, by email and by phone. Please indicate to Guest Services at the Front Desk which option you prefer.

### Fitness Center

Located on the first floor. Open 6: 30am to 10:00 pm.

# GUEST SERVICES

## Front Desk

Dial 0

Front Desk staff is available to assist you 24 hours daily.

## Guests With Special Needs

In case of an emergency, your safety is our first concern, please inform the Front Desk upon check-in if there is a guest with a disability in the room. We appreciate your help.

## Housekeeping

Dial 1003

The following items are available upon request:

Fans, extra blankets, extra pillows, extra towels, extra soap, electrical adapters.

Forget something? Complimentary items are available 24 hours - combs, razors, shaving foam, toothbrushes, toothpaste, and sewing kits are available. Sanitary napkins are available at Front Desk.

Wheelchairs are available.

Baby cribs and highchairs are also available.

## Ice Machines

Ice machines are located on the 1st, 3rd and 5th floors.

## Laundry/Dry Cleaning

Dry cleaning service is provided by a reputable, independent company with same day delivery. Available Monday through Saturdays. Simply use the dry cleaning bag and yellow dry cleaning form located in the closet or top drawer (under the television set). Bring the sealed items to the Front Desk before 9:00 am for same day return. We act only as an agent and accept no responsibility for lost or damaged goods.

Coin laundry is also available for your use from 6:00 am-10:00 pm. Located on the first floor (Room 123) has washers and dryers at \$2.00 per load. Exact change is needed and soap and powder can be purchased at Front Desk for a small charge.

## Lost and Found

Dial 1003

Lost and Found Open 8:00 am-4:30 pm.

## Luggage Assistance and Storage

Dial 0

Luggage assistance is available 7:00 am-9:00 pm. Complimentary luggage storage is available for our guests and is available up to 6 hours after check-out

## Maid Service

Dial 1003

Maid Service Open 8:00 am-4:30 pm.

## Mail/Stamps

Stamps may be purchased at the Front Desk. Parcels or letters to be mailed can be left at the Front Desk. Incoming mail is kept at the Front Desk.

# GUEST SERVICES

## Meeting Facilities

We have a wide range of Meeting/Banquet facilities which you may view at your convenience. Our Catering Department will be pleased to provide you with rates, menus, etc.

## Messages

**Dial 7100**

When the red light is flashing on your phone, it is to indicate there is a message.

## Onward Messaging

Going somewhere? Let us help you book your next reservation at one of over 4,000 hotels worldwide. 1.800.WESTERN or bestwestern.com.

## Reception Desk

Our reception desk is available 24 hours a day.

## Restaurant/Lounge

The Park is located in the hotel Lobby and is open from 7:30 am to 12:00 am weekdays and 8:00 am to 1:00 am on weekends. The Bayside Lounge is located adjacent to the Park restaurant up the ramp. The Bayside Lounge has a magnificent panoramic view of English Bay. The Bayside Lounge has a great selection of BC wines and a fabulous tapas inspired menu. The Bayside Lounge is open 12:00 pm - 2:00 am Sunday - Thursday and 12:00 pm - 3:00 am Friday and Saturday.

## Snacks and Beverages

Snacks are available at Front Desk. Coffee/tea packages are available at Front Desk, 24 hours daily.

## Telephone Information

Room Service	Dial 1138
Room to Room	Dial 7 + Room Number
Local Calls	Dial 9 + Area Code + Number (Charge apply after 30 min)
Long Distance Calls	Dial 9 + 1 + Area Code + Number (Charge apply)
Overseas	Dial 9 + 011 + Country Code + Area Code + Number
Operator Assisted, Collect or Credit Card	Dial 9 + 0 + Area Code + Number
Calling Card	Dial 9 + 0 + Area Code + Number After tone, enter your card # + Pin # (14 digits)
Service charges do not apply to 800, 888, 877, 866 numbers	

# GUEST SERVICES

## Think Green

Every day millions of gallons of water are used to wash towels and sheets that have only been used once.

Help support Best Western® Green efforts.

- A towel on the rack means "I will use again"
- A towel on the floor means "Please exchange"
- If you are staying more than one night, and would prefer not to have your sheets changed, please let us know at the Front Desk.

## Wake Up Calls

Schedule wake-up calls with the Front-Desk, or you may set the alarm clock provided in your room.

## Water

Please feel free to enjoy Vancouver's wonderful tap water and help reduce the carbon footprint. Bottled water is located in the pop machines.

## Wireless High Speed Internet

Please press 0 if you are having difficulties logging onto our Wireless Internet. 24 hour tech support is available at 1-855-249-9434.

# BUSINESS SERVICES

Accommodations available for groups of 8 to 125 people.

Fully equipped meeting rooms with the latest Audio Visual Equipment are available. Finely appointed boardrooms for executive meetings, tastefully decorated banquet rooms for business lunches, weddings and Christmas parties and ballroom space for larger functions and conference are also available.

For assistance, please contact our Conference and Catering Department at ext. 1141, Tuesday to Saturday from 9:00 am to 5:30 am or contact the Duty Manager by dialing 0.

## Business Centre

The business centre is open Monday to Sunday from 6:00 am to 12:00 am. For more information please contact Front Desk by dialing 0.

## Photocopying

.25 per copy

Photocopies

## Facsimile

Outgoing	
Local	.25 per page
Canada/USA	.50 first page .25 each additional page
International	\$5.00 first page .50 each additional page
Incoming	Free

Our fax number is 604-682-3546.

Applicable taxes apply. Prices subject to change without prior notice.

# HIGH SPEED INTERNET

## In-Touch BC

The Best Western Sands is pleased to offer free Wireless High Speed Internet Access to their guests.

### ***Access is easy and automatic!***

Open the wifi connection and select "BW Sands" network. A password will be required. The password is on your key card envelope, or call Front Desk.

***If you are experiencing difficulties please contact our 24 help desk for immediate assistance at:***

1-855-249-9434

## Frequently Asked Questions

### ***Do I need to load software or change settings on my laptop?***

There is no extra software to load or settings to change - so long as you have an operating system, web-browser and 802.11b/g wireless card, your laptop will work with our service.

### ***I don't have a wireless network card. Where can I get one?***

Most laptops are equipped with a Wireless card. However, wireless cards are available at any computer retailer.

### ***Can I connect to my company's network?***

It's actually up to your company. You can connect to your company's network if your company allows remote access. As an extra security measure, many companies use VPN's, or Virtual Private Networks. This functionality is generally compatible with this service.

### ***What if I forget my password?***

Find the password is on your key card envelope, or call Front Desk.

### ***How safe or secure is Best Western Sands service?***

Keeping your connection secure is our highest priority. All Internet users are responsible for the security of their own devices and we do not assume any responsibility for the security of any devices connected to this service. However, this service has many security features built-in. Other users on this service cannot see your computer or laptop. As well this service has Secure Socket Layer (SSL) implemented, which secures the data traveling across the air. Because this service does not use Wired Equivalency Privacy (WEP), displays such as "unsecured wireless network" will appear on all Microsoft operating systems when you start up. Please rest assured that there is no cause to be concerned as our system offers security that is superior to WEP.

#### Terms & Conditions of Internet Use:

By using our Internet services, you hereby expressly acknowledge and agree that there are significant security, privacy and confidentiality risks inherent in accessing or transmitting information through the Internet, whether the connection is facilitated through wired or wireless technology. Security issues include, without limitation, interception of transmissions, loss of data, and the introduction of viruses and other programs that can corrupt or damage your computer. IE ACCORDINGLY YOU AGREE THAT NEITHER BEST WESTERN PLUS SANDS HOTEL NOR BEST WESTERN INTERNATIONAL IS LIABLE FOR ANY INTERCEPTION OF TRANSMISSIONS, COMPUTER WORMS OR VIRUSES, LOSS OF DATA, FILE CORRUPTION, HACKING OR DAMAGE TO YOUR COMPUTER OR OTHERS THAT RESULT FROM THE TRANSMISSION OR DOWNLOAD OF INFORMATION OR MATERIALS THROUGH THE INTERNET SERVICE PROVIDED.

# IMPORTANT NUMBERS

## Airport

- Vancouver Airport YVR ..... 604-207-7077

## Airlines

- Aero Mexico ..... 1-800-237-6639
- Air Canada ..... 1-888-247-2262
- Air China ..... 1-800-882-8122
- Air France ..... 1-800-667-2747
- Air New Zealand ..... 1-800-663-5494
- Air Transat ..... 1-800-872-6728
- Alaska Airlines/Horizon ..... 1-800-426-0333
- Air Aloha Airlines ..... 1-800-367-5250
- American Airlines ..... 1-800-433-7300
- British Airways ..... 1-800-247-9297
- Cathay Pacific Airways ..... 1-800-268-6868
- China Airlines ..... 1-800-222-5118
- Continental Airlines ..... 1-800-231-0856
- Delta Airlines ..... 1-800-241-4141
- Harbour Air ..... 604-247-1277
- Helijet Airways ..... 1-800-987-4354
- Japan Airlines ..... 1-800-525-3663
- Korean Airlines ..... 1-800-438-5000
- KLM Royal Dutch ..... 1-866-434-0321
- Lufthansa ..... 1-800-563-5954
- Northwest ..... 1-800-225-2525
- Pacific Coastal Airlines ..... 1-800-663-2872
- Pan Am ..... 1-800-359-7262
- Qantas ..... 1-800-227-4500
- Singapore Airlines ..... 1-800-663-3046
- SAS Airlines ..... 1-800-221-2350
- Thai Airways ..... 1-800-426-5204
- United Airlines ..... 1-800-864-8331
- US Air ..... 1-800-428-4322
- West Jet ..... 1-800-538-5696
- West Coast Airlines ..... 1-800-347-2222



# IMPORTANT NUMBERS

## Bank & Banking Machines

### Bank Machine in Lobby

- Bank of Montreal
  - 595 Burrard Street ..... 604-665-2643
  - 958 Denman ..... 604-665-7235
- Scotia Bank
  - 1205 Robson ..... 604-668-2190
  - 650 W. Georgia ..... 604-688-2094
- CIBC
  - 400 Burrard ..... 604-665-1645
- Royal Bank
  - 1025 W. Georgia ..... 604-665-6991
  - 945 Denman ..... 604-665-4189
- TD Canada Trust
  - 1690 Davie Street ..... 604-683-5644
  - 700 W. Georgia ..... 604-654-3665

## Hospitals

- Saint Pauls Hospital
  - 1081 Burrard Street ..... 604-682-2344
- Vancouver General Hospital
  - 899 W. 12th Avenue ..... 604-875-4111
- Care Point Walk In
  - 1175 Denman Street ..... 604-681-5338

## Houses of Worship

- Saint Paul's Anglican Church
  - 1130 Jervis Street ..... 604-685-6832
- First Baptist Church
  - 969 Burrard Street ..... 604-683-8441
- Guardian Angels Parish
  - 1161 Broughton Street ..... 604-684-5775
- Holy Rosary Cathedra
  - 646 Richards Street ..... 604-682-6774
- Jehova's Witness Downtown
  - 1526 Robson Street ..... 604-685-2134
- Spirit of Life Lutheran Church
  - 375 W. 10th Avenue ..... 604-874-2212
- Point Grey Inter-Mennonite Fellowship
  - 4000 W. 11th Avenue ..... 604-228-8911
- Point Grey Pentecostal Community Church
  - 3512 W. 7th Avenue ..... 604-732-5577
- Presbyterian Church of Canada
  - 1155 Thurlow Street ..... 604-683-1913
- St Andrew's United Wesley Church
  - 1012 Nelson Street ..... 604-683-4574

# IMPORTANT NUMBERS

## Hotel Reservations

- ..... 1-800-661-7887

## Miscellaneous

- Chamber of Commerce ..... 604-683-0700
- Tourist Information ..... 604-682-2222
- Road Conditions ..... 604-299-9000

## Taxi

- ..... Dial 0

## Transportation

- Amtrak (USA) ..... 1-800-872-7245
- BC Ferries Information ..... 1-888-223-3779
- Vial Rail ..... 1-888-842-7245

# EMERGENCY

## **We Care About Your Safety**

Your comfort and well-being are our first priority. We urge you to take advantage of these safety and security tips.

Please be certain that all interior doors & window locks work properly.

Use the door viewer to identify anyone before opening the door.

If your room has a connecting door, be sure the lock on your side works properly.

When leaving your car, make sure it is locked. Do not leave any valuables in your car or in your room.

Safeguard your room key/access card at all times. Do not leave it unprotected or give it to anyone other than the people registered with you in your room. Please remember to turn in your key/access card when you leave.

## **In an Emergency... Dial 9 + 911 first**

### **In case of an emergency call the Front Desk Dial 0**

## **Be Prepared**

Locate the fire exit nearest to your room. Locate the nearest fire extinguishers and fire alarms. Always know where your room key/access card is. A fire plan is located on the back of your guest room door.

## **If Fire Alarm Sounds or You Smell Smoke**

Stay calm. Do not panic. Touch the door to your room. If it is hot, do not open. If the door feels normal, open it and check the hallway. If the alarm has not yet sounded but you smell smoke, sound the alarm. If there is no smoke in the hallway, leave your room. Take your room key/access card with you and go to the nearest emergency exit. If there is smoke in the stairwell, go to the opposite end of the hallway or return to your room. Any guests with disabilities should call the Front Desk for assistance.

## **If You Have to Stay in Your Room**

Fill the bathtub with cold water. Soak sheets and towels and put them around the base of the door. Call the Front Desk; tell them your room number and that you are staying in your hotel room because of smoke in the hallway or stairwell. If smoke begins to enter your room, crouch down beneath the level of the smoke and cover your nose and mouth with a wet cloth.

## **To Prevent Fires**

Do not smoke in bed. Be sure to extinguish all cigarettes & cigars. Keep matches out of the reach of children.

# CARBON MONOXIDE SAFETY TIPS



## WARNING

Carbon Monoxide is a colourless, odourless, poisonous gas and exposure can be fatal. Your room is equipped with a carbon monoxide detector.

### Symptoms of carbon monoxide exposure may include

Headache  
Fatigue  
Weakness  
Nausea  
Shortness of breath  
Confusion

Vomiting  
Blurred vision  
Dizziness  
Loss of muscle coordination  
Collapse  
Loss of consciousness

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### What to do if a carbon monoxide alarm is sounding or if you experience any symptoms of carbon monoxide exposure:

- Never ignore a carbon monoxide alarm that is sounding.
- Immediately move outside to fresh air.
- Advise the hotel front desk.
- Call 911, emergency services, or the fire department.
- Do a head count to check that all people in your party are accounted for.
- Do not reenter the premises until the emergency services responders have given you permission.

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<sup>1</sup> Source of symptom list: Consumer Product Safety Commission & Mayo Clinic.

<sup>2</sup> Source of recommended responses to sounding alarms or symptoms: Consumer Product Safety Commission.

# THINGS TO DO

## Museums

- Museum of Anthropology ..... 604-822-3825
- Vancouver Art Gallery ..... 604-662-4719
- Vancouver Museum ..... 604-736-4431
- Vancouver Maritime Museum ..... 604-257-8300

## Tourist Attractions

- Bloedel Conservatory (Queen Elizabeth Park) ..... 604-257-8584
- Capilano Suspension Bridge ..... 604-985-7474
- CN IMAX Theatre ..... 604-682-4629
- Dr. Sun Yat Sen Classical Chinese Garden ..... 604-662-3207
- Fly Over Canada (Canada Place) ..... 604-620-8455
- Stanley Park ..... 604-257-8400
- Science World ..... 604-443-7440
- Vancouver Aquarium ..... 604-659-3474

## Festivals

- Dragon Boat Festival
- Celebration of Light Fireworks Competition
- Pride Parade
- International Childrens Festival
- Jazz Festival

## Recreational Facilities

- Steve Nash Sports Club ..... 604-681-3232
- Vancouver Aquatic Centre ..... 604-665-3434
- Greater Vancouver Zoo ..... 604-856-6825
- Splashdown Waterslides ..... 606-943-2251
- Kerrisdale Swimming Pool ..... 604-257-8100
- Second Beach Swimming Pool ..... 604-257-8105
- Kitsilano Swimming Pool ..... 604-731-0011
- West End Community Centre ..... 604-257-8333

## Conservation Areas

- George C. Reifel Migratory Bird Sanctuary ..... 604-946-6980

## Provincial Park

- Cypress Provincial Park ..... 604-926-5612