



# In Room Directory



NORTH VANCOUVER HOTEL

1800 Capilano Road, North Vancouver, British Columbia V7P 3B6  
Telephone: (604) 987-4461 | Fax: (604) 984-4244 | Toll Free: 1-800-663-4055  
Email: [info@northvanhotel.com](mailto:info@northvanhotel.com) | Website: [www.northvanhotel.com](http://www.northvanhotel.com)

# Guest Services

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## **Baggage Handling**

Baggage carts are available near the front entrance in the lobby. Please return carts to the lobby when you are finished.

## **Checkout Time**

We are sorry to see you go! However, if you must, our checkout time is **11:00 am**. Should you require an extension, please contact the Front Desk to check for availability, subject to our occupancy levels. In some cases charges will be applied.

## **Comment Cards**

Comment cards are available in each room as well as at the Front Desk. The completed comment cards are an important way to help us maintain the level of service you deserve. We encourage you to fill it out and return it to the Front Desk upon departure. We look forward to hearing from you!

## **Credit Privileges**

Advance payments must be made on all guest accounts unless prior arrangements have been made with the Hotel's General Manager. The following credit cards are accepted for settlement: American Express, MasterCard, VISA.

## **Electrical Currents**

This hotel has 120-volt outlets in every room. If you have European electrical items, you will need to obtain a converter that will enable the use of these items.

## **Guest Room Security**

For additional security, please utilize the dead bolt provided on your door and check that windows are locked. Please leave your electronic key cards in your room when you check out. Do not admit any strangers to your room. A one way viewer on your door is provided to assist you to identify the caller. If there is any doubt about the person's identity, please contact the Front Desk.

## **Room Inspection**

This is a 100 % NON-SMOKING hotel, including medical marijuana. Rooms are cleaned and inspected daily and a detailed log is maintained on each room and linen. Rooms are rented to guests in appropriate condition without any prohibited odours.

Housekeeping attendants and Front Desk staff are trained and skilled in identifying the odours from prohibited items. If our investigation concludes that you have smoked in your room, cooked, or brought a prohibited item into our facility, you will be fined, and evicted without any refund.

## **Lost & Found**

The North Vancouver Hotel assumes no liability for lost, misplaced, stolen, or damaged valuables or belongings. If you have left behind something of value to you, please call us immediately at 604-987-4461 and we will try to assist you in locating your lost item.

**Found Items** The North Vancouver Hotel is not responsible for any item left behind by a guest. However, any item, with the exception of perishable items, left behind by our guests and found after departure by Housekeeping will be collected, logged in, and kept in a secure location for collection by the owner for up to a month. Reasonable effort will be made to notify the guest that an item has been found. Perishable items, underwear, and miscellaneous toiletries are discarded.

**Return** We would be happy to return your lost item(s) to you by Canada Post. Your credit card will be charged for packaging and postage. A separate receipt will be emailed to you. The North Vancouver Hotel is not responsible for any item lost or misdirected during shipment by the Canada Post.

**Unclaimed Items/ No Contact** Lost & Found items are held for a month while we attempt to contact the guest. If guest contact information is incorrect or cell phone mailbox is full and we are unable to contact the guest during the one month holding period, the unclaimed item(s) are thrown away, given to local organizations, or disposed of accordingly by the North Vancouver Hotel.

## **Fax & Photocopying Service**

Please contact the Front Desk for a list of fees.

## **Ice Machine, Soft Drink and Snacks**

An ice machine is located in the coin laundry facility. Soft drink and snacks are available for purchase at the Front Desk.

## **Internet Service**

This room is equipped with High Speed Internet Access through a Wireless Connection.

**Irons Boards / Hair Dryers** All rooms have an iron, ironing board and hair dryer.

## **Laundry Services**

We have a guest laundry room located on the back (north-west end) of the hotel. Our laundry machines: washer and dryer are coin operated. Laundry soap is available at the Front Desk.

## **Medical Assistance**

We have a first aid kit at the Front Desk. If you require any medical assistance, the Pemberton Marine Medical Clinic is located at 1256 Marine Dr, North Vancouver. The clinic's number is

(604)986-0677. Or you may use their online service at:

<https://wellclinics.ca/properties/pemberton-marine-medical-clinic/>

### **Safety Deposit Boxes**

Money and valuables may be left in the safety deposit boxes at the Front Desk.

### **Sightseeing, Shopping, Dining Out**

We have a full selection of brochures, and guide books in the Lobby. The Front Desk will be happy to suggest tours and make reservations on your behalf.

### **Staying Over**

Should you wish to extend your stay, we will be happy to accommodate your request based on availability. Please notify the Front Desk as soon as possible or before **11:00 am** on your scheduled departure date.

**Taxi Service** Contact the Front Desk for assistance.

### **Television**

All rooms are equipped with a remote control. For TV channel listing, click here:

<https://www.northvanhotel.com/tvlisting>

### **Travelers with Disabilities**

This hotel is committed to providing accessible facilities for travelers with disabilities. If in the future you require an accessible room, you can assist us in meeting your needs by making advance reservations by calling toll free 1-800-663-4055 in Canada and US, requesting an accessible room and letting the agent know your individual needs.

### **Wake Up Calls**

All our rooms are equipped with clock radios. However, if you prefer, we do offer wakeup call services. Simply call the Front Desk for this service.

### **Voice Mail**

All rooms are equipped with Voice Mail for guest messages. If the message light on your phone is on, please dial 100 and follow the voice prompts (7 to play and 3 to delete), or call the Front Desk for instructions.

## **NON-SMOKING POLICY**

The North Vancouver Hotel is a smoke (tobacco, marijuana and vapour product) free hotel, please do not smoke in any of the guest rooms or corridors. There will be a \$300.00 cleaning fee added to your room charges if it is noted that you have not complied with our non-smoking policy. There are designated smoking areas by the guest laundry and both ends of the building across the lobby.

## **PET POLICY**

At the North Vancouver Hotel, we want you to feel at home and as such have designated “pet friendly” rooms for you in case you would like to bring along your pet. **Please only bring pets that are fully trained and housebroken. We also request that your pet be leashed when walking throughout the Hotel and its property.**

If you leave your pet unattended at any time, they must be crated or put in a carrier. You must also let the front desk know that your pet is in the room alone and leave them a contact number you can be reached at in the event that your pet is barking or disturbing other guests. Guests are responsible for controlling their pet at all times and will be held liable for any damages, caused by the pet. Should they disturb other guest, we may need to ask you to find alternative accommodations. **Please note the pets cannot stay in the vehicle overnight.**

## **CHECK IN REQUIREMENTS**

Guests must be at least 19 years of age to check in at the North Vancouver Hotel. In the interests of security and to prevent fraud, guests are required to confirm their identity by providing their valid government issued photo identification at check-in.

## **QUITE HOURS 10:00 P.M. TO 9 A.M**

If you become aware of a disruptive guest, please contact Front Desk staff immediately by room phone or in person. Televisions, voices, or other devices must be kept at a respectful low level at all times. Doors should be opened and closed quietly.

## **RIGHT TO REFUSE SERVICE**

The North Vancouver Hotel will refuse service or evict a guest: for refusal or failure to pay for accommodations, is under the influence of alcohol, drugs, or any other intoxicating substance and acts in a disorderly fashion as to disturb the peace of other guests or is not in compliance with state liquor laws; acts in a disorderly fashion as to disturb the peace of other guests; is unable to properly supervise their children at all times, seeks to use the hotel for an unlawful purpose; seeks to bring into the hotel: an unlawfully possessed firearm; or something, including an explosive or hazardous or toxic substance, that is unlawful to possess and that may be dangerous to other persons; destroys, damages, defaces, or threatens harm to hotel property or guests; causes or permits persons to exceed the maximum allowable occupancy of room, refuses to abide by the reasonable standards or policies established by the North Vancouver Hotel for the operation and management of our hotel.

## **DAMAGE DISCOVERED AFTER CHECK OUT**

Guestrooms found with waste strewn around, in complete disorder, and/or “trashed” will be subject to maintenance deep cleaning fee, administration fee and/or third party fees

## **PARKING AT OWN RISK**

All vehicle(s) must be listed on the registration at check-in. Parking for registered guest(s) is free. All vehicles are parked at the risk of the owner. The North Vancouver Hotel shall not assume liability or responsibility for any vehicle, occupants, or contents while operated or parked on the hotel property. If a vehicle is left in the hotel parking lot after the guest has departed without the written consent of the hotel, the hotel reserves the right to have the vehicle towed at the owner’s expense. No vehicle repairs on hotel premises.

# Grocery and Food Delivery Service

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Here are the lists of grocery stores and an app that deliver right at your door.  
You can visit their websites or download the apps on your device

## GROCERY

[Instacart](#)

Grocery Delivery Service for:

Loblaws

Costco

Real Canadian Superstore

T&T Supermarket

And many more

[Save On Food](#)

[Walmart](#)

[Thrifty Foods](#)

## MEAL DELIVERY

[Ubereats](#)

[DoorDash](#)

[SkipTheDishes](#)

[Fantuan](#)

# Emergency Information

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If you require emergency assistance from the police, fire department or ambulance, dial 911.

## **In Case of a False Alarm**

- After we have determined it is a false alarm, the alarm will be silenced.

## **In Case of a Fire**

- The alarms will continue to ring
- Test the door for heat before opening
- Take your room key with you
- Shut the door behind you
- Leave through marked fire exits always checking for heat or smoke before opening any doors

## **If You Cannot Leave Your Room or The Exits Are Blocked**

- Stay in your room – it is the safest place
- Phone 9-1-1 and report your location – Dial 911
- Wet towels and place around the door
- Fill the bathtub with water – it may come in handy
- Wait and stay calm

## **If You Find a Fire**

- Pull the nearest alarm
- Close any doors nearby, if possible
- Dial 0 and report the fire to the Hotel Operator
- Leave the area via the marked fire exits

# Telephone Instructions

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- To call another room**      Dial room number
- To contact the front desk**      Dial 0
- Local Calls (Free)**      Dial 9 + Area code + Number
- To retrieve voice mail**      Dial 100, 7 to play, 3 to delete
- Direct Dial Long Distance**      Dial 9 + 1 + Area Code + Number

Local and 800 calls are no charge. Long distance calls are subject to a service charge.  
Please contact the Front Desk to switch your phone to Long Distance Operation.  
For outside line access a credit card imprint or cash deposit is required.

## **Calling Card or Operator:**

Assisted Calls      Dial 8 + 011 + Country Code + Area Code + Number  
Long distance call charges may be billed to your room account.  
There is a nominal service charge.

Directory Assistance      Dial 8 + 1 + Area Code + 555-1212  
Service charge is applicable.

\*Please note, if your calling card does not have a Vancouver number listed, please ensure that you use the toll free number so that you are not being charged long distance

**FOR POLICE, FIRE OR AMBULANCE**

**DIAL 911**