

# Directory of Guest Services

Cassandra Hotel

3075 Kingsway  
Vancouver, B.C.  
Canada, V5R 5J8  
Phone: 604.430.3441  
Fax: 604.430.8594



# Guest Services

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Airlines	See Airlines and Transportation
Air-Conditioning Heating	Air Exchange: Open - Fresh Air Closed - Cooling/Heating  Cooling/Heating: Blue - Cooling Red - Heating 0 - Off                      2 - Medium 1 - Low                      3 - High
Check-Out	11 am
Conference Meeting Room	Call Front Desk for details
Continental Breakfast	Complimentary Breakfast 7:30am - 9:30am
Do Not Disturb	Hang sign for Privacy Housekeeping will not enter
Dentist	Kingsway Denture 103-1435 Kingsway 9+ 604.874.6671
Doctor	Kingsway Medical 3039 Kingsway 9+ 604.437.5442
Drink and Snack Machines	Main Lobby and Second Level

# Guest Services

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## Electrical Current

110 volts  
60 cycles AC

## Emergency

See Safety and Security  
Call 9+ 911 or  
Call Front Desk

## Ferries

See Airlines and Transportation

## Fire

Please familiarize yourself  
with alarms, exits and  
extinguishers on your level

- Pull nearest alarm
- Use extinguisher if safe
- Leave room and close door
- Leave from nearest  
emergency exit
- Follow staff instructions
- DO NOT use elevator
- DO NOT re-enter building

See Safety and Security

## Hospital

Vancouver General Hospital  
899 West 12th Avenue  
9+ 604.875.4111

## Housekeeping

Service 8 am - 6pm

## Ice Machine

Second Level

## Internet Access

Contact Front Desk for Login ID

# Guest Services

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Laundry	Coin Operated Machines Main Level. 7am - 11pm
Lost and Found	Contact Front Desk
Local/Long Distance Calls	See Telephone and Internet Section
Mail and Messages	Contact Front Desk
Sauna and Whirlpool	Contact Front Desk for access Basement Level. 7am - 11pm
Smoking	Not permitted in any public areas or non-designated smoking rooms.
Taxi	Contact Front Desk
Telephone	See Telephone and Internet Section

# Telephone and Internet

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Dialing Instructions



Front Desk

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Room to Room

Room Number

Local

9+ 604+ Phone Number

Long Distance

Canada and US

9+ 1+ Area Code+ Phone Number

Long Distance

Overseas

9+ 011+ Country Code+ Area Code+  
Phone Number

Emergency

9+ 911

Telephone Rates

Local

Free

Long Distance

Canada and US

0.28 cents/minute

Long Distance

Overseas

3 cents/minute +

# Airlines and Transportation

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## Airlines



Aerolineas Argentinas	9 + 1.800.333.0276 <a href="http://www.aerolineas.com.ar">www.aerolineas.com.ar</a>
Aero Mexico	9+ 1.800.237.6639 <a href="http://www.aeromexico.com">www.aeromexico.com</a>
Air Canada	9 + 1.888.247.2262 <a href="http://www.aircanada.com">www.aircanada.com</a>
Air China	9 + 604.685.0921 <a href="http://www.airchina.com.cn">www.airchina.com.cn</a>
Air France	9 + 1.800.237.2747 <a href="http://www.airfrance.com">www.airfrance.com</a>
Air India	9 + 1.800.180.1407 <a href="http://www.airindia.com">www.airindia.com</a>
Air New Zealand	9 + 1.800.663.5494 <a href="http://www.airnewzealand.com">www.airnewzealand.com</a>
Alaska Air	9 + 1.800.654.5669 <a href="http://www.alaskaair.com">www.alaskaair.com</a>
Aloha Air	9 + 604.987.0757 <a href="http://www.alohaairlines.com">www.alohaairlines.com</a>
American Airlines	9 + 1.888.433.7300 <a href="http://www.aa.com">www.aa.com</a>
Austrian Airlines	9 + 1.888.843.0002 <a href="http://www.austrian.com">www.austrian.com</a>

# Airlines and Transportation

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## Airlines



British Airways	9 + 1.800.247.9297 <a href="http://www.britishairways.com">www.britishairways.com</a>
Cathay Pacific	9 + 604.606.8888 <a href="http://www.cathaypacific.com">www.cathaypacific.com</a>
Continental Airlines	9 + 1.800.231.0856 <a href="http://www.continental.com">www.continental.com</a>
EVA Air	9 + 1.800.695.1188 <a href="http://www.evaair.com">www.evaair.com</a>
Finnair	9 + 1.800.950.5000 <a href="http://www.finnair.com">www.finnair.com</a>
Japan Airlines	9 + 1.800.525.3663 <a href="http://www.jal.co.jp">www.jal.co.jp</a>
Korean Airlines	9 + 604.689.2000 <a href="http://www.koreanair.com">www.koreanair.com</a>
Mexicana Airlines	9 + 1.800.531.7923 <a href="http://www.mexicana.com.mx">www.mexicana.com.mx</a>
Northwest Airlines	9 + 1.800.225.2525 <a href="http://www.nwa.com">www.nwa.com</a>
Philippine Airlines	9 + 1.800.435.9725 <a href="http://www.philippineair.com">www.philippineair.com</a>
Qantas Airlines	9 + 1.800.227.4500 <a href="http://www.qantas.com.au">www.qantas.com.au</a>

# Airlines and Transportation

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## Airlines



Singapoer Airlines	9 + 604.689.1223 <a href="http://www.singaporeair.com">www.singaporeair.com</a>
South African Alrways	9 + 1.800.722.9675 <a href="http://ww2.flysaa.com">ww2.flysaa.com</a>
Southwest Alrways	9 + 1.800.435.9792 <a href="http://www.southwest.com">www.southwest.com</a>
Swiss Air	9 + 1.800.221.4750 <a href="http://www.swiss.com">www.swiss.com</a>
Thai Airways	9 + 1.800.426.5204 <a href="http://www.thaiairways.com">www.thaiairways.com</a>
United Airlines	9 + 1.800.241.6522 <a href="http://www.united.com">www.united.com</a>
U.S. Air	9 + 1.800.428.4322 <a href="http://www.usairways.com">www.usairways.com</a>
West Jet	9 + 1.800.538.5696 <a href="http://www.westjet.com">www.westjet.com</a>

# Airlines and Transportation

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## Car Rentals



Avis 9 + 604.606.2896  
[www.avis.ca](http://www.avis.ca)

Budget 9 + 604.240.3875  
[www.budget.ca](http://www.budget.ca)

Discount 9 + 604-310-2277  
[www.discountcar.com](http://www.discountcar.com)

Enterprise 9 + 604-435-7755  
[www.enterpriserentacar.ca](http://www.enterpriserentacar.ca)

## Ferries

Twassen-Swartz Bay Ferry 9 + 1.888.223.3779

## Taxis

Bonny's Taxi 9 + 604.435.6655  
[www.bonnystaxi.com](http://www.bonnystaxi.com)

Vancouver Taxi 9 + 604.871.1111  
[www.avancouvertaxi.com](http://www.avancouvertaxi.com)

Yellow Cab 9 + 604.688.1111  
[www.yellowcabvancouver.ca](http://www.yellowcabvancouver.ca)

## Transit

Sky Train, Buses, Sea Bus  
or other transit information 9 + 604.953.3333  
[www.translink.ca](http://www.translink.ca)

# High Speed Wireless Internet

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All guest rooms have access to high speed wireless internet. There is an additional charge of \$6 per day for connection.

Guests in our Deluxe and Executive rooms receive complimentary high speed internet.

Computer terminals for guest use are available on the main level

Please contact Front Desk to set up your login ID.

## Step 1:

Connect to the Cassandra Hotel Network

## Step 2:

Open your browser

## Step 3:

Input your login ID and image code

# Safety and Security

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At Cassandra Hotel, your safety is paramount. We have taken many precautions to make sure that your stay with us will be as safe as possible.

All guest rooms and facilities are equipped with heat detection devices and sprinkling systems.

Please take a moment to be familiar with the location of the fire alarm pull stations, fire exits and fire extinguishers on your level so that you will be better prepared in the unlikely case of an emergency.

## Emergency Evacuation

An evacuation plan is posted behind each guest room door. Please take a moment to review and familiarize yourself with this information.

# Safety and Security

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## Emergency



Call Emergency Services 9+ 911

Call Front Desk immediately for assistance 0

## Non Emergency

Call Non Emergency Number 9 + 604.717.3321

Call Front Desk for assistance 0

## Fire

Pull the nearest fire alarm

Go to the nearest telephone if safe and  
call Front Desk 0

Or call emergency services 9+ 911

Use extinguisher only if safe  
Leave the room, with your keycard and  
close the door behind you  
Exit from the nearest , follow the instruc-  
tions from our staff  
**DO NOT USE THE ELEVATOR, DO NOT RE-  
ENTER BUILDING**

# Safety and Security

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## Earthquake

Take cover under a stable and protective structure such as a table.

Stay away from windows, glass and loose, overhanging objects that may fall

**DO NOT USE THE ELEVATOR**

**DO NOT EXIT INTO THE STREET**

Wait for instructions from our staff

## Suspicious Person

If you notice a suspicious person who may endanger your own or your fellow guests' safety:

Go into your room, lock the door and call Front Desk immediately

If there is a stranger knocking at your door, do not open your door.

Use the viewing hole in your door to see the person;

If they seem suspicious, call Front Desk.

## Other Safety Precautions

Do not leave valuables in your room or your vehicle.

Make sure your door is securely closed and locked when you leave your room.

Keep your key cards with you at all times.

Do not leave them on tables or seats in public areas

Do not keep them in the sleeve with your room number on it

Do not borrow them to anyone else.

Do not provide credit card or any other personal information over the phone.

Our Front Desk staff will never ask for personal information through the phone.

# Hotel Keepers Act

Extract from R.S.B.C 1996, Chapter 206

## Limitation of liability for property of guest

3. (1) No innkeeper is liable to make good to a guest loss of or injury to goods or property brought to the inn, except if the goods or property have been

(a) stolen, lost or injured through the wilful act, default or

neglect of the innkeeper or the innkeeper's servant, or

(b) deposited expressly for safe custody with the innkeeper, except that in case of the deposit the innkeeper may require as a condition of liability that the goods or property be deposited in a box or other receptacle, fastened and sealed by the person depositing the goods or property.

(2) If the vehicle of a guest has been delivered to the custody of the innkeeper or the innkeeper's servant expressly for storage or parking in a place specifically reserved and designated by the innkeeper for the storing or parking of vehicles, the liability of the innkeeper is that of a bailee for reward.

## Notice of law to be conspicuously posted in rooms of inn

5. (1) Every innkeeper must keep conspicuously posted in the office and public rooms and in every bedroom in the inn a copy of section 3, printed in plain type.

(2) An innkeeper is entitled to the benefit of section 3 for the goods or property brought to the inn only while the copies are posted.

## Expulsion of undesirables

6. (1) In this section, "disturbance" means a disturbance of the peace of an occupant of an inn by fighting, screaming, shouting, singing, or otherwise causing loud noise in the inn.

(2) An innkeeper or an innkeeper's representative, must request that a person who is causing a disturbance

(a) desist, and

(b) if the person fails to desist or again causes a disturbance, leave the inn immediately unless the inn-keeper or the inn-keeper's representative believes on reasonable grounds that there is a risk of harm to the innkeeper or the innkeeper's representative by making the request.

(3) If an innkeeper or an innkeeper's representative believes on reasonable grounds that there is a risk of harm to the innkeeper or innkeeper's representative by making the request under subsection (2), the innkeeper or innkeeper's representative must request that a peace officer make the request under that subsection.

(4) A person who fails to comply with a request under subsection (2) commits an offence and is liable on conviction to a fine of not more than \$2 000.

(5) An innkeeper or an innkeeper's representative who fails to make a request required under subsection (2) or (3), as applicable, commits an offence and is liable on conviction to a fine of not more than \$2 000.

## CRIMINAL CODE OF CANADA FRAUDULENTLY OBTAINING FOOD, BEVERAGE OR ACCOMMODATION/Presumption/Definition of "cheque".

364.(1) Every one who fraudulently obtains food, a beverage or accommodation at any place that is in the business of providing those things is guilty of an offence punishable on summary conviction (2) In proceedings under this section, evidence that an accuse obtained food, a beverage or accommodation at a place that is in the business of providing those things and did not pay for it and

(a) made a false or fictitious show or pretence of having baggage,

(b) had any false or pretended baggage,

(c) surreptitiously removed or attempted to remove his baggage or any material part of it,

(d) absconded or surreptitiously left the premises,

(e) knowingly made a false statement to obtain credit or time for payment, or

(f) offered a worthless cheque, draft or security in payment for the food, beverage or accommodation, is, in the absence of any evidence to the contrary, proof of fraud.

(3) In this section, "cheque" includes, in addition to its ordinary meaning, a bill of exchange drawn on any institution that makes it a business practice to honour bills of exchange or any particular kind thereof drawn on it by depositors. R.S., c. C 34, s. 322; 1994, c. 44, s.23.