



• WELCOME TO • THE MOOSE HOTEL & SUITES

AQUATICS & FITNESS ROOM

Available to registered guests and open between 6:30 AM and 11:00 PM. Located on the 4th floor. Please bring your guest room key. You must pass through the change rooms and the doors at the indoor pool to access the outdoor pools. Consumption of alcohol, smoking, glassware and pets are not permitted. No Bluetooth or personal speakers. Towels and changing rooms are provided. You must be over 16 or supervised to use the fitness room. No lifeguard or pool attendant is guaranteed to be on duty. There is no cost to use this facility.

CHECK-OUT

Check-out is at 11:00 AM. Need some extra time? Call the Front Desk and we will be pleased to provide late check-out for you (depending on our occupancy and the number of check-ins). There will be rare days where late check outs cannot be provided. In that case, we are pleased to store your luggage if you are leaving Banff later in the day and you can use aquatic facilities and the showers in the change rooms as well.



IN-ROOM ARTWORK

All rooms and suites at the hotel contain a handpainted work of art and canvas prints from local Canadian artist, Jason Carter.

Jason Carter is one of Canada's most exciting and accomplished contemporary Aboriginal visual artists, celebrated for both his paintings and his sculptures. To learn more about this artist or to view his work, stop by his gallery in the Wolf & Bear Mall (same building as the Lux theatre) or visit www.carter-ryan.com.

INTERNET



Wireless Internet is available throughout the hotel. If you missed the password upon check in, dial '0' and we are happy to share it with you. If you are travelling without a wireless device or you need to print a boarding pass, you can take advantage of our public internet kiosk. The public internet kiosk is on the 2nd floor lobby mezzanine.

TELEPHONE

Local calls are free and long distance calls are charged at a reasonable rate. Dial *33 for rates. Why do other hotels charge so much for long distance?

HOW DO I CALL?

- **The Charming Front Desk Agents:** Dial '0'
- **Room to Room:** Dial '76' + the room number
- **Locally:** Dial '9' + 403 + the 7 digit telephone number
- **Long Distance within North America:**
Dial '9' + '1' + area code + telephone number
- **Long Distance outside North America:** Dial '9' + '011' + country code + routing code (drop the first digit) + telephone number
- **To hear an elk bugle:** Dial *44

If the light on your phone is blinking, you have a message.
To access your voicemail dial *## and follow the prompts.

ICE, POP & SNACKS

There are three ice machines in the hotel for guest use:

1. Lobby level
2. 2nd floor lobby mezzanine
3. 4th floor pool level outside of changerooms

There are pop and vending machines located:

1. Lobby level (refreshments)
2. 2nd Floor lobby mezzanine (refreshments & snacks)
3. 4th floor pool level outside of changerooms (refreshments)

QUIET TIME

Sssssshhhhhh...our quiet time is between the hours of 11:00 PM and 8:00 AM. This is not an invitation to behave like frat boys between 8:00 AM and 11:00 PM. We kindly ask that you respect our quiet time so that everyone may enjoy a peaceful stay. Please dial '0' at any time if you are disturbed during quiet times, or any time for that matter. Please provide us with the opportunity to improve the quality of your stay, we are available 24 hours a day.

MORE INFO ON THE OTHER SIDE



Pacini Restaurant is authentically Italian and features a warm and friendly ambience. Dedicated to quality, the restaurant pays special attention to every detail as it serves perfectly prepared, unique and flavourful Italian cuisine. Our signature Bread Bar offers a selection of fresh breads, seasoned and grilled to your liking. Open daily for breakfast, lunch and dinner.

DIAL '76910' FOR ROOM SERVICE.



Looking for a little more rest and relaxation? Book a treatment at the Meadow Spa + Pools on the third floor. Offering indulgent spa experiences in a tranquil environment.

Services include massages, body treatments, facials, nail services, waxing and couples packages. Our peaceful relaxation lounge and private outdoor hot pool complete your spa escape.

Open daily 10am – 8pm. Reservations are recommended - dial '76907'.



BANFF TRANSIT



We bought you a pass so you can join us on Banff's public transit system: ROAM. Banff is the first municipality in Canada to use all hybrid electric buses. Each bus can be identified by a unique backcountry animal (including a Moose). The closest stop is outside our front doors at the 'Moose Street' stop. Stops include the Banff Gondola and the Upper Hot Springs. Avoid adding to parking congestion at these attractions and please visit the Front Desk for your complimentary ROAM guest pass and schedule.

SKI & SNOWBOARD STORAGE

We know you love your gear but we would prefer that you not bring it into your room. Other hotels have allowed this before and we have learned from our mistakes. You wouldn't believe the damage! Complimentary lockers are located in the parkade.

LAUNDRY

This is a self-serve laundry facility located on the parkade level next to the elevators. A valid guest room key is required to access it. Detergent is available from the vending machine. Change can be provided at the front desk. If doing laundry is not your idea of a vacation, try out our local valet laundry service. Call the Front Desk for more information.

BIKE RENTALS

During the summer season, visit the Front Desk for extremely affordable bike rentals!

HOUSEKEEPING

We will make your beds, replace your towels and supplies and empty your garbages daily during our 9am - 5pm stayover service. While we try to provide stayover service to all of our rooms in a timely fashion, some rooms are ultimately done last. In order to meet your timing expectations, if any, please make us aware of your preferred service time by dialing '0'. After your 3rd night (and 6th, 9th, 12th, etc. – if you are so lucky to stay with us this long), you will receive a full service clean. Any additional cleaning that may better suit your needs can be arranged by dialing '0'. We also keep several items that are only available upon request, like humidifiers, larger coffee machines and baby wash basins.

SMOKING

Smoking will kill you, so we are pleased to provide a smoke-free environment (including cannabis smoke). The Town of Banff is also smoke free so there are no smoking rooms in any hotel, restaurant, bar or outdoor patio/balcony. The Town of Banff also prohibits smoking cannabis products in public areas.

For guests who smoke tobacco products, we kindly ask that you go outside to the sidewalk. Please do not smoke in the courtyard. A \$200.00 fee will be applied to any room that has been smoked in. Further deep cleaning charges may also apply.



THE BANKHEAD HOUSE

The Bankhead House's origins start from a catalogue home in the early 1900s and a nearby mining town called Bankhead near Cascade Mountain which has been 'dead' since 1922. The closure of the mine lead to many buildings being relocated to Banff (and even Calgary). The house sat on the corner of Moose Street and Banff Avenue for several decades and it played an important part in Banff's history having housed the distinguished musician and accomplished photographer, Leonard Leacock, as well as the Serra Family.

Today, the house has been preserved, restored and it is mostly used as a guest suite. There is also an interpretive trail that runs through Lower Bankhead and can make for a nice summer walk. Please see the front desk for any further questions, details and directions.

USE YOUR ROOM CHARGE CARD WHEN YOU DINE AT ANY OTHER BANFF LODGING COMPANY RESTAURANT

