

WELCOME

A warm welcome to you, and thank you for choosing to spend time with us.

We, the Old House Hotel & Spa staff, are committed to making your visit to our property and the beautiful Comox Valley one that you'll remember with a smile. Our very own style of West Coast hospitality ensures that you'll enjoy everything from your bed and fireplace to the outdoor heated pool and homemade cookies. And, we are full of ideas to guide you toward the best adventures, food, sights and ways to relax.

We like to keep the lines of communication open, so for your convenience, our Manager on Duty is available around the clock by calling 5000. And please do share your comments about your stay with us, as we can only grow and innovate with this feedback.

Changes

OK

We look forward to seeing you again, and appreciate the opportunity to make our House yours.

Initial

Gratefully and sincerely,

Staff and Management of the
Old House Hotel & Spa



1730 Riverside Lane
Courtenay, BC V9N 8C7
Telephone: 250-703-0202 • Fax: 250-703-0209
Web Site: www.oldhousehotel.com • www.ohspa.ca
E-mail: info@oldhousehotel.com

Toll Free Reservations: 1-888-703-0202

GUEST SERVICES

AIR CONDITIONING/HEATING SYSTEM

The cooling and heating in your room can only operate effectively when outside doors or windows are kept closed. Heat and /Air conditioning comforts are controlled by your in-room thermostats. Note: Do not use controls on heater/cooling unit. The wall-mounted thermostat will control the heat/cool, so please set the thermostat to the desired temperature.

BUSINESS SERVICES

Photocopy and faxing services are available 24 hours a day at the Front Desk.

CHECK-OUT TIME

Check-out time is 11:00 am. If you wish to extend your stay, please notify our Front Desk personnel by 10:00 am and we will accommodate you upon availability.

CREDIT PRIVILEGES

We honour the following credit cards: American Express, Mastercard, Visa and Union Pay.

CRIBS

Travel cribs are provided free of charge based on availability.

FRONT DESK

Dial 5000

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 SERVICE

Dial 5522

Hairdryers, ironing board & iron are available in all rooms.

Forget something - soap, combs, razors, shaving cream, shower caps, ear plugs, toothbrushes and toothpaste are available at the Front Desk.

DRY CLEANING SERVICE

Dry cleaning service is provided by a reputable, independent company with same-day delivery. Available Monday through Friday - except holidays. We act only as an agent and accept no responsibility for lost or damaged goods.

LOST AND FOUND

Dial 5522

Open 8:00 am to 4:30 pm.

LUGGAGE STORAGE

Luggage storage is available through the Front Desk.

MAIL/STAMPS

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

MEETING FACILITIES

Dial 5507

We have meeting space for small corporate meetings or executive retreats.

POOL HOURS

Sunday to Thursday 9:00 am - 10:00 pm, Friday & Saturday 9:00 am - 11:00 pm.



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GUEST SERVICES

(after 9:00 pm adults only)

MESSAGES

When the red light is flashing on your phone, it indicates there is a message for you at the Front Desk. Press the message button on your phone for retrieval.

SOFT DRINK, HOT BEVERAGE, ICE & VENDING MACHINES

River’s Edge Building - 1730 Riverside

Hot beverage machine in lobby

Snack machine on 2nd floor

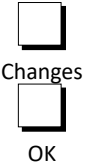
Pop machine on 3rd floor

Ice on 2nd and 3rd floors

Eagle’s Ridge Building - 1800 Riverside

Pop and snack machines on 1st floor

Ice on 1st and 3rd floors



TELEPHONE INSTRUCTIONS

- Wake-Up CallsDial 5000
- Room to RoomDial 4 Digit Room Number
- Local Calls Dial 9 + Number
- Long Distance Calls Dial 9 + 1 + 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)

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*Service charges are applicable to credit card and collect calls.
Long distance charges are significantly higher.*

Wi-Fi

We are pleased to offer high speed complimentary Wi-Fi throughout the property.

To login to the Wi-Fi please go to > Wi-Fi on your device, choose Wi-Fi network “oldhousehotel_guest”. Open web browser. You are then redirected to our splash page. Enter the password provided at check-in and accept the terms and conditions.

Troubleshooting
Tech support call Telus: 1-888-310-2267

DINING



Changes

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FRESH | LOCAL | INSPIRED

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Experience the bounty of Vancouver Island

Locals showcases the best food Vancouver Island and the Comox Valley has to offer. Chef Ronald St. Pierre's passion lies in providing a memorable dining experience that marries the bounty of the Island with culinary artistry, served in a unique dining setting with outstanding service. Choose from our ever-changing seasonal menu or our market sheet highlighting the Comox Valley food culture.

Tricia & Ronald St. Pierre CCC

1760 Riverside Lane, Courtenay

Located on the grounds of the Old House Hotel & Spa

Reservations recommended 250.338.6493

Open 7 days a week

Lunch beginning at 11:00 am and Dinner beginning at 4:00 pm

Brunch 10:00 am – 2:00 pm, Saturday and Sunday only

www.localscomoxvalley.com

Lunch | Dinner | Weekend Brunch

SPA



Changes

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Welcome to Ohspa at the Old House Hotel, a sanctuary created for relaxation and well-being. Nestled on the banks of the Courtenay River, Ohspa offers an escape right in the heart of the Comox Valley. Sip herbal tea fireside in our relaxation lounge, take a dip in our outdoor heated pool or enjoy spa cuisine in your private lounge for two. Escape with a custom Éminence Organics Facial, release your tension with a relaxation massage, or brighten things up with an OPI pedicure at our Mani-Pedi Theatre.

All of us at Ohspa enjoy bringing wellness and balance to the minds and bodies of our clients. We love what we do and believe you will too!

Registered hotel guests receive a special discount, please let the spa know you are a hotel guest, before your service.

A variety of bath and skin care products are available for purchase.

Hours of Operation:

Sunday through Wednesday: 9:00 am – 7:00 pm

Thursday through Saturday: 9:00 am – 9:00 pm

Dial 5511 to book an appointment

www.ohspa.ca

BUSINESS SERVICES

For all the times that people come together, for business or pleasure, we can accommodate groups of 10 to 50 people.

The Denman and Hornby meeting rooms are fully wired, plus ceiling mounted projector and screen, perfect for business meetings, sales retreats or special celebrations.

BUSINESS CENTRE

A business centre is located in both lobbies for guest use and has a computer and printer.

PHOTOCOPYING

Photocopies 0.25¢ per page B&W 0.50¢ colour

FACSIMILE

Outgoing

Local free

Canada/U.S.A. \$1.50 first page

. \$1.50 additional pages

Incoming 0.25¢

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

IMPORTANT NUMBERS

AIRPORT

- 250-890-0829

AIRLINES

- Air Canada1-888-247-2262
- Central Mountain Air1-888-865-8585
- Pacific Coastal1-800-663-2872
- Westjet.1-888-937-8538

BANKS & BANKING MACHINES - ATM LOCATED IN LOBBY

- CIBC
825 Cliffe Avenue, Courtenay 250-338-6751
- RBC Royal Bank
Ryan Plaza, #1015 Ryan Road, Courtenay 250-334-6150
- Scotiabank
392 5th Street, Courtenay 250-703-4800
- BMO Bank of Montreal
585 England Avenue, Courtenay 250-334-3181
- TD Bank
789 Ryan Road, Courtenay 250-703-4300
- Coastal Community Credit Union
1045 Ryan Road, Courtenay 250-703-4170

BUS STATION & BUS FIRMS

- Island Link Bus info@islandlinkbus.com
- Tofino Bus1-866-986-3466 or www.tofinobus.com

HOSPITALS

- North Island Hospital Comox Valley
101 Lerwick Road, Courtenay, BC 250-331-5900

EMERGENCY SERVICES

- Fire, Police, AmbulanceDial 9-111
- Police non emergency9-250-338-1321

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IMPORTANT NUMBERS

HOUSES OF WORSHIP

- Faith Lutheran Church
1688 Mcphee Avenue, Courtenay 250-334-2141
- Christ The King Catholic Church
1599 Tunner Drive, Courtenay 250-334-4716
- Courtenay Fellowship Baptist Church
2963 Lake Trail Road 250-334-3432
- Comox Pentecostal Church
1919 Guthrie Road, Comox 250-339-4536
- Comox Valley Presbyterian Church
725 Aspen Road, Comox 250-339-2882
- Living Hope Alliance Church
2364 Rosewell Crescent, Courtenay 250-334-9777
- Northgate Church
1640 Burgess Road, Courtenay 250-334-2727

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MISCELLANEOUS

- BC Ferries1-888-223-3779
- Chamber of Commerce 250-334-3234
- Tourist Information 250-400-2882
- Road Conditions1-800-550-4997
or www.drivebc.ca

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TAXI

- Comox Taxi 250-339-7955
 - Ambassador Shuttle 250-339-5252
 - Joe's Taxi 250-941-8294
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IN CASE OF FIRE

JUST IN CASE . . .

Emergency

In case of emergency, call the Front Desk Dial 5000

Our design, emergency exits and doors all meet the stringent requirements of the Courtenay Fire Marshal. Our staff have all been trained to handle emergency situations. Although the chance of fire occurring is minimal, just in case . . . please take a few moments to read the following:

BE PREPARED:

Read the detailed instructions from the Fire Marshal on the back of your room door. Locate the fire exit nearest to your room. Locate the nearest fire extinguishers and fire alarms. Always know where your room key is.

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IF THE FIRE ALARM SOUNDS OR YOU SMELL SMOKE:

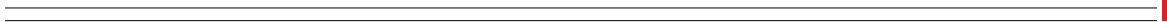
Stay calm. Do not panic. Touch the door to your room. If it is hot do not open it. If the door feels normal, open it and check the hallway. If the alarm has not yet sounded, but you smell smoke, sound the alarm. If there is no smoke in the hallway, leave your room. Take your room key with you. Close the door behind 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 disabled guests should call the desk clerk for assistance.

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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 switchboard, tell them your room number and explain that you are staying in your room because of smoke in the hallway or stairwell. If smoke begins to enter your room, crouch down beneath the level of smoke and cover your nose.

R



SAFETY & SECURITY

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.

- Use the door viewer to identify anyone seeking to enter your room. Do not open your door to strangers. Hotel staff wear uniforms or name tags. If you have any doubts about an employee's identity, do not admit them and call the Front Desk to confirm their identity.
- Safeguard your room key as you would your residence key.
- If you find a lock not working, contact the Front Desk for immediate repairs or room change.
- Secure all locking devices provided on windows and doors at all times.
- Be sure guest room door is locked and secure opening to balconies or patios before retiring or leaving room.
- Do not keep valuables in room, however an in-room safe is provided.
- Do not leave valuables inside parked vehicles.
- Do not reveal name of hotel or room number to strangers.
- Never discuss plans for staying away from hotel in front of strangers.
- Do not leave your luggage unattended.
- Deposit your room key with desk clerk when checking out. Do not leave key in your room.
- If you notice anything of a suspicious or alarming nature or have need of any special assistance, please call the Front Desk immediately.
- In the event of an emergency, call the Front Desk at "5000" or 9 + 911 for emergency assistance.



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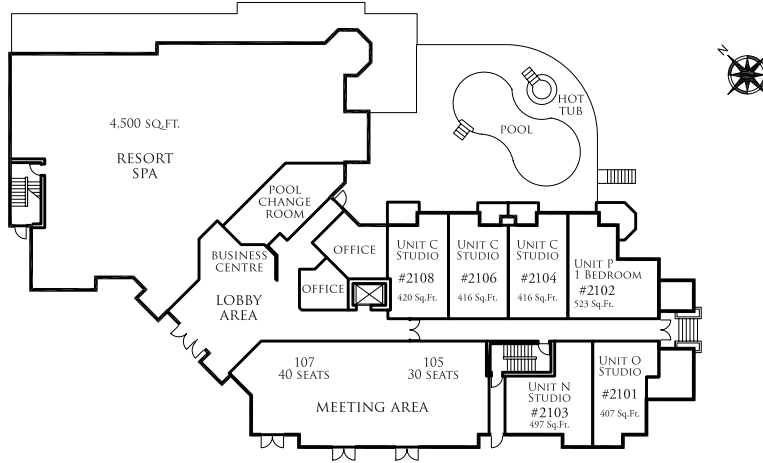


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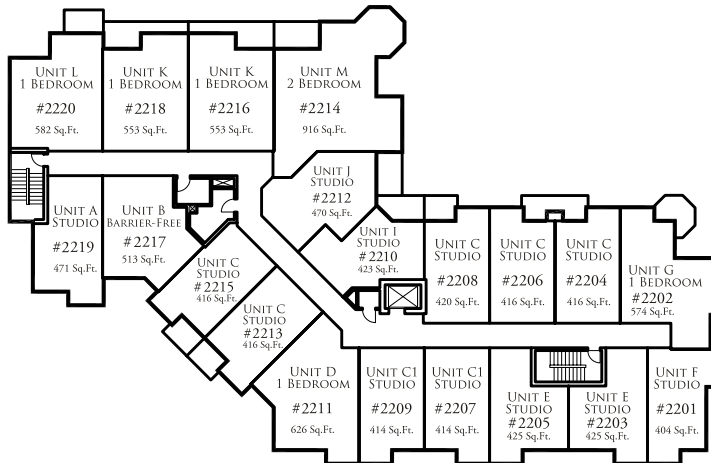
HOTEL LAYOUT – 2000 BLOCK (RIVER’S EDGE BUILDING)

GROUND LEVEL



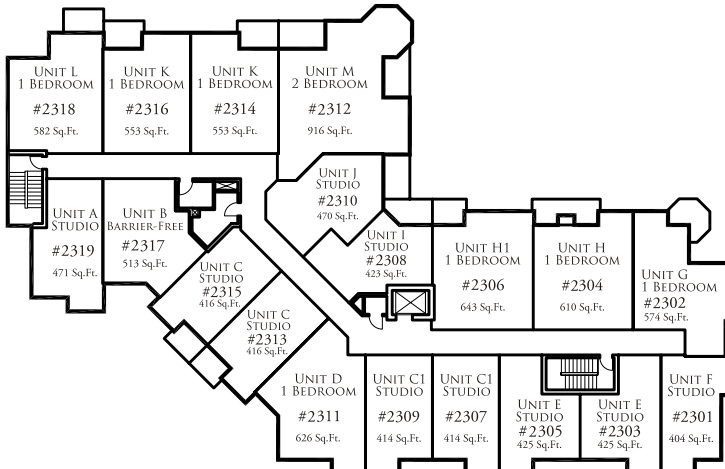
Changes
OK

SECOND FLOOR

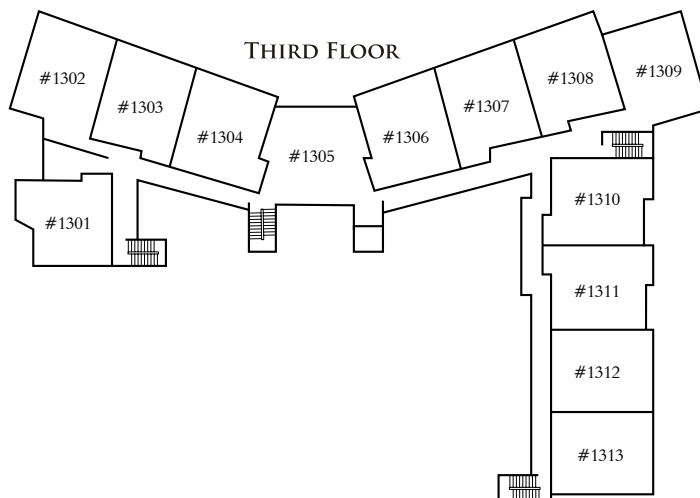
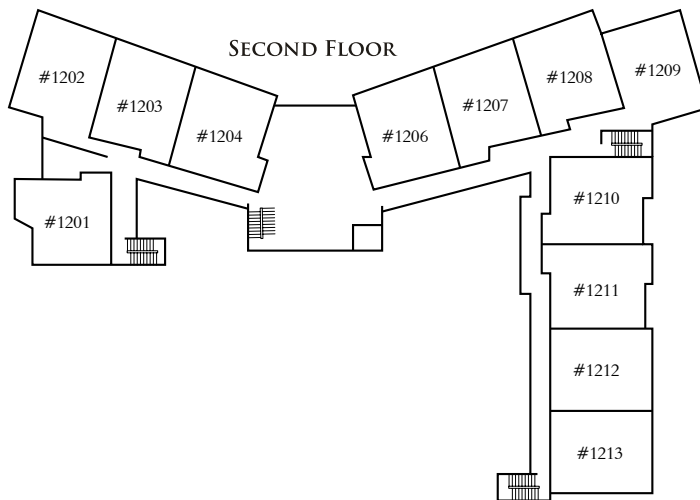
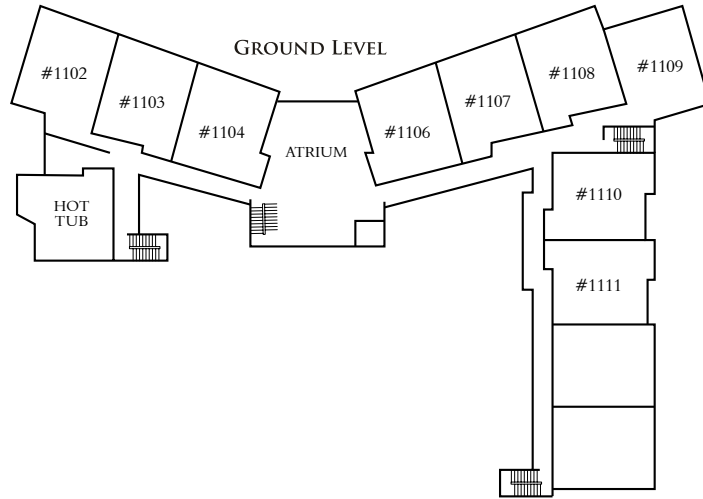


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THIRD FLOOR



HOTEL LAYOUT – 1000 BLOCK (EAGLE’S RIDGE BUILDING)



THINGS TO DO

MUSEUMS

- Courtenay & District Museum & Archives
207 4th Street. 250-334-0686
- Cumberland Museum & Archives
2680 Dunsmuir Avenue. 250-336-2445
- Comox Air Force Museum
Lazo, BC. 250-339-8162

TOURIST ATTRACTIONS

- Filberg Lodge & Park
- Saratoga Beach
- Comox Lake
- Kye Bay
- Goose Spit Beach
- Kitty Coleman Woodland Gardens
- Seal Bay - Nature Park
- Nymph Falls / Barbers Hole
- Miracle Beach
- Forbidden Plateau
- Kye Bay

Changes

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FESTIVALS

- Filberg Festival & Nautical Days - Long weekend in August
- Vancouver Island Music Festival - July

RECREATIONAL FACILITIES

- Mount Washington Alpine Resort
- Comox Valley Aquatic Centre
- The Lewis Centre
- Courtenay Recreation Lewis Centre

PROVINCIAL PARKS

- Strathcona Provincial Park
- Miracle Beach Provincial Park
- Seal Bay Nature Park

CONSERVATION AREAS

- Rosewall Creek Park

WINERIES/DISTILLERIES

- 40 Knots Vineyard
 - Shelter Point Distillery
 - Wayward Distillation House
 - Blue Moon Farm & Winery
 - Beaufort Vineyard & Estate
 - Coastal Black Estate Winery
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COMMITMENT TO THE ENVIRONMENT

The Old House Hotel & Spa has committed to meeting the highest environmental standards by being an active member of the Hotel Green Key Global Program, Tripadvisor Green Leaders Program and the Green Circle Salon & Spa Sustainable Program. We have an active staff driven Environment Committee that focuses on ways to improve our commitment to the environment.



GREEN KEY GLOBAL

The Old House Hotel & Spa is currently a 3-key environmental friendly hotel. We strive toward living green, while promoting green initiatives and reducing carbon footprint through sustainability and sustainable solutions. Blue bins are in all guest rooms, and the recycle centre is located at the hotel lobby refreshment centre.

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LOBBY WATER STATION

We have introduced a new modern, stylish, convenient, economical & environmentally responsible water cooler units in the Ohspa Lounge, Hotel Lobby, Meeting Rooms and Fitness Centre. The filter system we use is the most advanced filtration system used in the industry, and we are working with the only bottle-less cooler provider that uses a 3-stage system that removes sediment, Lead, Chlorine, VOCs and other chemicals, pesticides, bacteria, and many viruses. The filter system also leaves all the naturally-occurring minerals in the water, keeping the water at a healthy balanced pH level. Feel free to fill your water bottle before setting out to explore the beautiful Comox Valley.

Initial



OHSPA

As a newly Green Circle Certified Salon, we are proud to announce that Ohspa is now part of a comprehensive recycling and sustainability program that sets out to significantly reduce our industry's environmental impact on the planet. From the sourcing of ingredients to the disposal of packaging and products, the salon and beauty industry has long posed many challenges to the environment. With this in mind, we wanted to join forces with Green Circle to take a stand for our planet and work together to reduce our ecological footprint and make our industry more sustainable. Through our partnership with Green Circle Salons, we will be redirecting what was once considered garbage out of our water streams and landfills to be repurposed into innovative green solutions. All excess colour and developer, papers and plastics, foils, aerosol cans and colour tubes from Ohspa will be collected by GCS - effectively cutting down our salon's total waste, literally overnight, by 85-95%!

