



# EMBASSY

HOTEL & SUITES

Welcome to Embassy Hotel & Suites!

Thank you for joining us at Embassy Hotel & Suites, and welcome to Ottawa, Canada's Capital.

We look forward to offering you a personalized service during your stay. Outlined in this directory are the services and facilities we are pleased to provide. You can rely on our team to meet and surpass your every need.

If, for any reason, you feel we have not exceeded your expectations, please provide us with the opportunity to correct our shortcomings.

We sincerely appreciate you choosing the Embassy Hotel & Suites as your home away from home. If we may be of any assistance to you during your stay, please do not hesitate to contact Guest Services by dialing "0".

Enjoy your stay!

With our warmest regards,

**Colin Morrison, General Manager**  
Embassy Hotel & Suites

# HOTEL SERVICES

Tel.: (613) 237-2111 • Fax: (613) 563-1353 • Toll Free Reservations 1-800-661-5495

Address: 25 Cartier Street, Ottawa, ON K2P 1J2

ottawaembassy.com • reservations@ottawaembassy.com



## SUITE STYLE. OTTAWA'S DOWNTOWN HOTEL.

### INCLUDED DURING YOUR STAY:

- Fully equipped kitchen with microwave oven and full size appliances
- Complimentary in-room Keurig coffee/tea, weekday newspaper & local phone calls
  - Digital clock radio/hairdryer/ironing board & iron
  - Voicemail, electronic key card access
  - Balconies (most rooms)
- Kids under the age of 16 stay free in same room with parents

### AMENITIES:

- Adjoining rooms available for flexible family accommodation
- Complimentary Wi-fi high-speed Internet access throughout
  - Non-smoking rooms
  - In-house laundry & weekday dry-cleaning
- Limited underground and outdoor parking (daily charge)
  - Exercise facilities and sauna
- Room service or in-dining at Cooper's Gastropub

## **AUTO RENTAL**

If you require a car during your stay in Ottawa the Front Desk will be happy to assist you in making the necessary arrangements.

## **BUSINESS SERVICES**

Photocopy and fax machine services are available for Hotel guests at the Front Desk on a 24-hour basis. Fee may apply. Complimentary wi-fi is available in-room and throughout the property.



### **COOPER'S GASTROPUB**

Open daily for breakfast, lunch and dinner 7:00 AM – 11:00 PM. With its contemporary style and casual vibe, Cooper's Gastropub is the perfect setting for a hearty breakfast, casual lunch, after work cocktails or a relaxing dinner. You can select from an array of lunch appetizers, soups, great burgers, classic sandwiches and wraps. The dinner menu shines, featuring innovative entrees to tempt the most discriminating diners. You'll find a festival of friends, food and fun, making your evening one to remember.

## **CASHIER**

For your account balance, or check-out information, contact the Front Desk (dial "0"). The hotel honours the following credit cards: American Express, Diners, Discover, MasterCard, Visa, and Debit Card.

## **COFFEE**

The Embassy Hotel is pleased to offer complimentary in-room Keurig coffee for the enjoyment of our guests. Additional coffee packets are available at the Front Desk.

## **CONFERENCE FACILITIES**

Able to accommodate 50 attendees, the Diplomat room is available for a casual gathering to a formal business meeting. With fine catering available from Cooper's Gastropub, your meeting will be a great success.

## **CHECK-IN TIME**

4:00 PM. The hotel will make every effort to accommodate early arrivals. The hotel will gladly store any luggage until your room is ready. Early check-in time available (extra fee).

## **CHECK-OUT TIME**

Check-out time is 12:00 PM. If you wish to extend your stay, please contact the Front Desk by dialing "0" on your telephone. Please check your room for all personal items before leaving. We cannot be responsible for items left behind.



## **COTS**

Rollaway beds are available for a nominal cost per night. The number of available beds is limited and will be provided on a first come, first served basis. Please contact the Front Desk (dial "0").

## **CRIBS**

Playpens are provided free of charge. The number of available playpens is limited and will be provided on a first come, first served basis. Please contact the Front Desk (dial "0").

## **DO NOT DISTURB**

If you do not wish to be disturbed, please hang the "Do Not Disturb" sign on your guest door so it is visible to hotel staff. If you wish to have your calls held, please notify the hotel operator (dial "0") to take messages. Our policy is to check all rooms by 3:00 PM unless otherwise notified by the guest.

## **ELECTRICITY**

All rooms are 110 volts.

## **EMERGENCY**

Press the operator (button "0") on your telephone for assistance. If you press 9-911 directly, please inform the hotel operator.

## **EXERCISE ROOM/FITNESS ROOM**

A small fitness center is available for use of our overnight guests, as well as separate male & female saunas, located in the basement level of the Hotel. Your room key is required for access. If you would like to visit a full-service gym during your stay, please contact the Front Desk for a referral.



## **FLORISTS**

The Ottawa Embassy recommends Bel Fiore Flowers and Collectables located a block away, Bel Fiore can help with any floral needs.

Tel.: 613-232-7673, Email: [flowers@belfiore.ca](mailto:flowers@belfiore.ca)

## **FORGOT SOMETHING?**

If you forgot to pack any standard toiletry item (toothbrush, toothpaste, shaving cream, razor, sewing kit, or comb) amenities are available at the Front Desk.

## **GUESTS WITH SPECIAL NEEDS**

Please inform the Front Desk upon check-in if there is a guest with a disability in the room that may require assistance in case of emergency. Your safety is our first concern. We appreciate your cooperation.

## **HOUSEKEEPING & MAINTENANCE SERVICES**

The Housekeeping/Maintenance Department will be pleased to make your stay more comfortable. For extra soap, towels, blankets or any other special requests, please dial 6136, if after hours dial "0".

## **IRON & IRONING BOARD**

Located in your room closet.

## **ICE MACHINES**

An Ice Machine is available on the ground floor.

## **INTERNET/WIFI**

You can access the Internet via a high-speed wireless connection from anywhere inside the hotel. For more information, contact the Front Desk. (Complimentary)

## **KEYS**

Do safeguard your room key. Should you lose a key, please notify the Front Desk immediately so your lock may be recoded. Please return your key to the Front Desk upon check out.

## **LAUNDRY & DRY CLEANING**

Simply leave your valet bag at the Front Desk before 9:00 AM and it will be returned by 6:00 PM the same day. No service on Saturdays, Sundays, and holidays.

## **COIN LAUNDRY**

Our on-site laundry is available 24 hours per day for our guests. Soap, softener and change are available at the Front Desk at a cost.

## **LOCAL CALLS**

There is no charge for local calls and Toll free 1-800... calls.

## **MAIL**

Outgoing mail, please leave at the Front Desk daily. Incoming mail will be held at the Front Desk for pick up.

## **MEDICAL SERVICE**

If you require medical service, please contact the Front Desk. They will direct you to nearby medical clinics.

## **MESSAGES**

A flashing light on your telephone indicates a message has been left for you. Please dial 7000 and follow the recorded instructions.

## **NEWSPAPER**

Complimentary weekday paper in each floor. Additional papers are available in hotel lobby.

## **PARKING**

Underground and outside parking available. Parking permit is required, inquire at Front Desk. Daily charge applies. Parking is not guaranteed and is subject to availability. The hotel assumes no responsibility for vehicles or contents due to theft, damage, or otherwise. Valuables should be removed from the vehicle and placed in a safety deposit box.

## VENDING & ICE MACHINE

A vending machine is located off the main lobby. Change for the vending machine is available at the Front Desk.

## QUIET TIME

For the convenience and comfort of all guests, we request that noise levels be kept to a minimum after 11:00 PM.

## RADIO EXTENSION

Each guestroom provides a clock radio on the bedside table. A sampling of Ottawa's more popular stations are listed below:

AM

 580 News/Talk	 1200 TSN	 1310 News/Talk
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FM

 89.9 Hot FM (Top 40)	 91.5 CBC Ottawa	 92.3 JACK FM	 93.9 New Country	 94.9 Rouge (Francophone)	 98.5 The Jewel (Adult Contemporary)
 100.3 Majic (Easy Listening)	 101.1 Young Country	 101.9 DAWG FM	 105.3 Kiss FM	 106.1 CHEZ (Classic Rock)	 106.9 JUMP FM (Top 40)

## SAFETY

You'll feel safe at the Embassy Hotel & Suites. Electronic programmable locks, smoke detectors in all rooms, fire extinguisher in every kitchen, heat detectors in hallways, sprinklers on ground and basement level, and surveillance cameras on main floor and basement.

## SAFETY DEPOSIT BOXES

The hotel is not responsible for the loss of guest valuables. Safety deposit boxes are located at the Front Desk and are provided for your use at no charge, subject to availability.



# CHANNEL GUIDE

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- 7 • CTV
- 8 • CBC Ottawa
- 9 • NBC WDIV
- 10 • TVA CHOT
- 11 • CFGS
- 12 • TFO
- 13 • CBS WWJ
- 14 • OMNI2
- 15 • CITY
- 16 • CFMT
- 17 • CTVNN
- 18 • CHCH
- 19 • GLOBAL
- 20 • ABC
- 21 • TWN
- 22 • ROGERS TV RC22
- 23 • ROGERS TV FO23
- 24 • CPAC
- 25 • YES TV CITS-DT-1
- 26 • CBCNN
- 27 • SNO
- 28 • RDI
- 29 • MM
- 30 • TSN5
- 31 • A&E
- 32 • AMC
- 33 • CNN
- 34 • TLC
- 35 • TV5
- 36 • FOX WJBK
- 37 • MUSI
- 38 • MÉTÉO
- 39 • SHOWCASE
- 40 • BRAVO
- 41 • RDS
- 42 • DISCOVERY
- 43 • CMT
- 44 • OLN
- 45 • SLICE
- 46 • COMEDY
- 47 • PEACH
- 48 • TELETOON
- 49 • HGTV
- 50 • SPACE
- 51 • FAMILY
- 53 • MTV
- 54 • DTOUR
- 55 • HISTORY
- 55 • HISTORY
- 56 • SPARK
- 57 • TCM
- 58 • BNN
- 59 • FX
- 60 • CAN-D
- 61 • TVO
- 62 • W
- 63 • VRAK
- 64 • WPBS
- 65 • YTV
- 66 • TJ MIDI
- 67 • NG WILD
- 68 • OMNI
- 69 • TQ
- 70 • APTN
- 71 • CITY
- 72 • WPBSO
- 73 • GAME
- 129 • APTN

## **SAUNA**

Relax and unwind, our sauna awaits! Separate facilities for ladies and gentlemen including shower, personal lockers and complimentary towels.

## **SMOKING IN YOUR ROOM**

The Embassy Hotel & Suites is proud to provide a smoke-free environment. A \$250 fee will be applied to your bill should you smoke in your guest room. Smoking is also prohibited on your balcony.

## **SOFABEDS**

All necessary linens are stored in the closet for all sofa beds.

## **STARS OF THE CITY**

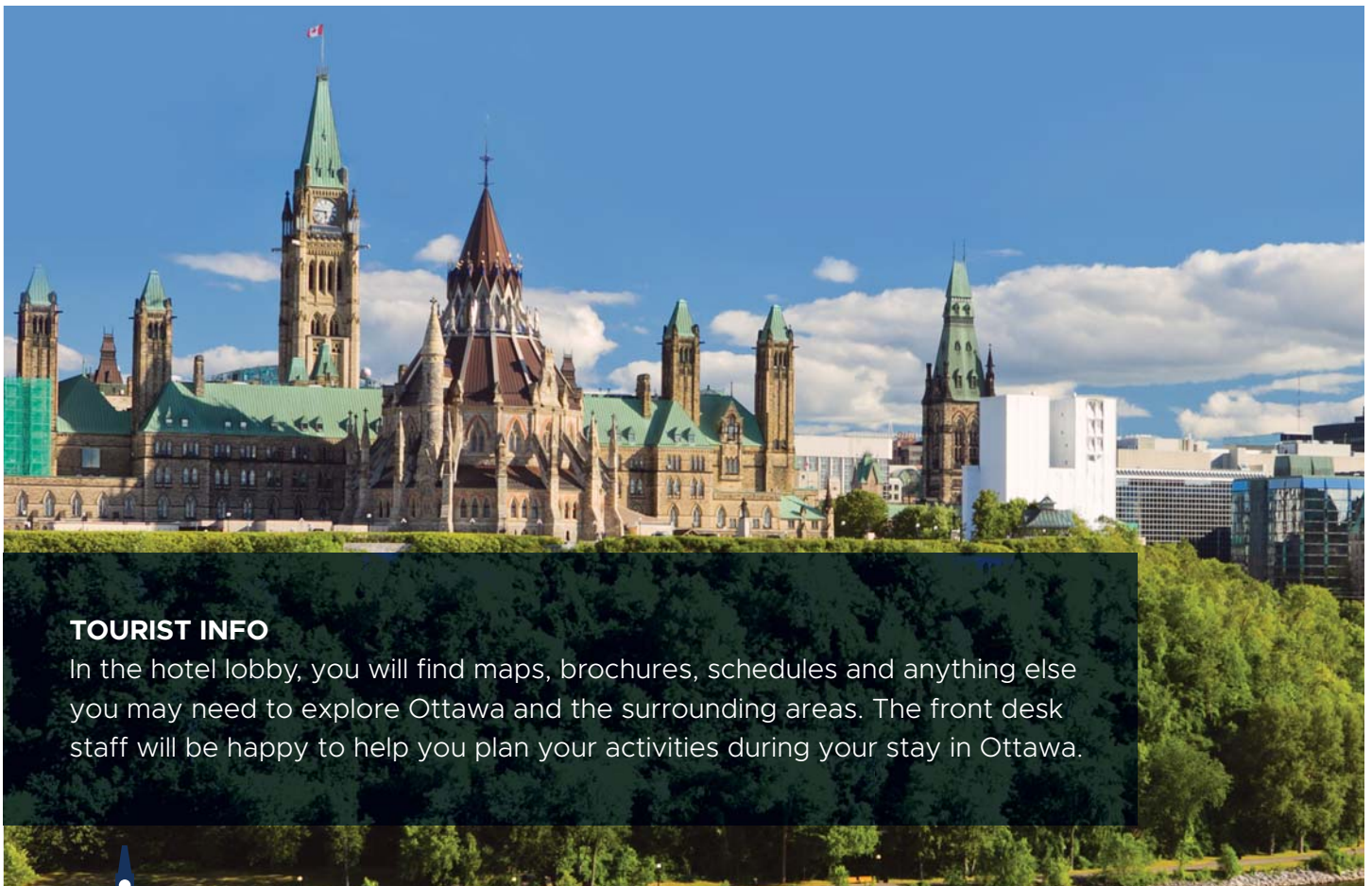
Has someone made your stay? Nominate them today! Stars of the City Customer Service Awards recognizes the front line people who go to great lengths to make your day in Canada's Capital Region outstanding. Forms are available at the Front Desk and Lobby area.

## **TAXES**

Most purchases in Ontario will be subject to 17.52%

## **WAKE-UP SERVICES – Please dial "0"**

Contact the hotel operator to arrange for your wake-up call, or use the clock radio on your bedside table. Please make sure the volume on your telephone is turned up.



### **TOURIST INFO**

In the hotel lobby, you will find maps, brochures, schedules and anything else you may need to explore Ottawa and the surrounding areas. The front desk staff will be happy to help you plan your activities during your stay in Ottawa.





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## CONSERVING FOR THE FUTURE

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The Embassy Hotel is proud to participate in the preservation of 30 million trees per year by purchasing 100% recycled fiber paper products. The use of environmentally friendly, certified processed chlorine free and EcoLogo tissue and toilet paper help safeguard the environment.

This hotel has made it a priority to help preserve our natural resources in an effort to protect the environment. Reusing towels helps the environment by allowing the hotel to eliminate the disposal of thousands of gallons of detergent and water each year. If you intend to use your towels more than once, please hang them on the towel rack. If not, please leave them in the bathtub. We appreciate your support of this program.

Along with many hotels across the nation, we believe it is our responsibility to minimize our impact on the environment. It is our policy to launder guestroom linens twice weekly for guests staying multiple nights. If you would like your linens changed more frequently, please contact Housekeeping at extension 136.

# PHONE DIRECTORY

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## CALLING INSTRUCTIONS

Room to Room Floors 2 - 9 .....	dial 7 + room number
Room to Room Floors 10 & 11 .....	direct dial
Local Calls .....	dial 9 + 613 + (number)
Local Directory Assistance .....	dial 9 + 411
North America Long Distance Direct Dial .....	dial 9 + 1 + (area code) + (number)
Long Distance Directory Assistance .....	dial 9 + 1 + (area code) + 555-1212
International Long Distance Direct Dial .....	dial 9 + 011 + (country code) + (number)

## VOICE MAIL

A flashing light on your telephone indicates a message has been left for you. Please dial 7000 and follow the recorded instructions.

## CAR RENTALS

Avis	9-613-230-2847
Budget	9-613-232-1527
Discount	9-613-667-9393
Thrifty	9-613-233-8194
Enterprise	9-613-236-3366
Hertz	9-613-241-7681
National Car Rental	9-613-737-7023

## FLORIST

Bel Fiore	9-613-232-7673
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## SALON & BARBER SHOPS

The Loft	9-613-232-0202
House of Barons	9-613-241-2427
Warren Chase	9-613-241-9990

## OTTAWA TOURISM

9-1-800-363-4465

## TRANSPORTATION

Blue Line Taxi	9-613-238-1111
OC Transpo	9-613-741-4390
VIA Rail Canada Inc.	9-1-888-842-7245
Central Bus Station	9-613-238-5900
Air Canada	9-1-888-247-2262
American Airlines	9-1-800-433-7300

## PLACES OF WORSHIP

Notre Dame Cathedral Basilica	9-613-241-7496
St. John's Anglican	9-613-232-4500
St. Peter's Lutheran	9-613-233-9911
First Baptist	9-613-234-3261
Congregation Beth Shalom	9-613-789-3501
Temple Israel (Reform)	9-613-224-1802
Dominion Chalmers United Church	9-613-235-5143
St. Patrick's Basilica	9-613-233-1125
Knox Presbyterian	9-613-238-4774
St. Theresa's	9-613-235-5119

## SPAS

Elgin Massage Therapy Clinic	9-343-883-1608
Holtz Spa	9-613-241-7770
Warren Chase (for men)	9-613-241-9990

Delta Connections Airlines	9-1-800-221-1212
US Air	9-1-800-428-4322
First Air	9-1-800-267-1247
Bearskin Airlines	9-1-800-465-2327
Continental Airlines	9-1-800-525-0280

# SECURITY

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## **FIRE PROCEDURES:**

The following is a brief summary of recommended steps to follow in the case of a fire:

### **ON CHECK-IN:**

1. Locate nearest exits to your suite.
2. Count doorways and note features between your suite and the exits.

### **UPON HEARING THE ALARM:**

1. Feel the door. If it is hot, don't open - GO TO STEP 7.
2. If cold, open door cautiously.
3. Do not use elevators. Exit using stairways. If you encounter smoke, use alternate exit.
4. If the hallway is filled with smoke - it may be safer to stay in your suite.
5. If door is hot, stay in your suite.
6. Beware of rising heat or flames.
7. Phone for help. Signal at window. Keep your window closed.
8. Fill tub with water.
9. Seal cracks around doors and vents with wet cloths.



# IN-ROOM DINING

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**DROP BY AND SEE US ON THE FIRST LEVEL, OR ORDER FOR IN-ROOM SERVICE.**

**ROOM SERVICE BY COOPER'S: DIAL 126**

Open 7am-10pm weekdays, 8am-10pm weekends