



WELCOME

*We welcome you to the Glenmore Inn & Convention Centre. We are pleased to have you as our guest. Our goal is to make your visit most enjoyable.*

*The following directory of hotel services and local information will help you facilitate your stay. Please take time to browse through this guide.*

*Please let us know if there is anything our team can do to make your stay more pleasant. We thank you for giving us the opportunity to serve you.*

*Sincerely,*

*The Glenmore Inn & Convention Centre  
Management & Employees*

## Reservations

Reservations for future dates may be made by contacting our Reservations Department at extension 4153, toll-free at 1-800-661-3163, or by visiting our web page at [www.glenmoreinn.com](http://www.glenmoreinn.com)  
Use our promotional code "ALWAYS" to receive the best rate online...ALWAYS!

## Pool and Fitness Centre

Located on the main level to the left of the Front Desk, enjoy a relaxing dip in our heated pool and hot tub. The kids will enjoy going for a splash down our waterslide. Enjoy our Exercise Facility adjacent to the pool area. Change rooms and towels are available on site. Hours of Operation: 6:00am to 10:00pm

## RESTAURANTS

### Carving Board Café

Hours of Operation  
Monday-Thursday | 5:00pm - 10:00pm

### Elbow Room Lounge

Hours of Operation  
Monday-Sunday | 2:00pm - 10:00pm  
Friday Lounge Specials | 4:00pm - 9:00pm  
Happy Hour Everyday | 3:00pm - 7:00pm

### Garden Court Buffet

Hours of Operation  
Wednesday | 11:30am - 2:00pm  
Friday-Sunday | 5:00pm - 9:00pm  
Sunday Brunch | 10:00am - 2:00pm

### Garden Court Restaurant

Hours of Operation  
**Breakfast** Monday-Sunday | 6:30am - 11:00am  
**Lunch** Monday-Sunday | 11:00am - 2:00pm  
**Dinner** Friday-Sunday | 5:00pm - 9:00pm  
**Plated Lunch Specials** | Monday, Tuesday, Thursday, Friday

## AMENITIES

### Housekeeping

For additional pillows, towels, blankets, irons, ironing boards, etc., please contact our Guest Service Team who will assist in accommodating your request.

### Laundry

24-Hour access to coin-operated laundry machines. Located on the main floor by the pool.

### Wake-up Calls/Alarm Clock

To arrange a wake-up call, please contact our Guest Service Team at the Front Desk. Please note that all rooms are equipped with an alarm clock for your use.

### Express Check Out

Check out time is 12:00pm; should you require alternative arrangements, please contact our Guest Service Team. Express Check Out is available to all guests paying by credit card or billing to a company. Your invoice will be slid under your door after 4:00am on the day of your departure. If you agree with all the charges on the statement simply sign the bottom of the envelope, seal your keys inside. Any charges made after this time will be shown as a separate transaction on your credit card statement.

Guest Services



## AIR CONDITIONING & HEATING

**Tower Rooms-** the thermostat located on the wall of your room near the bathroom controls your room temperature. Please remember it is in Celsius.

**Garden Rooms-**the thermostat is located under the movable control plate on top of your heating/AC unit, near the window. These units operate in 15-minute cycles due to their heating and AC charge.

If you experience any problems with your room temperature, please contact the Front Desk by dialing "0".

## AMENITIES CONTINUED

### **Pet Friendly**

We are a pet friendly hotel! We allow cats and dogs on our property and within our hotel, excluding restaurants and banquet spaces.

(\$15 pet fee per night/ per pet)

### **Pop & Ice Machines**

Pop and ice machines are located on each guestroom floor (excluding the second floor of our Garden wing). There are additional vending machines located beside the Carving Board Café in the Main Lobby.

### **Lost & Found**

If you have lost something, please contact our Guest Service Team. Please note that the hotel cannot be held responsible for valuables which are not secured in a hotel safety deposit box. Our Lost & Found department is open Monday to Friday from 8:00am-4:00pm.

### **Pharmacy**

Contact our Guest Service Team by dialing "0" on the phone in your room for the closest pharmacy and additional information. Grooming amenities are also available at the Front Desk.

### **Nearest Hospital**

Rockyview General Hospital 7007-14 Street SW. Tel:403-943-3000

### **Church Services**

For locations and mass times please contact our Guest Service Team for assistance.

### **Additional Amenities**

Baby Cribs and Wheel Chairs are available by contacting the Front Desk.

### **ATM/CASH Machine**

Located on the main floor next to the Carving Board Café



*Guest Services*



# Guest Services

## **Safety Deposit Boxes**

We strongly recommend that you protect your valuables by placing them in one of our safety deposit boxes, with no additional charge, located at the Front Desk.

## **Banquet and Meeting Facilities**

The Glenmore Inn & Convention Centre has extensive facilities for meetings, private luncheons, dinners, and weddings. Please contact our Sales & Catering Department for more details at extension 5291. (Hours of Operation Monday-Friday | 9:00am-5:00pm)

## **Tours**

Tours to Banff, Lake Louise, Waterton and local tours are available through private tour companies. Brochures are available in our lobby. Please contact our Guest Service Team for more information and arrangements.

## **Corporate Rates**

Corporate rates are available for frequent guests of the Glenmore Inn. Please contact our Sales Department at extension 5292 for more information.

## **Group Rates**

We understand that organizing group hotel travel involves a lot of planning. Whether you are organizing a wedding, corporate event, family gathering or sports team travel, we will be happy to assist you. Contact our Sales department at extension 5292 for more information.

## **Taxi Service**

Please contact our Guest Service Team for additional information or assistance.

Associated Taxi	403-299-1111
Checker/Yellow/Redtop Taxi	403-299-9999

Associated Taxi offers a flat rate of \$41.00 going to the airport and \$44.00 from the airport to The Glenmore Inn & Convention Centre (must be arranged in advance).

## **Public Transportation**

The Calgary Public Transportation bus stop is across Ogden Road. There are two bus routes that leave from that stop. The 302 travels to downtown and the 43 travels a circle route to Chinook Centre. The phone number for the information line is 403-262-1000. The four digit bus stop code is 5853.

## TELEPHONE

### **Messages-2600**

If the red light on your telephone is flashing, the electronic mail system is holding a message for you. The phone system will automatically take a phone message for you if you fail to answer or if you are on the phone at the time. Please dial 2600 and follow the prompts to retrieve your message.

### **Room to Room Calls-7-Room #**

To dial room to room, dial 7 then the room number. If you do not know the room number of the guest you wish to contact please contact our Guest Service Team by dialing 0, they will be pleased to transfer the call. Please note the Front Desk will not release room numbers due to privacy policies.

### **Local Calls-9-Phone #**

To make local calls, dial 9 then the local number. There is a \$.53 charge per call that will be added to your room bill.

### **Long Distance Calls-9-1-Area Code-Phone #**

To dial long distance from the room dial 9 plus 1 then the area code then the number. Daytime Long Distance charges apply. You must have a credit card or company approval to place long distance phone calls.

### **International Calls-8-011-Country Code-City Code-Phone #**

To dial internationally, dial 8-011, country code, city code and the phone number. You must have a credit card or company approval to place long distance phone calls.

### **Emergency Calls**

911 is Calgary's emergency number for Calgary Police Service, Calgary Fire Department and Emergency Medical Services.

If you accidentally dial 911, please stay on the line or Calgary Police Service will be dispatched to your room.



## MUSEUMS

### **Aero Space Museum of Calgary**

**Phone 403-250-3752**

4629 McCall Way NE

Over two dozen civilian, military, and commercial aircraft are all displayed within the museum's two full-size hangars. Everything from Canada's first powered aircraft - to the Silver Dart to the Majestic "Queen of the Sky" Lancaster Bomber.

### **Glenbow Museum**

**Phone 403-268-4100**

130 - 9 Avenue SE

Glenbow is Western Canada's largest museum, combining a museum, art gallery, library, and archives. Visit [Glenbow.org](http://Glenbow.org) to learn about special programming and events that will entertain and inspire you.

### **The Military Museums**

**Phone 403-410-2340**

4520 Crowchild Trail SW

Experience the victories, tragedies, and sacrifices of the Canadian Forces. Walk through a First World War trench, witness a bomber squadron's mission over enemy territory, and experience life at the helm in a Second World War wheelhouse.

## ATTRACTIONS

### **Calaway Park**

**Phone 403-240-3822**

245033 Range Road 33

Calaway Park invites your family to enjoy endless fun at Western Canada's Largest Outdoor Family Amusement Park. Enjoy 32 rides, 4 attractions, 26 games, stage shows, and lots of treats in the summer! Unlimited rides, shows, attractions, and parking are included for one easy daily admission price.

### **Calgary Stampede**

**Phone 403-261-0101**

1410 Olympic Way SE

The Calgary Stampede is a city-wide celebration known as The Greatest Outdoor Show on Earth. For 10 days every July, it boasts the richest afternoon in rodeo, thrilling chuckwagon races, a spectacular theatrical presentation known as the Evening Grandstand Show, agricultural attractions, and is one of Canada's largest music festivals.

### **Calgary Zoo**

**Phone 403-232-9300**

210 St. George's Drive NE

From the splendour of the Rocky Mountains to the heart of Destination Africa, the Calgary Zoo takes you on an unforgettable journey to see over 1,000 animals from around the world.

### **Calgary Tower**

**Phone 403-266-7171**

101-9 Avenue SW

Start your Calgary adventure 160 metres (that's 525 feet) in the air! Rising from the downtown core, the iconic Calgary Tower is a must-see experience. The glass floor brings the experience to new heights as you are treated to a birds-eye view of the streets below.

### **WinSport's Canada Olympic Park**

**Phone 403-247-5452**

88 Canada Olympic Road SW

COP provides year-round programming for families and kids of all ages in skiing, snowboarding, and skating in the winter and mountain biking, and Olympic sport camps in the summer. With activities ranging from public bobsleigh rides to North America's fastest zipline, COP is always a source of activity and excitement.

## ATTRACTIONS CONTINUED

### **Fort Calgary**

750-9 Avenue SE

Fort Calgary is a National Historic Site, the birthplace of the city of Calgary and an interactive interpretive centre. Discover how the hopes and dreams of the Mounted Police combined with early Calgary citizens shaped our magnificent city.

**Phone 403-290-1875**

### **Heritage Park Historical Village**

1900 Heritage Drive SW

Discover "How the West was Once" at Canada's largest living history museum. Explore the year-round Gasoline Alley Museum loaded with 54 unique and rare vehicles. Check-out their event calendar online to see what's happening daily.

**Phone 403-268-8500**

### **Lougheed House**

707 - 13 Avenue SW

Built in 1891 and originally known as Beaulieu, French for beautiful place, Lougheed House is now a National Historic Site and Museum. View and explore the 14,000 square foot mansion, while also enjoying lunch or brunch in the restaurant and after take a stroll through the gardens.

**Phone 403-244-6333**

### **TELUS Spark**

220 St. Georges Drive NE

TELUS Spark is Canada's first purpose-built new Science Centre in over 25 years. Discover for yourself what makes the world around us so undeniably incredible by exploring over 100 exhibits, programs, and featured events across four exhibit galleries.

**Phone 403-817-6800**

## THEATRES

### **Stage West Dinner Theatre**

727 42 Avenue SE

**Phone 403-243-6642**

### **Jubilations Dinner Theatre**

1002 37 Street SW

**Phone 403-249-7799**

### **Arts Commons**

205 8 Avenue SE

**Phone 403-294-7455**

## MOVIE THEATRES

### **Scotiabank Theatre Chinook**

6455 Macleod Trail SW

**Phone 403-212-8994**

### **Landmark Cinemas 10 Shawnessy**

100-16061 Macleod Trail SE

**Phone 403-974-0472**

### **Canyon Meadows Cinemas**

Bay 110, 13226 Macleod Trail SE

**Phone 403-670-5444**



*Local Interests*



## SHOPPING

### **CF Chinook Centre**

**Phone 403-259-2022**

6455 Macleod Trail South

Chinook Centre is Calgary's premier shopping, dining, and entertainment destination. With over 250 stores, including many of your favourite names, and some unique choices you won't find anywhere else in Calgary.

### **Southcentre Mall**

**Phone 403-271-7670**

100 Anderson Road SE

It's easy to love shopping again at Southcentre. With over 190 acclaimed fashion and home decor retailers, you'll find exactly what you're looking for, plus a whole lot more.

### **Deerfoot Meadows**

**Phone 403-252-1256**

33 South East Heritage Meadows Way #610

Deerfoot Meadows is one of Canada's largest open-air, urban shopping districts. Featuring the only IKEA in Southern Alberta, plus over 50 other great retailers, such as Michaels, Banana Republic Factory Store, and Moores all in one location.

### **Bankers Hall**

**Phone 403-668-6000**

315- 8th Avenue SW

A sky lit atrium with three levels of specialty stores, including Henry Singer, Blu's and Helly Hansen.

### **CORE Shopping Centre**

**Phone 403-441-4940**

324 8th Avenue SW

Calgary's only Downtown shopping centre. Four levels of shops offering accessories, sporting goods, gifts, restaurants and services. The Bay and Holt Renfrew anchor the mall. Relax in the natural Devonian Gardens with ponds and flowing water on the 4th floor.

### **CrossIron Mills**

**Phone 403-984-6800**

261055 CrossIron Blvd, AB

CrossIron Mills is Alberta's newest shopping, dining and entertainment destination, with over 1.4 million square feet to explore. Located just north of Calgary, near Balzac, including the 150,000 square foot Bass Pro Store.



## **High Speed Internet**

Available in Premier Tower rooms only, simply plug your laptop into the designed section of the phone jack located by the desk in the room, click on the Google Icon, and follow the instructions.

The high-speed internet service is complimentary during your stay.

## **Wireless Internet**

Complimentary Wireless Internet is available throughout the hotel. Connect with your wireless enabled laptop.

## **Business Centre**

Our Business Centre is located in the Main Lobby. The Business Centre is equipped with a PC and a printer. Laptop connection is also available. We are pleased to offer Internet access free of charge to all of our guests. Stop by our Front Desk for assistance. There is no charge to print up to 10 pages.

## **Fax Services**

Faxes can be sent from our Front Desk. Applicable charges will be added to your account. There is no charge for received faxes under 10 pages. To receive a fax, the hotel fax number is (403) 236-8035.


## **Photocopies**

Photocopying can be done by our Guest Service Team at the Front Desk. Applicable charges may be applied to your room.

## **Audio Visual Rentals**

Speakerphone, Laptop Computers, and Audio Visual Equipment are available to rent. For certain items please allow time for delivery. Contact our banquet and catering team by dialing extension 5291 on the phone or stop by the Front Desk for more information.





**During your stay with us we would appreciate it if you would assist us by taking the following measures to ensure the security and safety of your personal belongings.**

### **Emergency Exits**

Please familiarize yourself with the nearest fire exit. A diagram located on the back of each door shows the location of the nearest fire exit. Please exit the hotel using the stairs, as the elevators automatically move to the lobby level during a fire alarm. For further instructions see the safety sections of this directory.

### **Your Valuables**

- Safety deposit boxes are available free of charge at the Front Desk. We urge you to use this service for the retention of your valuable property.
- Do not leave valuables in your vehicle.
- Do not draw attention to yourself by displaying large amounts of cash or expensive jewelry.

### **Room Security**

- When entering or leaving your room, please double check to ensure that your door is properly locked.
- Prior to retiring for the night, double lock your door by engaging the deadbolt above the door handle. This ensures unauthorized entry to your room will not occur. Doors to adjoining rooms should be kept secure.
- If there is a knock at your door, always ascertain through the peephole who is outside. Do not admit strangers into your room. Any suspicious persons should be reported to the Front Desk. When you are unsure of any employees identity, you may call the Front Desk to verify. All hotel employees are required to wear name tags and/or uniforms.
- Don't needlessly display guestroom keycards in public or leave them on a restaurant table or unattended where they can be stolen.

### **Fire Safety Precautions and Procedures**

- For your safety, all rooms are equipped with smoke detectors and fire rated doors. All hallways have fire sprinklers, audio warning, and light systems.
- In the event of a fire alarm, please evacuate the building and head to the Glenmore Inn Sign next to the drive way from Ogden Road. Hotel staff will be waiting to take your name.
- Before leaving your room upon hearing a fire alarm, please check the door of your room for heat, if there is no heat, leave your room and head to the nearest exit. Check the map on your door first.
- If the hallway is smoke-filled please crawl along the wall until you come to the nearest exit.
- Should you feel heat at your door, remain calm. Call the Front Desk and give them your room number, your name, and how many people are in the room. A city fire rescue team will be dispatched to you quickly. At no time should you open your window as extra oxygen will suck the fire into your room. Please be patient. The hotel is located three minutes from the fire station. Within three minutes of hearing the alarm they will be at the hotel, as this is automatic upon the alarm sounding, whether it is a real alarm or false alarm.

## MOVIES/TELEVISION

### TV Stations/Channels

Channel/Station	26	A & E Arts & Entertainment
2 TV Listings	27	CMT-Country Music Television
3 Movie Listings	28	CNN-Headline News
4 Broadcast News	29	Showcase
5 KXLY-ABC Spokane	30	SCORE
6 CBRT-CBC Calgary	31	CNN-Headline News
7 CICT-Global Calgary	32	Showcase
8 CKAL-City TV	33	Life Network
9 Shaw Digital Cable	34	CNBC
10 Shaw TV	35	Discovery Channel
11 CBXFT-CBC French Edmonton	36	Bravo
12 KREM-CBS Spokane	37	WPIX-New York Superstation
13 Access Alberta	38	Teletoon
14 KSPS-PBS Spokane	39	Family Channel
15 CBC Newsworld	40	Peach Tree TV
16 KHQ-NBC Spokane	41	Comedy Network
17 Treehouse	42	Turner Classic Movies
19 The Weather Network	43	Spike TV
20 YTV	45	History Television
21 TSN-Sports Network	46	Space
22 KAYU-Fox Spokane	47	AMC-American Movie Classics
23 W Women's Network	48	Speed TV
24 TLC-The Learning Channel	50	OGL-Outdoor Life Network
25 Spike TV	51	CTS-Crossroads

