



THE MALCOLM HOTEL

Welcome to the Malcolm Hotel

It is our pleasure to welcome you to King Malcolm's Castle in the heart of Spring Creek and the Canadian Rockies.

Safety for guests and staff remains our number one priority as we retrain staff with new safety and cleaning policies. New hand sanitizer stations and signage for social distancing practices were installed to welcome guests safely back to the hotel.

The Stirling Grill and Lounge, including our Creekside Patio, are now fully open and we are excited to welcome you back for a legendary dining experience.

Our pool, hot tubs, outdoor fire pit are also fully open at this time. We ask that all guests assist in social distancing while using these popular amenities. A reminder that this area is nonsmoking and no outside food or beverages are allowed. Please enjoy this space that is available only for the exclusive use of our registered guests.

We would like to remind everyone that our individual actions are the strongest tool we have to protect our health care system and each other as we work to relaunch our economy.

Our team asks for your patience while we work to implement new procedures and to ensure your safety.

Thank you and be well,

THE MALCOLM HOTEL TEAM

#MALCOLMMOMENTS #MALCOLMLIFE #KINGMALCOLM #STIRLING #POOLWITHAVIEW #CONFERENCEINTHECASTLE

OUR STORY

A Welcome From the GM

Originally a dairy farm supplying milk for the local miners, Spring Creek has gone through many phases over the years. The master vision of Spring Creek has now come to life with the addition of a senior's village, several condos, locally owned shops, operated services, and of course, the beautiful and unparalleled Malcolm Hotel.

Officially opened on November 3, 2018, The Malcolm Hotel boasts 124 rooms, a full-service conference facility, the Stirling Lounge & Grill, Creekside Patio, outdoor heated pool, two hot tubs, and a breathtaking outdoor fire pit.

Our team here at The Malcolm Hotel are leaders in service excellence and are here to provide you with an amazing experience. I invite you to join us on our social media sites to share your experience with your fellow travelers. If you require any assistance at all during your stay, please do not hesitate to let us know how we may be of assistance.

Yours in hospitality,



ANDREW SHEPHERD

GENERAL MANAGER

QUICK REFERENCE GUIDE

Housekeeping

In an effort to minimize guest and staff contact and ensure mutual safety, we are unable to offer daily housekeeping services. If you require any amenities to be replenished, please call Guest Services and a team member will bring up the required amenities.

Internet & Wi-Fi Access

Wireless Internet access is available throughout the hotel. To access on your wireless ready device (laptop, Smartphone, etc.), simply select the Malcolm Guest network and connect. The password is **#Legendary**.

Highland Games Lounge

Located on the mezzanine level directly above Guest Services, you will find the Highland Games Lounge. Offering a pool table, foosball, giant scrabble wall, poker table, and a variety of books and board games. These are complimentary during your stay with us. This area is licensed, and you are welcome to order from the Stirling Lounge and truly enjoy this Legendary space.

Vending, Beverage & Ice Machines

Ice and soda vending machines are available on all floors near the elevator. An ice bucket is provided within your room for your convenience. A snack vending machine is available on the mezzanine level.

Business Centre

For the guests who wishes to work while staying in the hotel, we have a Business Centre onsite, which features two computers connected to a router for online access and a black and white printer with paper. It is located on the right side of the lobby, along the hallway beside the washrooms. The small printing scale is complimentary. However, if you wish to have a large-scale or colour printing, we offer a charge of laser print at the front desk \$0.10 per page for any requests over 50 pages.

Dining

Offering a wide range of choices, the Stirling Lounge & Grill are your full-service dining venues while stay with us at The Malcolm Hotel. Our Chef and team have sourced decadent ingredients that will elevate your experience. For more information on hours of operation and current menus [click on the following link](#).

Bicycles

In partnership with Rebound Cycle and Spring Creek, The Malcolm Hotel can provide 1-hour complimentary bike rentals to guests. Please inquire with the Guest Services team to see if there is availability today.

Bicycles are not permitted in the guest suites. There are bike racks located in the parkade for your convenience. You must supply your own lock. The hotel is not responsible for any loss or damage to bicycles on property. Any damage to the suite associated with bicycles will be charged to the registered guest of that suite.

Check Out Time & Wakeup Calls

Check-out time is 11a.m. Additional charges may apply for late check-out requests. If you require a wake-up call, please contact Guest Services by dialing "0".

Smoking Policy

We are proud to be a 100% non-smoking property. Please do not smoke in any of the guest suites. Should evidence of smoking be found in your room, a \$500 daily cleaning charge will be applied to your guest account. Smoking in the pool and hot tub is strictly prohibited. Speak to our Guest Services team for the designated smoking area information.

Underground Parking

Heated underground parking is available for guest use. Access is gained through the garage door located on the east end of the property. For your convenience, the garage door is open from 6 a.m. - 10:30 p.m. Outside of these hours, please use your room key on the card reader located on the left wall to open the door. Maximum vehicle height is 7'4 ft. (2.25 metres). For oversized vehicles, there is both street parking and an outdoor parking lot. To exit the parkade, pull vehicle close to door; it will open automatically. Oversized vehicles causing damage to the parkade will be charged for all associated repairs. The resort is not responsible for: any lost or stolen items, damage to oversized vehicles, vandalism of vehicles, accidents or collisions with other vehicles or any stationary object in the parking lot.

Telephone Service & Charges

IN HOUSE HOTEL CALLS

GUEST SERVICES DIAL 0 or Press the Guest Services button on your phone

ROOM TO ROOMDIAL 7 + ROOM NUMBER

LOCAL CALLS..... DIAL 9 + 403 + NUMBER Local phone calls

LONG DISTANCE DIAL 9 + 1 + AREA CODE + NUMBER

CALLING CARDS..... DIAL 9 + CALLING CARD PHONE NUMBER

Follow prompts from calling card

Line Charges

Local, in-house, and toll-free calls are free of charge. Regular long-distance rates will apply. Complimentary 20-minutes of North American long distance is provided daily.

Voicemail

If your voicemail light is flashing on your telephone, please press the voicemail button on the phone to retrieve your message(s).

HOW TO GUIDE

Fridge

To maintain optimal temperatures in your fridge, please keep it always set to 3. This will prevent the fridge from freezing up and going into defrost mode.

Nespresso Vertuo Coffee Machine

1. Fill the water tank with fresh drinking water.
2. Turn the machine "ON" by pushing the button on the top.
3. Lights will blink for 15 seconds while the machine is heating up. Steady light indicates the machine is ready.
4. Place a cup under the coffee outlet.
5. Unlock and open the machine head completely and insert a capsule with the dome shape at the bottom.
6. Close the head and lock the machine by turning the lever left to the lock symbol on the machine head.
7. Push the button to start the coffee preparation.

In-Room Safe

TO SET YOUR PERSONALIZED ACCESS CODE:

1. Close door and press the # / reset button.
2. Enter a 4-digit code that you can easily remember.
3. Press the * / lock button.
4. Write down your code and keep it safe; we suggest that you do not keep your safe code with your room keys. In the case the code is lost or forgotten, please contact Guest Services.

TO OPEN SAFE:

1. Enter the 4-digit code that you programmed into the safe.
2. Open the door.

Thermostat

1. Press "Mode" button until temperature and word "Off" shows.
2. Press mode button again, and "Heat" temperature will appear. Press up or down button until it reads 18° Celsius (64.5° Fahrenheit) in "Heat" area.
3. Press mode button until "Cool" temperature shows. Again, use up and down button to set "Cool" at 20° Celsius (68° Fahrenheit).
4. Press mode button again and "AUTO" mode will come on.
5. Press "Fan" button, so 3 bars are showing on the bottom left.
6. The green light will come on.

Television

1. Press power on the TV remote.
2. Use the channel up/down buttons or input channel number on keypad to view desired channel.
3. TV Guide is located on channel 16.

16 -1 - GUIDE	25-2 - Fox News	34-2 - Treehouse
17-1 - CTV Atlantic	26-1 - CTV Calgary	35-1 - Cartoon Network
17-2 - OMNI Television	26-2 - CNBC News	35-2 - E!
18-1 - CBC Calgary	27-1 - CNN	36-1 - Vision TV Canada
18-2 - City TV Calgary	27-2 - MSNBC	36-2 - TSC -The Shopping Channel
19-1 - KSPS PBS Spokane	28-1 - BNN	37-1 - Game Show Channel
19-2 - Global Calgary	28-2 - BBC News	37-2 - ABLEG SD - Legislative Assembly of AB
20-1 - HGTV - Home & Garden TV	29-1 - Yes TV Calgary	38-1 - CPAC French
20-2 - Food Network	29-2 - Weather Network	38-2 - CPAC
21-1 - History Channel	30-1 - SportsNet West	39-1 - TVAP
21-2 - YTV Kids	30-2 - ABTN - Aboriginal People TV Network	39-2 - Radio-Canada
22-1 - ABC Spokane	31-1 - SportsNet	40-1 - TV5 West
22-2 - CBS News	31-2 - Much Music	40-2 - Radio-Canada
23-1 - CBS	32-1 - TSN	41-1 - UNISP
23-2 - CTV News	32-2 - CMT - Country Music TV	41-2 - AMI-télé
24-1 - NBC Spokane	33-1 - Cooking Channel	42-1 - AMI-tv
24-2 - WPHD	33-2 - CALGCIV	42-2 - AMI-audio
25-1 - FOX Spokane	34-1 - Frame Channel	43-1 - RADIORJ



CONCIERGE SERVICES

Whether you are here to hike gorgeous peaks, bike endless trails, or looking to try a truly authentic dining experience, our Concierge Team is eager to assist you with any activities, directions, taxis, restaurant reservations, or any other requests you may have. For any questions or assistance, please see our team at the Concierge Desk next to the main entrance of the hotel. [Click for the Activities Guide.](#)

Bell Services

As Canmore's only 4-star hotel, our Bell Team is here to take care of you. Our Bell Team will greet you at the door and is able to take your luggage to your room upon arrival, or if you need any assistance upon check out. Our Team is here to take care of you.

IN THE EVENT OF A FIRE

If a fire begins in your room, report it to Guest Services immediately and then only try to put it out if you are sure you can handle it. If you are at all in doubt, leave your room and close your door behind you to keep the smoke and flames out of the corridor.

Sound the alarm and notify your neighbour.

If a fire starts in another part of the building, you will be alerted by an alarm, yelling in the corridor, a phone call, or the sound of fire engines outside.

Please refer the fire escape plan located on the back of your door upon check-in.

This will help you to determine which emergency exits are closest to you.

15 Steps to Ensure Your Safety:

- **GRAB YOUR KEY AND HEAD TOWARDS THE DOOR.** If there is any evidence of smoke in your room, roll out of your bed and crawl to the door. Do not stand; smoke and deadly gases rise.
- **FEEL THE DOOR WITH THE PALM OF YOUR HAND.** If the door or doorknob is hot - do not open it, (refer to what to do if the room door is hot or smoke is dense in the hall.) If the door is not hot, open slowly and be ready to slam shut if necessary.
- **CHECK THE HALL.** If everything is clear, walk to the nearest exit. If there is any smoke in the corridor, crawl into the hallway. Close the door behind you to protect your belongings. Stay close to the wall so you can count the doorways to the exit. If the nearest exit or stairway is blocked, use the alternate one. Remember, do not use the elevator.
- **WALK DOWN TO THE GROUND LEVEL.** Fire generates heat, smoke, and panic, so hold onto the handrail for guidance and protection against being knocked down by exiting occupants. If fire or smoke is dense at lower levels, turn around and walk up to clearer air.

- **GATHERING PLACE FOR DISPLACED OCCUPANTS.** Once you have vacated the building, please wait across the street in the outdoor west facing parking lot located in front of the main entrance. From here you will receive assistance and be advised of temporary shelter. Check your exits: surviving a hotel fire begins right after you check in. When you get to your room take a few minutes to check out possible escape routes.
- **LOOK AT THE FIRE ESCAPE PLAN** located on the back of your guest room door. This will tell you your primary and secondary escape routes.
- **WALK DOWN THE CORRIDOR AND FIND FIRE EXITS.** Remember, never use the elevator in a fire - the call buttons may take you to a floor filled with smoke or flames.
- **CHECK THE EXITS TO MAKE SURE THEY ARE USABLE.** Do the doors open? Are the stairways clear?
- **COUNT THE DOORWAYS** and any other features between your room and the exits. If the corridor is dark and full of smoke, you will need to know your way as you crawl along the wall to the exit.
- **FIND THE NEAREST FIRE ALARM.** Pull stations are located at corridor exits. Be sure you know how to use it. You may have to activate it in dark or dense smoke.
- **CHECK YOUR ROOM.** It's important to know the layout of your room because you may have to stay in it if the smoke in the corridor cuts off your escape. Many people have lived through hotel fires by remaining in their rooms protected against smoke and gases while awaiting rescue.
- **PUT YOUR ROOM KEY CLOSE TO WHERE YOU SLEEP** so you can find it easily. You will need it to get back into your room if smoke or fire blocks your exit. You may want to keep it in your pants pocket or on the nightstand.
- **TRY THE WINDOWS.** Do they open? How do the latches work? Which one would you use in an emergency?

- **LOOK OUT THE WINDOW** to see what is outside. Is escape possible? You may be only a few feet from the ground, and you can get out this way if the hall is not usable. If you are on an upper floor, there may be a roof or deck within safe dropping distance. Dropping from more than two floors usually results in injury.

- **WHAT TO DO** if the room door is hot or smoke is dense in the hall. Do not panic. You can stay in your room and still survive a fire. Here are some things you should do:
 - a. Open a window to vent room if there is any smoke. If you are on the first or second floor you may be able to drop to the ground safely. If you are up any higher you are usually better off staying put. Although some people survive jumps of 35 ft. or more, they are usually seriously injured.

 - b. Let someone know you are in your room. If the phone works call for help. Hang a bed sheet out the window to signal fire fighters, but do not try to climb down.

 - c. Fill the tub with water. It might be needed for firefighting, use your ice bucket to scoop water onto hot surfaces, keep things wet.

 - d. Wet towels and sheets. You will need them to put around doors and cracks if smoke seeps in.

 - e. Get fresh air. Make a tent over your head with a blanket at a slightly opened window to get fresh air. If the windows do not open, you may have to break one out with a chair or drawer. If heat and flames are rising outside the window from a lower floor, do not breathe smoke-laden air.

SUSTAINABILITY AT THE MALCOLM

The Malcolm Hotel is dedicated to incorporating conservation and resource management into the execution of our daily operations. In support of this, we have the following initiatives in place:

- **Sustainable Policy & Action Plan** - The Malcolm Hotel's environmental policy is a declaration of our commitment to effectively addressing environmental issues that are a result of our daily operations.
- **Green Team** - Our Green Team is a group of representatives from each department who meet monthly to discuss, implement and review various green initiatives.
- **Sustainable Purchasing** - When possible, we opt to buy in bulk to reduce excess packaging, purchase locally to reduce shipping impacts as well as purchase items that are not single-use, including amenities in reusable dispensers and the purchase of organic/sustainable products.
- **Towel/Linen Reuse Program** - In an effort to reduce water consumption and pollutants, we do not refresh towels or linen daily, unless otherwise requested.
- **Recycling Program** - We recycle as much as possible in an effort to minimize the amount of waste generated through daily operations.
- **Energy & Water Management** - We have invested in equipment that helps to reduce consumption of these resources, and also provide training to staff on how to manage the use of these resources responsibly.
- **Communication** - We communicate our initiatives to our guests, suppliers and employees in order to generate awareness and inspire mutual participation.

OUR STORY

Situated in Canmore, The Malcolm Hotel is fortunate to be surrounded by natural beauty and since the conception, there has been a commitment to protecting that environment. It has been and continues to be our initiative to minimize our ecological footprint and strive towards sustainability since day one.

Utilizing the prime location between Policeman's Creek and Spring Creek, geothermal technology is used to sustainably supply water and heat efficiently throughout the building. Instead of using fossil fuels to heat in the winter and electric air conditioners in the summer, the geothermal system allows the hotel to take heat out of the ground in the winter and put it back in the summer.

Guests will see many of our environmentally conscious building decisions on display as soon as they arrive at the hotel. The Grand Lobby was built to not only welcome guests, but to assure sustainable efficiency from the moment our guests walk in the door. The positioning and placement of energy efficient windows supplies natural lighting throughout the building, offering warmth into the hotel on a continual basis. The Staircase was built from ethically sourced wood and irons from local carpeting suppliers. King Malcolm's Castle has truly been built to leave an everlasting legacy in Canmore while creating a minimal footprint on our community.

We invite you to support our environmental efforts by participating in our programs and by providing us with your feedback. Please email us at info@malcolmhôtel.ca with any questions or suggestions with regards to our sustainability platform.



Pledge to the Peaks

Pledge to the Peaks is our commitment to care for the land, animals and people of Canmore and Kananaskis for generations to come. We invite you to read and sign the pledge to protect these special areas.



Scan to
Take the Pledge

#MALCOLMMOMENTS #MALCOLMLIFE #KINGMALCOLM #STIRLING #POOLWITHAVIEW #CONFERENCEINTHECASTLE