



# THE MALCOLM HOTEL

## A Welcome From the GM

It is my absolute pleasure to welcome you to The Malcolm Hotel in Spring Creek, Canmore. 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 several condo building, a senior's village, many locally owned shops including art galleries and restaurants, 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 and Restaurant, The King's Table fine dining experience, Creekside Patio, The Pulse General Store & Coffee Bar, outdoor heated pool and two hot tubs with a pool bar (for hotel guests only), 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 anything at all during your stay, please do not hesitate to let our team know how we may be of assistance.

Yours in hospitality,

**Andrew Shepherd**

GENERAL MANAGER



## 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 or visit  
[Explore Canmore](#)



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# Quick Reference Guide

## **INTERNET & WI-FI ACCESS**

Wireless Internet access is available throughout the hotel. To access on your wireless ready device (laptop, Smartphone, etc.), select the Malcolm Guest network and connect. *Password: KingMalcolm812*

## **HOUSEKEEPING**

Housekeeping services are offered on a daily basis. Please contact the front desk if you would like to schedule a specific time for your daily service.

## **CHECK OUT TIME & WAKEUP CALLS**

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

## **VENDING, BEVERAGE & ICE MACHINES**

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

## **BUSINESS CENTRE**

For the guests who are working while staying in the hotel, we have a Business Centre onsite which features two computers with 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. If you require large scale or colour printing, we may be able to accommodate your request for an additional charge. Please inquire at the front desk.

## **LUGGAGE AND SPORTS EQUIPMENT STORAGE**

Our Bell Attendant team would be happy to store any luggage or sporting equipment for you during your stay. We offer secure storage on the main floor that our team members can access 24 hours a day for your convenience.



## SMOKING POLICY

We are proud to be a 100% non-smoking property. Please do not smoke in any of the guest suites or balconies. Should evidence of smoking be found in your room, a \$500 daily cleaning charge will be applied to your guest account. Smoking of any kind in the pool and hot tub is strictly prohibited and guests will be asked to leave the area.



## 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. Maximum vehicle height is 7' ft. (2.13 metres). There is both street parking (4 hours max between 7am - 7pm) and an outdoor lot available for your convenience. To exit the parkade, drive your vehicle close to the door, and it will open automatically.

Courteous parking is required to assure adequate space for all guests. If you are not parked in a stall appropriately, you will be contacted by a hotel representative and asked to re-park. Oversized vehicles causing damage to the parkade will be charged for all associated repairs.

**The hotel is not responsible for any lost or stolen items, damage to vehicles, vandalism of vehicles, and/or any accidents or collisions with other vehicles or any stationary objects.**



# Exploring The Malcolm Hotel

## ROOFTOP MOUNTAIN VIEW DECK

Canmore's most exclusive rooftop mountain view deck with pool bar, heated outdoor pool, and hot tubs offer unparalleled views of the Three Sisters and Lawrence Grassi mountains. Enjoy a sunrise or sunset next to our rooftop fire pit. The pool is open from 8 am to 10 pm daily. Pool bar is available daily throughout the summer (weather dependent). The pools and pool bar are available for registered guests only.



## HIGHLAND GAMES LOUNGE

Located on the mezzanine level directly above Guest Services, you will find the foosball table, poker table, pool table, scrabble wall, and a selection of games and books. These are complimentary during your stay with us. The billiard balls and cues are available to sign out from the front desk. Children under the age of sixteen are required to be accompanied by an adult at all times.

## FITNESS CENTRE

The fitness centre provides a full-service gym with treadmill, elliptical, and weight circuit. Open 24 hours for your convenience.







### **SPECIAL OCCASIONS**

If you're here to celebrate or mark a special occasion, our concierge works alongside our food and beverage team to elevate your experience. We have made-to-order amenities available upon request. Please email or call the concierge team a minimum of 48 hours prior to your arrival to ensure we can accommodate your special requests.

### **BORROW A BIKE**

In partnership with Rebound Cycle & Spring Creek Mountain Village, the Malcolm Hotel provides complimentary community bikes. Guests are welcome to borrow a bike for up to 1 hour (\$10 per hour extra). Locks and helmets are provided with all borrowed bikes and waivers must be signed prior to enjoying your bike ride. Any guests under the age of 16 must be accompanied by an adult biking with them. The bike borrow program is weather dependent.

### **BRINGING YOUR OWN BICYCLE**

Bike racks are available in the parkade on a first come basis. Guests must supply their own lock. The hotel is not responsible for any loss or damage to bicycles on or off property. Bikes are not permitted in guest rooms.

# Dining at The Malcolm

Offering a wide range of choices, our full service dining venues are yours to enjoy while staying with us at The Malcolm Hotel.

## **BREAKFAST AT THE STIRLING**

The Stirling offers an amazing, unique, and comforting breakfast. With private booths and views of Policeman's Creek, The Stirling is a great place to start your day. Chef Graham has created a breakfast menu that will provide something for everyone. Our service staff are here to provide you with whatever you may need to start off your day. Make sure to join us on Saturday & Sunday mornings for the weekend brunch buffet.

## **THE STIRLING DINING ROOM AND LOUNGE**

The Stirling Dining Room and Lounge is the Malcolm Hotel's casual dining experience featuring Alberta's finest local ingredients. In addition to an amazing meal, enjoy a variety of craft beers, in-house prepared cocktails, and one of Canmore's best wine lists. The dining room provides incredible views of Policeman's Creek and the surrounding mountains, and the lounge offers comfortable private booths and walls of TVs - a perfect place to cheer on your favourite sports team. Both the dining room and lounge are ideal locations to hang out with friends and family, and enjoy Chef Graham's culinary creations.

## **THE KING'S TABLE EXPERIENCE AT THE STIRLING**

The King's Table is The Malcolm Hotel's fine dining experience. Chef Graham and our food and beverage team will host an evening you will not soon forget. Our King's Table menu, available in both 3- and 5-course options, is a unique chef-driven experience. Choose from a few seasonal options for each course (including vegetarian), and indulge in the sommelier wine pairings to complement the chef's spectacular dishes.

Please call us at **403.812.0690** or email [conciierge@malcolmhôtel.ca](mailto:conciierge@malcolmhôtel.ca) to make your dining arrangements at The Malcolm Hotel.





## THE CREEKSIDE PATIO

The Creekside Patio is The Malcolm Hotel's premium outdoor dining experience. With remarkable views, the Creekside Patio is a perfect spot to bask in the sun and enjoy the mixologist creations, and Chef Graham's menu.

## ROOFTOP POOL BAR

Elevate your poolside experience at the exclusive rooftop pool bar. Enjoy poolside refreshing beverages and light snacks. Open seasonally, weather dependent.

## PULSE GENERAL STORE + COFFEE BAR

The Pulse General Store + Coffee Bar is a unique shopping experience located in the grand lobby. This lovely neighbourhood café features a vibrant coffee bar with a variety of in house baked goods and unique café-style drinks as well as one-of-a-kind gifts and souvenirs. Open daily from 7am - 6pm



**CHEF GRAHAM SMITH** and his team have sourced decadent ingredients that will elevate your experience. He has also introduced the King's Table chef-driven menu where you can feast like King Malcolm as Chef Graham creates an innovative fresh meal just for you.

"Growing up in a small town in Northern Canada, I had the opportunity to experience an unusual variety of foods from an early age. In the culinary industry for 25 years, I have had the opportunity to travel and experience the world with this career. I started my career right out of school with formal training, a great attitude, and some good luck to get into the right places to help me achieve all my goals I have striven for. These unique roots gave me the inspiration to follow my passion and to become the chef I am today." *Chef Graham*





# Telephone Service & Charges

## IN HOUSE HOTEL CALLS

- Guest Services** ..... Dial 0 or press the guest services button on your phone
- Room To Room** ..... Dial 7 + room number
- Local Calls** ..... Dial 9 + 403 + number
- Long Distance** ..... Dial 9 + 1 + area code + number
- Calling Cards** ..... Dial 9 + calling card phone number. Follow prompts from calling card.

## LINE CHARGES

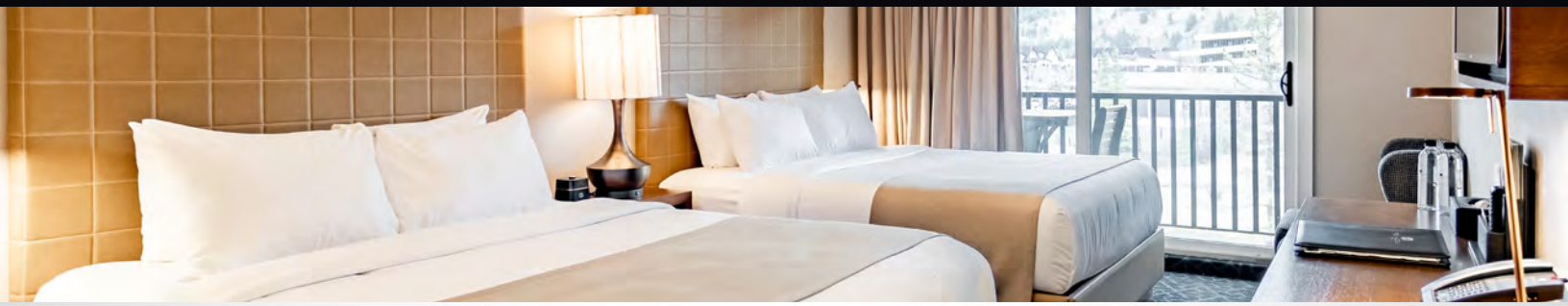
Local, in-house, and toll-free calls are free of charge. Regular long-distance rates will apply. Complimentary 20-minutes of North American long distance is provided daily.

## VOICEMAIL

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

## MESSAGES

Please see the front desk to check for any messages that you may be expecting. Our bell attendants will be happy to hand deliver messages to your room upon request.



## Adjusting the Temperature in Your Room

During the warm summer months and cool winter days, the temperature in the rooms can fluctuate according to the outside weather. The Malcolm Hotel is a proud Built Green Canada property, and operates on geo-exchange for heating and cooling.

A few tips and tricks to ensure maximum temperature comfort:

- Always leave patio doors closed whenever possible - even when using your patio.
- On sunny warm days, leave your blackout curtains drawn to avoid additional heat from the sun entering your room.
- Always draw your blackout curtains if you are leaving the hotel to adventure for the day. Rooms with open curtains on sunny days can warm up drastically and counteract the geo-exchange cooling system.
- Find a comfortable temperature in your room upon your arrival and avoid further adjustment to the geo-exchange operated thermostat.

One of our bell attendants would be happy to assist you in showing you how to adjust your thermostat.

### **THERMOSTAT - HOW TO OPERATE**

- Set fan to auto by pressing the "Fan" button (will scroll through Off, On & Auto)
- Set system to auto by pressing the "Mode" button (will scroll through Heat, Cool & Auto)
- Either "Cool Setting" or "Heat Setting" in the upper right corner:
  - Press the up/down arrow to select desired heat/cool temperature (whichever is displayed in the upper right corner of the display).
  - Press the Mode button to switch the heat/cool setting (as displayed in the upper right).
  - Select desired heat/cool temperature (whichever is displayed in the upper right corner of the display).



# How To Guide

## **FRIDGE**

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

## **NESPRESSO VERTUO COFFEE MACHINE**

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

Please contact the Guest Services Team if you require any additional supplies throughout your stay.

## **MICROWAVE**

We do not offer microwaves in any of our rooms. If you require warming of baby bottles/formula only, please see the front desk for assistance.

## **HUMIDIFIERS & FANS:**

Canmore is located at an elevation of 4296 above sea level. The air up here can be quite dry and we do offer a limited amount of humidifiers & portable fans for our guests' comfort. These are available on a first request basis.

## **IN-ROOM SAFE**

### **To set your personalized access code:**

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

### **To open safe:**

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

# Television

We encourage you to relish the world around you while you unwind and relax in the beautiful Rocky Mountains. Disconnecting from electronics and devices can be a liberating experience while you experience the mountains.

If you do wish to enjoy some television time, we offer limited Cable TV services for your enjoyment. Streaming services are not available on the TVs; please feel free to connect to Wifi to access streaming on your own devices.

## TELEVISION

- Press power on the TV remote.
- Use the channel up/down buttons or input channel number on keypad to view desired channel.
- 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





## Guest 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. The concierge team can help you book activities, can provide directions, order taxis, make restaurant reservations, and help you with any other requests. For any questions or assistance, please see our team at the concierge desk located in the Grand lobby beside the main entrance of the hotel.

### **BELL SERVICES**

From the moment you arrive, a friendly bell attendant will be happy to assist you throughout your stay. From delivery of your luggage to your room, to orientating you with the hotel facilities and amenities, they are available at any time for your convenience. Please contact reception if you require any assistance from our bell attendants with storage of luggage or sporting equipment.

### **RECEPTION**

Reception is available 24 hours a day. Please contact our reception desk if there is anything you require assistance with. Our team is always available and happy to assist.



Scan QR code or [click here](#) to view **Activity Guides** or to learn more about concierge services.

# In The Event of a Fire

If a fire begins in your room, report it to Guest Services immediately and only attempt put out if safe to do so. 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 a fire alarm.

Please refer to 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.
- **FIND THE NEAREST FIRE ALARM.** Pull stations are located at corridor exits. Be sure you know how to use it.
- **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.
- **HAVE YOUR ROOM KEY IN AN ACCESSIBLE SPOT.** You will want to take a room key with you if you exit your room due to an emergency.

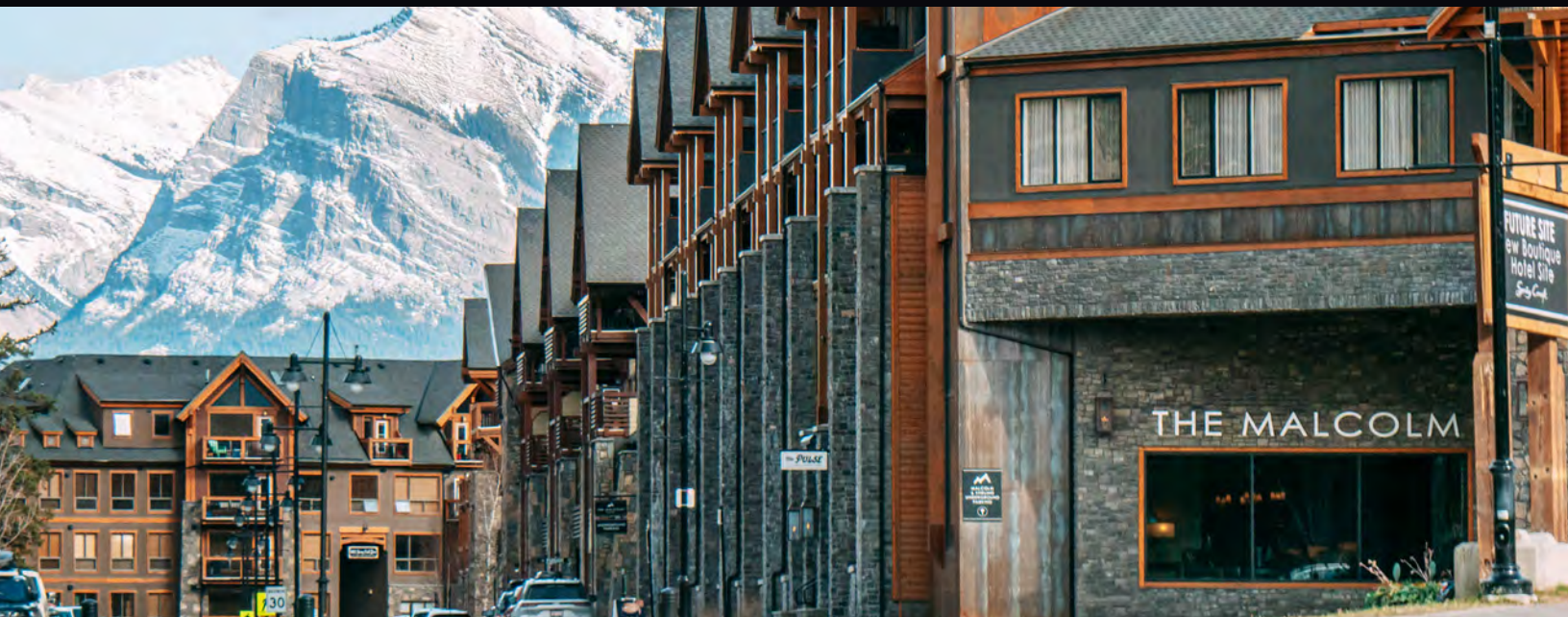
# Sustainability at The Malcolm

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 Sustainability 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.

Using 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 ensure 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 suppliers. The Malcolm Hotel 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](mailto:info@malcolmhôtel.ca) with any questions or suggestions with regards to our sustainability platform.