



Welcome to the Best Western Parkway Hotel

Dear Guests:

It is our pleasure to have you as our guest while you are in the Richmond Hill/Markham area. We look forward to providing you with friendly service, extensive facilities and warm hospitality. Please take a moment to acquaint yourself with our hotel and the services available to make your stay enjoyable. If we can make your visit more comfortable, please feel free to contact us by dialing '0'. We are always at your service.

Hospitably yours,

A handwritten signature in black ink that reads 'Suzanne Marshall'.

Suzanne Marshall
General Manager

HOTEL PROFILE



The Best Western Parkway Hotel Toronto North has 127 renovated guest rooms. Our Hotel shopping mall is located at the east end of the complex which is an escalator ride away. Try the adjoining Parkway Health & Racquet Club for a workout. The club is equipped with an array of exercise equipment and indoor/outdoor courts. For more information, call extension 6 + 3106.

We also offer:

- Room Service
- Daily Buffet Breakfast or Full Menu
- Luncheon with Full Menu
- Fabulous Sunday Brunch
- Complimentary outdoor parking
- Complimentary morning newspaper (Monday - Saturday)
- Complimentary high speed Internet access
- Complimentary in-room coffee makers
- Complimentary irons and ironing boards
- Voice mail and dataports
- In-Room movies, Internet and music on the television
- 24-hour trained and experienced security staff on site
- Championship Golf courses just minutes away
- Indoor/Outdoor pools, 2 whirlpools, 2 steam rooms, and 1 sauna
- Registered Massage Therapy, facials, manicures and pedicures
- Full Swing Virtual Golf simulator in our Parkway Health & Racquet Club

The hotel is just 20 miles from downtown Toronto via Highway 404/Don Valley Parkway and just north of Highway 407. We are approximately 19 miles from The Pearson International Airport.

We are close to major shopping, Metro Toronto Zoo, Canada's Wonderland, Ontario Science Centre, Historic Unionville, Buttonville Airport, Vaughan Mills Shopping Center and many other attractions.

GUEST SERVICES DIRECTORY



Additional Amenities

For your added comfort and convenience, we have the following items available for your use upon request: razor, comb, shaving cream, sanitary napkins, sewing kit, toothbrush & toothpaste. Please call the Front Desk to request any of the above items. Available 24 hours a day.
Extension 6+2901

Airport Limousine

Arrangements must be made in advance. Please allow sufficient time for travel. Book through the Front Desk.
Extension 6+2901

Audio/Visual Equipment

Between 9:00 am and 5:00 pm Monday to Friday.
Extension 6+2850
After hours, please call the Hotel Operator.
Extension "0"

Baggage Check

Please contact the Front Desk.
Extension 6+2901

Banking Facilities

Major banks are situated nearby the hotel. For further information, please contact Front Desk at Extension 6+2901.
An **ATM machine is located off the main lobby.**

Banquet Information

The Catering/Conference Office in our adjoining Conference Centre will be happy to assist you.
Monday to Friday 8:00 am to 6:00 pm
Saturday by appointment.
Extension 6+3101.

Barber Shop & Beauty Salon

Call the Front Desk for a list of salons in the area.
Extension 6+2901

Bell Service

For assistance with your luggage, please call the Front Desk.
Extension 6+2901

GUEST SERVICES DIRECTORY



Business Centre Service

Complete business services can be arranged including secretarial, word processing, photocopying and fax. Contact the Front Desk.

Monday - Friday 7:30 am to 5:00 pm

Extension 6+2822

Saturday, Sunday and after hours, please call the Front Desk.

Car Rental

For information and arrangements, please call the Front Desk at Extension 6+2901

Checkout Time

Check out time is 11:00 am.

Credit Arrangements

Credit must be arranged in advance. However, we accept all major credit cards.

Dentist

For information, call the Front Desk at Extension 6+2901

Doctor

For more information on medical services / walk-in clinic, call Extension 6+2901

Walk-in clinic (905) 709-4274

301 High Tech Road (at Bayview)

Mon.- Fri. 9 a.m. - 9 p.m.

Sat. and Sun. 12 p.m. - 5 p.m.

Dry-Cleaning Laundry

For same day service, please leave your items at the Front Desk before 9:00 am for return service after 6:00 pm.

Available Monday to Saturday.

Extension 6+2901

Emergency

Please dial '9+911' at any time of the day or night for Police/Fire/Ambulance and dial 6+2597 to speak with the Security Department.

GUEST SERVICES DIRECTORY



Fax Service

Facsimile service is available from 7 a.m. - 9 p.m. Please contact the Front Desk.
Fax number is 905-881-7841.
Charges may apply
Extension 6+2901

Florist

Contact the Front Desk at Ext. 6-2901 for a list of nearby florists.

Gift Certificates

Available through the Front Desk.
Extension 6+2901

Health & Racquet Club

The Parkway Health & Racquet Club is located on premises connected to the Best Western Parkway. Our extensive facilities include separate Indoor and outdoor swimming pools, 4 squash and 3 badminton courts and a tennis court, registered massage therapy, facials, manicures and pedicures; fitness classes, spin, step and yoga, and a licensed bar with billiard table and big screen TV. Eucalyptus steam rooms, whirlpools, fully-equipped cardio gym, free weights, and towel service.
For further details, call the Parkway Health & Racquet Club at extension 6+3106.

NOTE: No Lifeguard on duty.

Open: Monday to Friday from 6:00 am to 11:00 pm
Saturday from 8:00 am to 11:00 pm
Sunday from 8:00 am to 9:00 pm

Housekeeping

For blankets, cribs, bedboards and similar amenities, please contact the Front Desk at extension '6-2901'.

Ice and Soft Drinks

Ice and soft drink machines are located at the South side on every floor of the Hotel.

Lost and Found

Please contact the Security Office.
Extension 6+2597

Movie Theaters

Silver City - Yonge Street & Highway 7
(416) 646 - 0444

Cineplex Odeon - Highway 7 East of Woodbine Avenue
(905) 474-5101

GUEST SERVICES DIRECTORY



Mail/Packages

For assistance or inquiries, please contact the Front Desk.
Extension 6+2825

Meeting Rooms-Adjacent in our Conference Centre

We offer 30 meeting rooms to suit your meeting needs.
For assistance in planning your next function, please contact the Catering office.
In-house functions, turn your TV to Channel 57.
Extension 6+3101

Messages

A red flashing light on your phone indicates a message is waiting for you in your voice mail. Please dial '4' to retrieve your messages. Please see the instruction sheet by your phone or call the Hotel Operator, Extension '0' for further assistance.

Indoor Pool Facility

Located on the Lower Level. Children must be supervised by an adult.
NO LIFEGUARD ON DUTY. Towels are available at poolside.
Your room key is required for access to the Ladies' and Men's Change Rooms for the indoor pool.

Restaurants

The CRAVE Restaurant and Spirits Bar

Room Reservations

Our staff will be happy to assist you in making your next reservation with us or at any other Best Western hotels. Please call our Reservations Department.
Extension 6+2530

Room Service

Available daily from 6:30 am to 11:00 pm Sunday to Thursday,
11:30 am to 2:00 am Friday & Saturday.
Please refer to your Room Service Menu to make your selections.
To order, call Extension 6+2502.

Safety Deposit Boxes

Available at the Front Desk at no charge. The Hotel cannot assume responsibility for cash or valuables left in your room.

GUEST SERVICES DIRECTORY



Shopping

The Shoppes of the Parkway adjoins the Hotel. Contact the Front Desk for larger retail mall or outlet mall locations.

Extension 6+2901

Secretarial Services

For typing, transcribing and photocopying services, please contact the Front Desk.

Applicable charges apply

Extension 6+2901

Niagara Falls and City Tours

Contact the Front Desk for arrangements.

Extension 6+2901

Stamps

Available at the Front Desk

Taxi/Limousine Services

For advance bookings, please call Extension 6+2825

Telephone

Please refer to the Telephone Instruction Sheet in this directory.

Television

For more information regarding hotel and specialty channels, please refer to the program guide.

Transportation

For assistance with airline, train or bus transportation as well as taxi and limousine services, contact the Front Desk.

Extension 6+2901

Travel Agency

For information, please contact the Front Desk.

Extension 6+2901

Video Checkout

Please turn on your TV and access the Main Menu to view your account and/or check-out.

Wake-Up Calls

Dial "0" for assistance or utilize your alarm clock/radio located next to your bed.

Additional Information

- Reception desk is open 24 hours.
- Credit cards accepted are - AMEX, Diners, Visa, Master Card
- Bottled water is available in vending machine located on the south side of 1st, 2nd and 3rd floors.
- Snack machine is available on south side of Lower Level.
- On-site ATM machines near the Lobby.

TELEPHONE INSTRUCTIONS



IN CASE OF EMERGENCIES, PLEASE PRESS '0'
FOR THE HOTEL OPERATOR
For wake up calls, please dial '0'.

CALLING WITHIN THE HOTEL

To Call Another Guest

Calling a three-digit room number. Dial 60 + room number

Calling a four-digit room number. Dial 6 + room number

To Call a Department or Extension

1st option. Dial 6 + extension

2nd option. Press a speed dial button

CALLING OUTSIDE OF THE HOTEL

Long Distance Call Dial 9 + 1 + area code + phone number

Local Call (905) area code. Dial 9 + area code + phone number

Local Call (416) area code - Greater Toronto area Dial 9 + 416 + phone number

Collect / Credit Card Call within Canada Dial 8 + 0 + area code + phone number

Overseas Phone Call Dial 9 + 011 + country code + area code
+ phone number

ALTERNATE COLLECT CALL / CREDIT CARD PROVIDERS

The Best Western Parkway Hotel uses a third party provider for all collect/credit card calls made from your guestroom phone (dial "8" and wait for instruction). If you wish to use a provider of your choosing, please use their toll free access number to call into their billing system.

Below are some popular providers:

Bell Canada Dial 9 + 1-800-555-1111

Telus Dial 9 + 1-800-646-0000

AT&T Dial 9 + 1-800-225-5288

Sprint Dial 9 + 1-800-366-2255

TELEPHONE INSTRUCTIONS

CALLING OUTSIDE USING A MODEM

Long Distance Dial 9 + 1 + area code + phone number

Local Call Dial 9 + 905 + phone number

Local Call Greater Toronto area Dial 9 + 416 + phone number

Collect / Credit Card Call outside of Canada Dial 6229 and wait for instruction

Directory Assistance. Dial 9 + 411

Police, Fire, Ambulance (911 Operator) Dial 9 + 911

After 30 minutes, all local and toll-free calls are subject to a 10¢ per-minute charge.
Service charges are applicable to all long distance calls. Directory Assistance calls
are subject to a \$1.50 service charge. Applicable taxes apply.

TELEPHONE INSTRUCTIONS



TO LISTEN TO YOUR MESSAGES

From Your Hotel Room

The light on your telephone will flash when you have a new message.

To receive your messages, lift the headset and press '4' or press the message button to connect to Meridian Mail.

Reviewing The Messages In Your Mailbox

To play, press '2'.

To stop playback, press '#'.

To continue playback, press '2' again.

To skip forward, press '3'. This allows you to review a portion of the message.

To move to previous message, press '4'.

To move to the next message, press '6'.

To Get Help

If you have trouble while accessing your mailbox, Meridian Mail automatically prompts you with helpful instructions.

If you require further assistance, Press '★' anytime when using Meridian Mail.

If you would rather speak to an attendant from inside the Hotel, dial '0'.

From Outside Your Room

You can receive messages while away from your room by contacting the Hotel Operator at extension '0'.

Other Mail

If you have other messages at the Front Desk, Meridian Mail informs you that you have 'other mail'.

To retrieve your other mail:

Press '0' and notify the operator that you have other mail.

Password

When accessing voice mail from inside your room, you do not need to enter a password.

If you plan to access voice mail from outside your room, you will need to enter a system generated password. Your initial password is set to the first 4 letters of your last name. For the letter Q, press '7' and for the letter Z, press '9'.

You can change your password to further ensure the security of your messages.

Lift the handset and press '4' or the 'Message' button to connect to Meridian Mail.

Press '8' to reach mailbox set up.

Press '3' and follow the instructions to change your password.

Only one mailbox and password are assigned to each room. If you are sharing a room, please contact the Front Desk or Hotel Operator to determine your password.

TELEPHONE INSTRUCTIONS



ADDITIONAL FEATURES

Callers hear a standard greeting when Meridian Mail answers the telephone. If you wish, you can record your own greeting.

TO RECORD A PERSONAL GREETING

Lift the handset and press '4' or the 'Message' button to connect to Meridian Mail. Press '8' to reach Mailbox set up. Press '1' and follow instructions. Press '#' to stop recording. Press '76' to delete recording. Press '2' to listen to the recorded message. Press '5' to re-record the message.

TO RECORD YOUR NAME FOR IDENTIFICATION

Lift the handset and press '4' or the 'Message' button to connect to Meridian Mail. Press '8' to reach Mailbox set up. Press '1' and follow instructions. Press '#' to stop recording. Press '76' to delete recording.

TO DELETE OLD MESSAGES

Unless you delete your messages, they will stay in your mailbox for two days or until you check out.

TO DELETE YOUR MESSAGES

Lift the handset and press '4' or the 'Message' button to connect to Meridian Mail. Press '7' to reach Message Cleanup. Press '1' to delete all the messages you have listened to. Press '3' to restore all messages deleted during the current session.

WHEN YOU CHECK OUT

Messages can no longer be left for you after you have checked out. Any unread messages that are in your mailbox when you check out are automatically transferred to a holding mailbox and are held for 24 hours. The Front Desk can tell you how to hear your unread messages.

CHANNEL GUIDE



TV channel guide

CHANNELS

2	TVOntario (TVO - CICA)	36	Fairchild TV (HD)
3	Global Ontario (HD)	37	Slice TV
4	Omni 1 (HD)	38	CMT Country Music Television
5	TV Listing	39	AMC (HD)
6	CBC Toronto (HD)	40	Bravo
7	CITY TV Toronto (HD)	41	HLN (Headline News HD)
8	CTV Toronto (HD)	42	Discovery Channel (HD)
9	CTS Crossroads Television	43	Sportsnet ONE (HD)
10	NBC (HD)	44	Sportsnet 360 (HD)
11	CHCH	45	OLNOutdoor Life Network (HD)
12	Radio-Canada (French)	46	TCM Turner Classic Movies
13	TV Ontario	47	Teletoon
14	OMNI 2 (HD)	48	The Family Channel (HD)
16	CBS (HD)	49	Peachtree TV (HD)
18	ABC (HD)	50	Comedy Channel
20	CTV Two Barrie (HD)	51	FXCanada
21	FOX (HD)	52	Food Network (HD)
22	The Weather Network (HD)	54	History Channel (HD)
23	CBC News Network (HD)	55	Space Channel
24	CP24 (HD)	56	MTV
25	YTV (HD)	57	BET
26	TSN (HD)	58	Detour
27	W Network (HD)	59	SUN News Toronto (HD)
28	Tele Latino (HD)	60	PBS
29	Showcase Television (HD)	62	CTV News Channel (HD)
30	Much Music (HD)	64	M3
31	A&E (HD)	65	Treehouse TV (HD)
32	RogerSportsnet Ontario (HD)	66	BNN (HD)
33	CNN (HD)	72	OWN Oprah Winfrey Network (HD)
34	TLC The Learning Channel (HD)	78	Golf Channel (HD)
35	HGTV Home & Garden Television (HD)	79	CNBC

FIRE SAFETY



The Best Western Parkway Hotel is equipped with state-of-the-art life safety technology. Your co-operation is required to make the fire safety program effective.

Please take time to familiarize yourself with the location of your room or suite and the nearest fire exit stairways on your floor. In an unlikely event that there is an emergency in the building, please remain calm. If you must evacuate the building, please use the nearest exit stairway marked 'Exit' for your safety.

The alarm signal in this hotel is a loud ringing "school style" bell throughout the corridors and hallways.

If you have a physical condition that might impair your ability to either detect an alarm or evacuate via the staircase, please notify the Front Desk by dialing '0'.

THE FIRE ALARM STAGES ARE AS FOLLOWS:

If you hear an intermittent signal - stand by and prepare to leave the building.

If you hear a continuous signal - leave the building by the nearest 'Exit', close your room door and take your room key.

For more information, please refer to the Fire Safety pamphlet in this folder and the fire safety information on the back of your entry door.

CARBON MONOXIDE SAFETY TIPS



WARNING

Carbon Monoxide is a colourless, odourless, poisonous gas, and exposure can be fatal. Your room is equipped with a carbon monoxide detector.

Symptoms of carbon monoxide exposure include:

Headache	Vomiting
Fatigue	Blurred vision
Weakness	Dizziness
Nausea	Loss of muscle coordination
Shortness of breath	Collapse
Confusion	Loss of consciousness ¹

What to do if a carbon monoxide alarm is sounding or if you experience any symptoms of carbon monoxide exposure:

- Never ignore a carbon monoxide alarm that is sounding.
- Immediately move outside to fresh air.
- Advise the hotel front desk.
- Call 911, emergency services, or the fire department.
- Do a head count to check that all people in your party are accounted for.
- Do not reenter the premises until the emergency services responders have given you permission.²

¹ Source of symptom list: Consumer Product Safety Commission & Mayo Clinic.

² Source of recommended responses to sounding alarms or symptoms: Consumer Product Safety Commission.