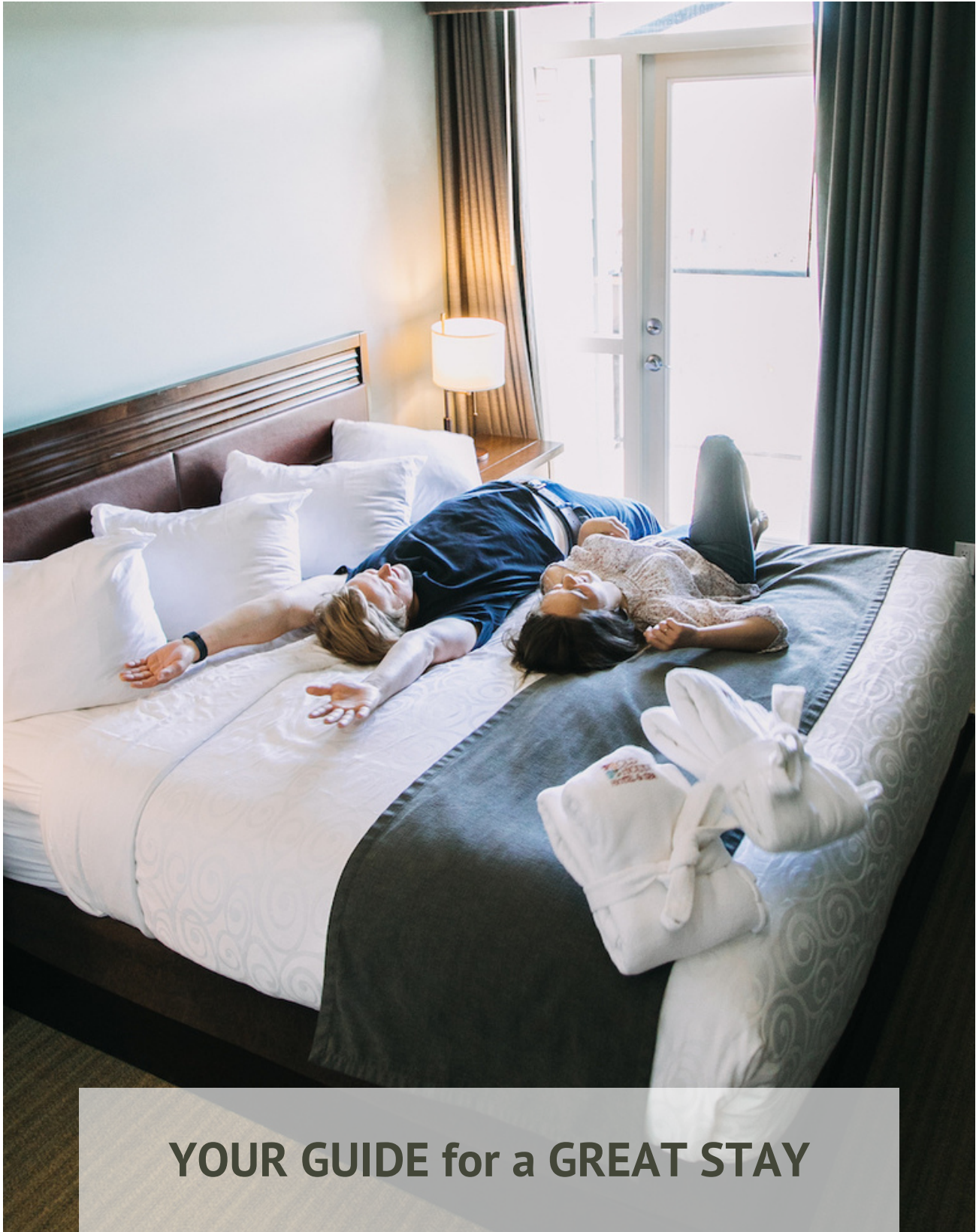




# OLD HOUSE

## HOTEL



**YOUR GUIDE for a GREAT STAY**



A West Coast warm welcome to you ...  
thank you for choosing and trusting us.

*We respectfully acknowledge that we live and work on the traditional territory of the K'omoks First Nation. The people called K'omoks today referred to themselves as Sahtloot, Sasltla, Leeksun, Puntledge, Cha'chae, and Tat'poos.*

Your comfort and relaxation are really important to our team, so we will do our very best to help you enjoy everything from your suite to your sleep! We're also full of ideas to guide you toward the best adventures, local food, Island sights and ways to relax in the beautiful Comox Valley and beyond.

Please enjoy Your Old House Guide which shares details we hope you'll find useful. If we haven't answered your question, we're just a call away by dialing "0" from your in-suite phone.

We appreciate the opportunity to make our House yours.

Warmly,  
Management and Staff of the Old House Hotel





## Connecting with Us

### OUR ADDRESS

1730 Riverside Lane  
Courtenay, BC V9N 8C7

### TELEPHONE

250-703-0202

### FAX

250-703-0209

### WEBSITE

[www.oldhousehotel.com](http://www.oldhousehotel.com)

### E-MAIL

[info@oldhousehotel.com](mailto:info@oldhousehotel.com)

### TOLL-FREE RESERVATIONS

1-888-703-0202

## SHARE POSTS & IMAGES OF YOUR STAY WITH US!

### FACEBOOK

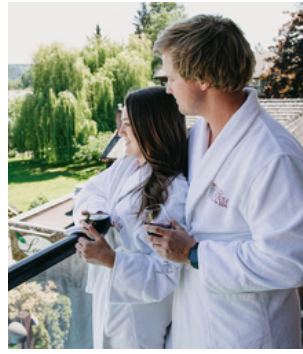
[www.facebook.com/oldhousehotelbc/](http://www.facebook.com/oldhousehotelbc/)

### INSTAGRAM

[www.instagram.com/oldhousehotelbc/](http://www.instagram.com/oldhousehotelbc/)

### YOUR FEEDBACK MATTERS!

Please share your comments about your stay with us through our email surveys as well as TripAdvisor and other online review sites.



## Getting Oriented

Surrounded by a beautiful landscape that celebrates water, gardens and trees, The Old House Hotel is comprised of two buildings: Cedar and Maple, with Locals Restaurant situated in between the two.

### **Cedar Building**

1730 Riverside Lane

This happy place is our Main Check-in location. Chocked full of amenities, it features a 24-hour front desk service, refreshment centre, business centre, outdoor heated pool and hot tub, Ohspa, Grand Fir Meeting Rooms, laundry room and underground parking with electric car charging stations. It's the building with an arrival circular drive.

### **Maple Building**

1800 Riverside Lane

With its more private location, peaceful Maple features a refreshment centre, gym, business centre, grand fireplace, in-suite washer and dryer, and Front Desk Service most days and during business hours.

## Room Numbers

- The first number signifies your building: Maple is "1", Cedar is "2."
- The second number signifies your floor: 1, 2 or 3
- The third and fourth numbers represent your room on that floor.



## Getting Settled

Our Guest Services Team are the associates working at the Front Desk. They are the answer to any question you cannot find here and can be reached by dialing "0" from your in-suite phone.



### **Air Conditioning/Heating System**

The cooling and heating in your room can only operate effectively when outside doors and windows are kept closed. Your in-room thermostats are located on the wall in the living area or bedroom, depending on your suite configuration.

Please Note:

- Do not use controls on heater/cooling unit. The wall-mounted thermostat will control the heat/cool, so please set the thermostat to the desired temperature, and push "Auto."
- Additional mobile heaters and fans are available for your comfort.



### **Business Services**

Photocopy and faxing services are available 24 hours a day at the Cedar Building. Feel free to contact our Guest Services Team. for assistance. Faxes and copies (of quantities under 25) are free.



### **Check-Out Time**

Check-out time is 11am. If you wish to extend your stay, please notify our Guest Services Team by 10am, and we will accommodate you upon availability.



## Housekeeping Services

### Supplies

Hairdryers, ironing board & iron are available in all rooms. Forgot something? Soap, combs, razors, shaving cream, shower caps, ear plugs, toothbrush, toothpaste? Firm or soft pillows? Dial "0" for Guest Services.

### Kitchen Items

Need more dishes, flatware? Please Dial "0" for our Guest Services Associates and they will ensure our Housekeeping delivers exactly what you need.

### Refresh Service

We are committed to providing the cleanest and safest environment possible for you. ***Our Refresh Service is available upon request*** and offers you limited interruptions and privacy, while also allowing us to be kind to our environment.

- Garbage will be taken away daily.
- Linens and towels will be changed by dialing "0" for Guest Services



## Estuary Neighbours

Wildlife comes in all sizes along our Courtenay Estuary. Ants are part of the environment and can smell a drop of juice or a crumb from great distances! Please be sure to keep food secure in the refrigerator or in sealed containers. Keeping kitchen surfaces clean is a sure way to keep them outdoors!



## Credit Privileges

We honour the following credit cards: American Express, Mastercard, Visa and Union Pay.



## Cribs

Travel cribs are provided free of charge based on availability



## Laundry

Washing Machines and dryers are available in the parking level of our Cedar Building and are available in Maple Building suites.



## Fireplace

### Cedar Building

- All fireplaces are electric and have remotes.
- Controls are located under the plate at the bottom of the unit.
- There are two switches.
  - Left-hand switch must be in the "down" position in order for remote to work.
    - Dials beside the left-hand switch adjust the flame and brightness.
  - Right-hand switch turns on heat.
    - Dial beside the left-hand switch adjusts temperature.

### Maple Building

- 1st and 2nd floor fireplaces are electric.
  - Controls are located under the plate on the top of the unit.
  - There are two switches.
    - Left-hand switch must be up for heat.
    - Right-hand switch must be up to turn unit on.
  - There are three dials to the right of the on/off switch.
    - Dial beside the right-hand switch adjusts temperature.
    - Dial in the middle with flame under it, adjusts flame.
    - Dial on far right adjusts the back light.
- 3rd floor fireplaces are gas and can be turned on and off with a switch located between the tv and patio door.



## **Gym**

Our gym is located in our Maple Building on the lobby level.  
Open 6am - 10pm.



## **Health and Safety**

### **Health Emergencies**

In the event of a health emergency, please call:

- 911 from the suite or your mobile phone
- The Comox Valley Medical Clinic at 250-334-1512

### **Fire Exits**

Please see diagram on the wall or behind the door in your suite for fire exit locations.

### **Fire Extinguishers**

Fire Extinguishers are located in full-size kitchens.

### **Safety Concerns**

Please call our Guest Services Team by dialing "0," and they will alert the authorities and assist you in filing the appropriate reports.

### **Security Recommendations**

- Please ensure your vehicles are locked at all times, and bring all valuable items with you.
- Our Hotel provides storage for outdoor sports equipment.



## **Lost and Found**

Open 8am - 4:30pm, please contact Housekeeping by dialing "5522."



## **Luggage Storage**

Luggage storage is available by speaking to a Guest Services Associate at the Front Desk.





## **Meetings & Events**

Our flex meeting spaces are comfortable and creative. Our new technology makes us a natural for hybrid meetings. Call ext. 5507 for more info!



## **Newspaper**

Victoria's Times Colonist is available in the morning (except Mondays), in both Maple and Cedar Lobbies.



## **Outdoor Barbeque Facilities**

An outdoor BBQ is available in our Maple Building patio area. Available on a first-come, first-serve basis. No alcoholic beverages permitted in this area.



## **Outdoor Equipment**

Please store your bikes, skis, boards and valuables in a secure location and not in your vehicles. Storage areas are available upon request. A bike washing station is available just outside the parking garage.



## **Pets**

We are pet lovers too! We hope you enjoy our VIP (Very Important Pup) Welcome (and please stop by our Front Desk if you haven't experienced it yet). Treats, a towel and walking guide are all waiting for your pup!

Please consider your neighbours by ensuring your pet is quiet, and refraining from excessive playing in the rooms. Remember your dog waste bags before taking your pup outside.



## **Pool/Hot Tub**

Pool Hours: Sun.- Thurs. 9am - 10pm, Fri. & Sat. 9 am - 11 pm (After 9pm, Adults Only.) Please be considerate of your time in the hot tubs and pool during busy periods. Food as well as beverages that are alcoholic and/or in glass containers are not permitted in the Pool Patio Area.



## Snack Time

In addition to our snack and beverage machines, don't forget we have hot beverage refreshment centres along with home-baked cookies after 3 pm, plus apples all the time!

Also our *Movie Night Snack Packs* are available for purchase from the Front Desk!

## Cedar Lobby:

- Hot beverage machine in lobby
- Ice on 2nd and 3rd floors
- Beverage machine on 3rd floor
- Snack machine on 2nd floor

## Maple Lobby:

- Hot beverage machine in lobby
- Ice on 1st and 3rd floors



## Telephone Tips

### Messages:

When the red light is flashing on your phone, it indicates there is a message for you. Press the Message button on your phone for retrieval.

Wake-up Calls.....Dial 5000  
Room to Room .....Dial 4-digit Room Number  
Local Calls.....Dial 9 + Number  
Long Distance Calls .....Dial 9 + 1+ Area Code + Number  
Operator Assisted, Collect,  
or Credit Card.....Dial 9 + 0 + Area Code + Number  
Calling Card.....Dial 9 + 0+ Area Code + Number  
After tone, enter your card# +Pin # (14 digits)

Service charges are applicable to credit card and collect calls.  
Long distance charges are significantly higher.



## Television

Please note that you must aim the TV remote at the sensor. Should you have difficulty operating your remote, please call our Guest Services Team working on the Front Desk by dialing "0" so we can change the batteries or replace the device.

Cables for streaming from your computer are either in place or can be requested by contacting our Guest Services Team. Please use the remote to change the "source" on your TV to access this option.



## Toiletries

We have installed dispensers that include shampoo/body wash, conditioner and lotion. This product was chosen for its quality ingredients and environmentally friendly packaging.

Prefer a bar of soap or individual shampoo and conditioner sets? Feel free to contact our Front Desk or check out Ohspa's amazing selection of natural bath products!



## Wifi

We are pleased to offer high-speed complimentary Wi-Fi throughout the property.

1. To login to our Wi-Fi network, please go to Wi-Fi on your device, choose "OldHouseHotel\_Secure".
2. Open web browser. You are then redirected to our splash page.
3. Enter the password provided at check-in, and accept the terms and conditions.

For streaming, use: "OldHouseHotel\_Guest" as it does not prompt a splash page.

Troubleshooting: For Tech support, call our Guest Services team or for more comprehensive issues, call Telus: 1-888-310-2267.



## Windows

A small number of "secure" suites do not have opening windows or decks. Air purifiers for additional comfort are available.



Welcome to Ohspa at the Old House Hotel, a sanctuary created for relaxation and well-being, located right here at the Old House, in our Cedar Building.

Sip herbal tea fireside in our relaxation lounge. Escape with a custom Éminence Organics Facial, release your tension with a Relaxation Massage, or brighten things up with a pedicure!

We enjoy bringing wellness and balance to the minds and bodies of our clients. We love what we do and believe you will too!

Ohspa also offers a wonderful variety of natural bath and skin care products, from soaps and bath salts, to your own *Spa Night Fun Pack* and one of the largest selection of Éminence Organics products on the Island!

**Hours of Operation:**  
**Monday: 10am - 4pm**  
**Tuesday - Saturday: 10am – 6pm**





## Connecting with Ohspa

### **OUR ADDRESS**

1730 Riverside Lane  
Courtenay, BC V9N 8C7

### **TELEPHONE**

250-703-4770  
1-888-703-4770  
Call "5770" from your suite phone.

### **WEBSITE/ONLINE BOOKING**

[www.ohspa.ca](http://www.ohspa.ca)

### **E-MAIL**

[info@ohspa.ca](mailto:info@ohspa.ca)

### **SHARE POSTS & IMAGES OF YOUR EXPERIENCE US**

#### **FACEBOOK**

[www.facebook.com/ohspacourtenay/](http://www.facebook.com/ohspacourtenay/)

#### **INSTAGRAM**

[www.instagram.com/ohspacourtenay/](http://www.instagram.com/ohspacourtenay/)



## Experiencing Vancouver Island Bounty



Locals Restaurant showcases the best food Vancouver Island and the Comox Valley has to offer. Their secret lies in providing a memorable dining experience that marries the bounty of the Island with culinary artistry, served in a unique dining setting with outstanding service.

Choose from an ever-changing seasonal menu or our market sheet highlighting the Comox Valley food culture.

### **Reservations recommended.**

250.338.6493

Open 7 days a week

Lunch beginning at 11:00 am and Dinner beginning at 4:00 pm

Brunch 10:00 am – 2:00 pm, Saturday and Sunday only

1760 Riverside Lane, Courtenay

Located on the grounds of the Old House Hotel

[www.localscomoxvalley.com](http://www.localscomoxvalley.com)

**Lunch | Dinner | Weekend Brunch**



## Choosing Your Adventure

### **Websites**

[oldhousehotel.com](http://oldhousehotel.com)  
[experiencecomoxvalley.com](http://experiencecomoxvalley.com)  
[cumberland.ca](http://cumberland.ca)  
[comox.ca](http://comox.ca)  
[campbellriver.travel](http://campbellriver.travel)  
[bcferries.com](http://bcferries.com)

### ***Comox Valley Collective Magazine***

Artsy and informative, we have a limited  
Supplies available in rooms and at the Front Desk.

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### ***Experience Comox Valley Vacation Guide***

Available in Cedar and Maple Lobbies

### **Guest Services Team**

They know the area like the back of their  
hand and love sharing dining, shopping  
and exploring ideas.







## Dining Options

For a more complete review, ask our Guest Services Team at the Front Desk for our *Old House Dining Guide*, complete with our staff favourites and map!

**Atlas Cafe** / [atlascafe.ca](http://atlascafe.ca)

**Avenue Bistro** / [avenuebistro.ca](http://avenuebistro.ca)

**Rhodos Bistro** / [rhodoscoffee.ca](http://rhodoscoffee.ca)

**Biblio Taco** / [bibliotaco.ca](http://bibliotaco.ca)

**Mudsharks Coffee Bar** / [mudsharks-coffee-bar.business.site](http://mudsharks-coffee-bar.business.site)

**Fluid Bar & Grill** / [fluidbarandgrill.com](http://fluidbarandgrill.com)

**Flying Canoe Pub** / [flyingcanoe.ca](http://flyingcanoe.ca)

**Gladstone Brewing Co.** / [gladstonebrewing.ca](http://gladstonebrewing.ca)

**Golden Carriage Restaurant** / [goldencarriagetogo.com](http://goldencarriagetogo.com)

**Hen and Hog Cafe** - [facebook.com/thehenandhogcafe/](https://facebook.com/thehenandhogcafe/)

**Hot Chocolates & Cake Bread Artisan Bakery** / [hotchocolates.ca](http://hotchocolates.ca)

**Il Falcone** / [ilfalcone.ca](http://ilfalcone.ca)

**Islander Pizza & Pasta** / [islanderpizza.ca](http://islanderpizza.ca)

**Kinaree Thai** / [kinaree.ca](http://kinaree.ca)

**Locals Restaurant** / [localscomoxvalley.com](http://localscomoxvalley.com)

**Martine's Bistro** / [martinesbistro](http://martinesbistro)

**Off Main** / [offmain355.ca](http://offmain355.ca)

**Nikkei Ramen-ya** / [nikkeiramenya.com](http://nikkeiramenya.com)

**Seh-Mi Japanese** / [sehmi-courtenay.ca](http://sehmi-courtenay.ca)

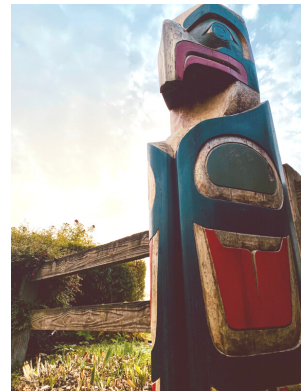
**Spice Hut** / [spicehutcanada.com](http://spicehutcanada.com)

**Riders Pizza** / [riderspizza.com](http://riderspizza.com)

**Toscano's Mediterranean Grill** / [toscanos.ca](http://toscanos.ca)

**Yiamas Greek Taverna** / [yamastaverna.ca](http://yamastaverna.ca)





*The K'ómoks Estuary*

## Our Old House Hotel Passion Place

At the Old House, we are grounded in a mission to live sustainably, supportive of our community, in reconciliation with the First Nations peoples and as passionate stewards of our beautiful wild places in the Comox Valley and beyond.

One of our most loved partnerships is with our local conservation group, Project Watershed. We are supporters of their **Kus-Kus-Sum Project** named by the K'ómoks First Nation. Our guests have been so understanding while dedicated workers have been "unpaving paradise" and "putting up a wildlife home," largely through millions raised locally and through the provincial and federal governments.

As you will see, they are creating a vibrant and productive habitat and connecting it to Hollyhock Flats, which is adjacent to the site and one of the most productive areas in the K'ómoks Estuary. We thank all who have contributed to this amazing project. Our salmon thank you too!



An extension of our beautiful landscape is the **Courtenay Airpark Trail** which borders the Estuary and provides views of the Courtenay Airpark and all its lovely small planes, restored wetlands and picturesque neighborhoods. It's a great way to greet the morning or to take in a bit of beautiful nature.