OLD HOUSE
HOTEL



YOUR GUIDE for a GREAT STAY







Connecting with Us

OUR ADDRESS
1730 Riverside Lane
Courtenay, BC V9N 8C7

TELEPHONE
250-703-0202

FAX
250-703-0209

WEBSITE
www.oldhousehotel.com

E-MAIL
info@oldhousehotel.com

TOLL-FREE RESERVATIONS
1-888-703-0202

SHARE POSTS & IMAGES OF YOUR STAY WITH US!

FACEBOOK
www.facebook.com/oldhousehotelbc/

INSTAGRAM
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.



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

We respectfully and gratefully 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.

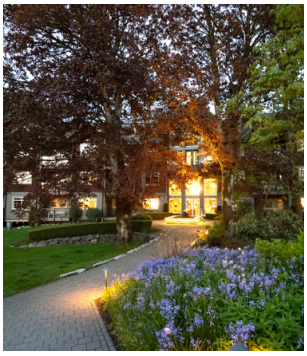
Your comfort and relaxation are really important to our team, so we will do our very best to help you enjoy everything from your suite to your sleep! We're also full of ideas to guide you toward the best adventures, local food, Island sights and ways to relax in the beautiful Comox Valley and beyond.

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






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, 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 a circular arrival drive.

Maple Building
1800 Riverside Lane

With its more private location, peaceful Maple features a refreshment centre, gym, business centre, grand fireplace, in-suite washers and dryers, Island Smart Store with a wide variety of snack, beverage and small meal choices.

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.


OLD HOUSE
HOTEL
Courtenay River Estuary
N
E
S
W
Courtenay Riverway Heritage Walk
Hotel Lawn
Underground Pkg/EV
Charging Entrance
Outdoor Heated Pool
& Hot Tub
BBQ
Maple Lobby
Ohspa
Cedar Main Lobby
Business Centre
Gym
Grand Fir
Meeting Space
Riverside Lane
Riverside Lane
Riverside Lane

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.

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.

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.

EV Charging Stations

Two electric vehicle charging stations are located in our secure Cedar Building underground parking. They are Level 2 and use the universal J1772 vehicle plug. (Teslas require an adaptor.)

We use the “chargepoint+” charging station and encourage you to download the app in advance. Visit: chargepoint.com. You also can use your credit card. A nominal fee for charging is in place and is subject to change.

The Comox Valley has several other public EV charging stations available which can be found at: bchydro.com.

Fireplace

Our electric fireplaces are operated by a touch panel on the right of the fireplace unit.

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 and in hallways.

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.



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 Team, 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.

- To have garbage taken away daily, dial “0” for Guest Services..
- To have linens and towels changed, dial "0" for Guest Services.



Laundry

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



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 Team at the Front Desk.

Meetings & Events

Our flex meeting spaces are comfortable and creative. Our new technologoy 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

A covered 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. Treats, a towel (also available for purchase) 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. 9am - 11pm (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 Smart Store offering snack, beverage and small meals, we also have hot beverage refreshment centres along with home-baked cookies after 3 pm, plus apples all the time!

Cedar Lobby:

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

Maple Lobby:

- Hot beverage machine in lobby
- Ice machine on 1st Floor
- Island Smart Store on 1st Floor

☎ 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 aim the remote at the television. Should you have difficulty operating your remote, please call our Guest Services team by dialing "0" so we can change the batteries or replace the device. (Please see channels listing at the end of this Guide.)

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.

Our Foxfold bamboo toilet tissue was specially chosen for its absorbency and environmentally friendly sourcing. Additional quantities are available for restocking in your vanity.

Prefer a bar of soap or individual shampoo and conditioner sets? Feel free to contact our Guest Services Team, 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 to our registered guests.

To activate your internet service: fill in the prompts for your 4-digit room# and your last name, then connect.

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 in our Cedar Building do not have opening windows or decks. Air purifiers for additional comfort are available.



Ohspa

refresh · renew · relax

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 & Sunday: 9am - 4pm
Tuesday - Saturday: 9am – 6pm
Closed some holidays.





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

E-MAIL
info@ohspa.ca

SHARE POSTS & IMAGES OF YOUR EXPERIENCE US

FACEBOOK
www.facebook.com/ohspacourtenay/

INSTAGRAM
www.instagram.com/ohspacourtenay/



Dining Options

The Valley's restaurants feature an incredible variety of dining choices; everything from the world's most amazing traditional cuisines to locally inspired menus, most presenting dietary sensitive dishes and presenting options to fit your budget.

With so many local food producers – organic farms to breweries, cheese shops to wineries, oyster farms to specialty chocolatiers, you can create your own culinary dining experience right in your Old House suite with a fully equipped kitchenette. Bring a few of your own decorations and feel right at home as you enjoy your celebration of all things delicious from our bountiful Comox Valley.

Enjoy our Culinary Concierge Google Guide to Comox Valley's Amazing Culinary Choices. It's an easy-to-use map of restaurants, wineries, breweries, food producers and specialty shops!






Dining Websites

Atlas Cafe / atlascafe.ca
Rhodos Bistro / rhodoscoffee.ca
Biblio Taco / bibliotaco.com
Big Wheel Burger / bigwheelburger.com
Boonie's Pizza / booniespizza.ca
Mudsharks Coffee Bar / mudsharks-coffee-bar.business.site
Fluid Bar & Grill / fluidbarandgrill.com
Flying Canoe Pub / flyingcanoe.ca
Gladstone Brewing Co. / gladstonebrewing.ca
Golden Carriage Restaurant / goldencarriagetogo.com
Hen and Hog Cafe - facebook.com/thehenandhogcafe/
Hot Chocolates & Cake Bread Artisan Bakery / hotchocolates.ca
Islander Pizza & Pasta / islanderpizza.ca
Kinaree Thai / kinaree.ca
Locals Restaurant / localscomoxvalley.com
Martine's Bistro / martinesbistro
Off Main / offmain355.ca
Nikkei Ramen-ya / nikkeiramenya.com
Seh-Mi Japanese / sehmi-courtenay.ca
Spice Hut / spicehutcanada.com
Riders Pizza / riderspizza.com
Yiamas Greek Taverna / yiamastaverna.ca
More Comox Valley Options:
https://experiencecomoxvalley.ca/food-drink/restaurants-pubs/





Choosing Your Adventure

Websites

oldhousehotel.com
experiencecomoxvalley.com
cumberland.ca
comox.ca
campbellriver.travel
bcferries.com

Comox Valley Collective Magazine

Artsy and informative, we have a limted supply available in rooms and at the Front Desk.

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.



Our Old House Hotel, Our Passion Place

At the Old House, we are grounded in a mission to operate sustainably -- and, ultimately, regeneratively -- where we help make our community better than we found it. We are supportive of the Kómoks First Nations Peoples on whose unceded territory we gratefully live and work. We are passionate stewards of our beautiful wild places in the Comox Valley and beyond.

Protecting the Environment
We live in one of the most beautiful and naturally bountiful places on the planet; of course we are driven to protect it! One of our valued partners is our local conservation group, Project Watershed.

We were a founding sponsor of their **Kus-Kus-Sum Project** which was a collaborative effort between them and the K'ómoks First Nation to unpave the historic Field Sawmill and to restore native habitat along the Kómoks Estuary.

The final stage was removing the red metal barrier wall in early 2026. We invite you to step outside the Hotel and have a look at what is now a natural, thriving habitat.









Social Reponsibility

Social responsibility is all about each and every member of our team and every department within our organization embracing the values of honesty, trust, creativity, generosity, learning, tolerance, positivity and accountability.

There are many ways we put this into practice, such as: volunteering, making generous donations to the many charities in our Valley and beyond, practicing social equality in our hiring practices, prioritizing health and safety within our Hotel, and celebrating diversity within our team and in the community. We hope you can see and feel this energy when you are visiting.



BIOSPHERE
CERTIFIED

BHO 218/2023 BRT
CERTIFICATE OF CONFORMITY

Biosphere Responsible Tourism, S.L. certifies that:
Company name: Old House Hotel
Name of the entity: Old House Hotel
Entity's Address: 1730 Riverside Lane - V9N 8C7 - Courtenay - Canada

has demonstrated conformity, at the Certified *level, with the applicable requirements established in the Biosphere Conformity Assessment Scheme (EEC), V2.0, of 19 July 2021, and in the Biosphere Requirements for Businesses, V3.2, of 27 November 2024.*

SCOPE OF CERTIFICATION
Provision of tourism services, including the associated operational processes, whose activity is assessed on the basis of its sustainability performance, regardless of the entity's legal form and geographical location.

DATE OF INITIAL CERTIFICATION	DATE OF LATEST CERTIFICATION DECISION
2023-12-14	2026-02-11

The certificate is subject to monitoring activities with a maximum frequency of twelve months from the date of the last certification decision. Their results will determine the maintenance, modification, suspension or withdrawal of the certification, in accordance with the rules of the Scheme. The current status of the certification, its scope and the verified requirements can be checked at biospheresustainable.com or via the QR code.

Biosphere Responsible Tourism, S.L.
B-76584770 · C/ la Rosa 1, Pº Santa Cruz de Tenerife, 38004.
www.biospheretourism.com · www.biospheresustainable.com

Patricio Azcárate Díaz de Losada
CEO - Biosphere Responsible Tourism

Economic Prosperity through Green Practices

So often, reducing waste and our carbon footprint translate to savings, allowing our Hotel to remain profitable and healthy. Our green programs are substantial and include: composting, recycling, electric vehicle charging stations, utilizing efficient equipment, reducing single-use plastics, purchasing earth-friendly cleaning products, reducing water waste and so much more.

How do we measure our commitment? We are proud to share that we are Biosphere Sustainable Certified, joining businesses and individuals in a global effort to advance social equality, economic prosperity and environmental stewardship.

Should you have any idea of how we can expand our efforts, we surely welcome your feedback at info@oldhousehotel.com.

TELUS Optik TV Channel Guide *

The Old House Hotel

TELUS Business

** Content subject to change.*

CH #	SATION NAME
100	CBC Vancouver
101	CTV Vancouver
102	CTV2 Victoria
104	Global Vancouver
106	Citytv Vancouver
113	Inuit TV Network SD
117	Knowledge
119	OMNI HD
120	OMNI Pacific
121	CHEK
123	JoyTV BC
125	APTN
127	TWN Campbell River
128	TWN BC
129	TSC
131	ABC Seattle
133	CBS Seattle
135	NBC Seattle
137	FOX Seattle
139	PBS Seattle
141	KVOS MeTV SD
143	CW Seattle
285	WGN
286	CW New York
300	A&E Canada
301	Showcase
302	CTV Drama Channel
315	CTV Life Channel
328	W Network West
329	W Network East
349	One
359	Wild TV
372	GameTV
382	T and E
426	Hollywood Suite 70s
427	Hollywood Suite 80s
428	Hollywood Suite 90s
429	Hollywood Suite 2000s

** Recently added: 911 Sports Net

CH #	SATION NAME
557	MUCH
591	Stingray Festival 4K
593	Stingray Now 4K
600	YTV
619	WildBrainTV
716	Travel XP 4K
718	NASA
719	4K NASA
727	Stingray Ambiance 4k
800	CBC News Network
821	BBC World News
841	CPAC English
843	BC Leg
870	The Miracle Channel HD
871	Vision TV
872	Daystar
875	Faith TV
888	AMI TV
889	AMI Audio
900	TSN 1
901	TSN 2
902	TSN 3
903	TSN 4
904	TSN 5
924	Game Plus
925	Golf Channel
926	NFL Network
965	INULTRA 4K
968	RevelTV 4K
2001	Radio-Canada Vancouver
2002	ICI Radio-Canada Télé (MTL)
2005	TVA Ouest
2006	TVA Montreal East
2050	Meteo Vancouver
2051	CPAC Français
2053	ICI RDI
2088	Unis West
2090	TV5 West
2288	AMI Télé
2364	Prime Asia
2828	WOW TV
9125	APTN Pacific