

THE GAGE TOWERS & WEST COAST SUITES

Conferences and Accommodation at UBC

5959 Student Union Blvd., Vancouver, BC V6T 2C9

Tel 604 822 1000 Fax 604 822 1001

www.ubcconferences.com

CHECK-IN: Check-in is any time after 3:00 PM. Guests of the West Coast Suites and the Gage Towers should check-in at the Walter Gage Residence Front Desk, located at 5959 Student Union Boulevard, which is open 24 hours a day. To find the residence, look for three 17-storey apartment towers.

GROUP CHECK-IN PROCEDURE: Once your group has arrived, it is suggested that the group organizer check-in the group at the Front Desk, collect the room keys and distribute the keys amongst the group members.

CHECK-OUT: Check-out is 11:00 AM. If your group requires luggage storage after this time, please inquire at the Front Desk prior to the day of departure. Large groups should arrange for luggage storage prior to their arrival by contacting the Sales Office at Tel: 604 822 1060.

DESCRIPTION: All rooms are designated non-smoking. Daily housekeeping service, bed linens and towels are provided.

PARKING: Parking is available for a daily rate of \$5.00 + taxes (subject to change) in the parking lot surrounding The Gage Towers. Bus parking is available; please let your Sales Representative know in advance if required.

LAUNDRY: Laundry machines are located in each building. Laundry cards may be obtained at the Front Desk for a \$5 deposit to operate the machines in the Gage Towers. Credit can be added to the card in \$5 increments using a machine in the lobby. Each load will cost \$1.25 to wash and \$1.25 to dry. **Balances remaining on the cards cannot be refunded.** If possible, group members may wish to share cards to minimize the amount of the balances left on cards. Laundry detergent can be purchased at the Gage Front Desk.

GUEST MESSAGES: All suites are equipped with telephones that have voicemail capability. Messages for guests staying in suites may be left on their voicemail by calling 604 822 1000, then by pressing "1" after the prompt, followed by the guest's five-digit extension number. For guests in single rooms that are not equipped with telephones, pay phones are located

GUEST MESSAGES (cont'd.): on the main floor of each residence. Messages for guests may be left at the Front Desk by calling 604 822 1000. These messages are stored at the Front Desk and a message tag is placed on the message board in the lobby to alert the guest that they have received a message. It is the responsibility of the guest to check the message board regularly, as messages cannot be delivered to individual rooms.

PRIVACY POLICY: For the safety and security of all our guests, and in compliance with provincial law, the front desk cannot supply room numbers or other information about guests to people inquiring by phone or in person. As well, doors to the residences remain locked at all times. Guests wishing to have people visit them should arrange a location and time to meet and explain this policy to their visitors.

EXPECTING MAIL? Guests wishing to receive mail during their stay can do so by using the address above (please include the group's name, guest's full name, and room number if known).

Please observe the following guidelines when shipping items from outside Canada:

1. You are fully responsible for ensuring that the shipment clears Canada Customs. This includes payment of all duties, taxes, and shipping charges.
2. You must clearly indicate the name of the customs broker and contacts clearing the shipment for you.
3. You must list yourself as the consignee. Although you may indicate an on-campus delivery address, you must not include the University's name on the shipment.

CAMPUS SERVICES: A vending machine, Internet kiosk and an Automated Teller Machine are located in the main lobby of The Gage Towers. There are various food outlets, and other amenities on-campus. Please contact your Sales Representative or the Front Desk for more details.

MEAL TICKETS: Meal arrangements can be made in advance for dining in the Student Union Building by contacting:

UBC Food Services: Fred Cheng at 604 822 9310 or by email at fred.cheng@ubc.ca

AMS Food Services: Tessie Sy at 604 822 4617 or by email at catering@ams.ubc.ca

DRIVING FROM VANCOUVER INTERNATIONAL AIRPORT: From the airport, follow the signs to Vancouver. Take the Granville Street - City Centre exit. Turn left at West 70th Ave. Veer right onto SW Marine Drive. Follow SW Marine Drive for approximately 15 km (10 miles). Continue past UBC Gates 4 & 3 and turn right (South) onto Wesbrook Mall. Follow Wesbrook to Student Union Blvd. and turn right.

Taxi Service is available from the arrivals level of the Vancouver International Airport. The trip will cost approximately \$25-35, and takes about 30 minutes.

DRIVING FROM SEATTLE: Take Interstate 5 North to the Canadian Border. Continue north for 40 minutes on Highway 99. Highway 99 turns into Oak Street at The Oak Street Bridge. The Oak Street Bridge is 6 km north of the Massey Tunnel; the airport is on your left. At the north end of the bridge, take the second exit: Marine Drive West. You curve under the bridge and start heading west, where you see an overpass. Bear to the right here and go up to merge with Granville Street. Stay on Granville as it turns to the north. Turn left onto 70th Ave, the second light and first main intersection. In two blocks, 70th becomes S.W. Marine Drive. Follow SW Marine Drive for approximately 15 km (10 miles, it curves North). Continue past UBC Gates 4 & 3 and turn right (South) onto Wesbrook Mall. Follow Wesbrook to Student Union Blvd. and turn right.

DRIVING FROM DOWNTOWN: Turn right (west) onto 4th Avenue from either Granville or Burrard Street. Follow 4th Avenue westbound for approximately 5km (3 miles), until it turns into Chancellor Boulevard. Turn left onto Wesbrook Mall and right onto Student Union Boulevard.

PUBLIC TRANSIT: Take the #4 or #17 bus from Howe Street downtown. The trolley bus loop on campus is located in front of War Memorial Gym, approximately a 3 minute walk from The Gage Towers and West Coast Suites. There is no direct bus service from the Airport, but the Airporter Shuttle and public transit will take you downtown.

