CHECK-IN GUIDE FOR VANCOUVER EXTENDED STAY GUESTS

VANCOUVER
EXTENDED STAY

Check-in time | 3:00 PM

Please press #+9000 on the keypad at the entrance for access into the building. The concierge will let you in. If they are away, please call our offices directly:

Vancouver Extended Stay Guest Services Office
Level 1-1288 West Georgia Street
Office: 604-891-6153
Emergency Cell: 604-551-1696
guestservices@vancouverextendedstay.com

Guests checking-in are required to provide:

- a government issued photo id and
- a credit card for security and incidental purposes

Vancouver Extended Stay operates four towers: The Residences on Georgia and The Palisades which are just across the street from our main offices.

All check-ins on weekdays before 6:00 p.m. (except for statutory holidays) will take place in our Guest Services Office at 101-1288 West Georgia Street.

For information on after-hours check-ins, please see the next page, or call 604-891-6153

The Residences on Georgia & The Palisades

If you check in on the weekend, a statutory holiday, or after 6:00 p.m., your check-in package will be at the concierge desk at **1288 West Georgia Street**, unless we notify you *prior* to your arrival that your check-in package will be available at **1288 Alberni Street.**

The check-in package will include your keys, check-in documents, and important information for your stay with us.

You may be issued a temporary key which will only be valid until the end of the following business day. You will receive the key that will be valid for the duration of your stay when you complete the check-in process. *Please visit our Guest Services Office to complete the check-in process during office hours on the next business day.*

If the Concierge is away from their desk, please contact them using the numbers below:

The Residences on Georgia Concierge
Level 1 – 1288 West Georgia St.
Desk: 604-687-3095
Cell: 604-999-7409

The Palisades Concierge
Level G – 1288 Alberni St.
Desk: 604-801-5323
Cell: 604-562-1129

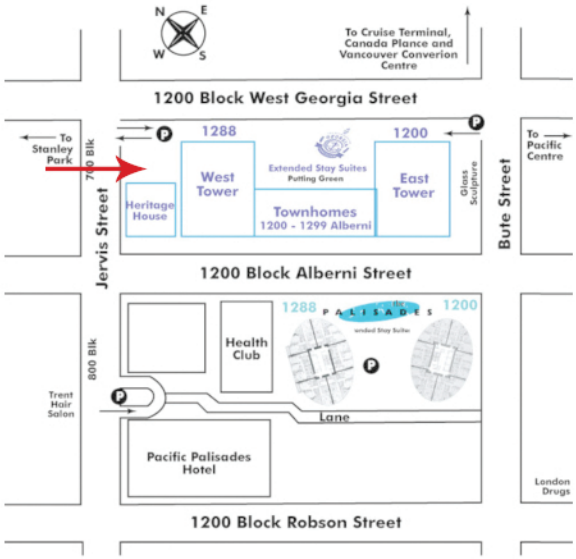
Arrival By Taxi

There is no stopping allowed on West Georgia Street during business hours. Please have your taxi drop you off at 1288 West Georgia Street at the Alberni Street entrance. There will be a ramp for your luggage. Press #+9000 for entrance into the building and take the elevator down to Level 1 where you will find our Guest Services Office and the Concierge.

Arrival By Car

If you are arriving by car during office hours, we have a 30-minute check-in parking available in the underground parking lot at the Residences on Georgia. To use one of these spaces, enter the parking garage on Jervis St. between Georgia St. and Alberni St. Dial #+9000 and the concierge will give you access to the parking garage.

The check-in parking spots are the first three spots on your left. You will find the entrance doors immediately on the right of the garage entrance. Dial #+9000 again for building access, and use the elevator to come up to our Guest Services office beside the Concierge desk on Level 1.



If you know you will be staying at The Palisades, you may use one of the 30 minute parking spots there while you pick up your check-in package.