



# General Information

V1.4

# General Information

## WELCOME

Welcome to BMO IFL. We're committed to making each and every experience with us positive and memorable. Our staff is ready to ensure our guests have everything they need. The following provides an overview of the services and facilities available at BMO IFL. For assistance with anything not listed in this guide, please speak with your dedicated Conference Planner or contact the Front Desk. We look forward to welcoming you.

## FRONT DESK

Our Front Desk is open 24-hours a day. Guests can call anytime for special requests, booking arrangements or information about BMO IFL and local attractions.

## SIGNAGE

Bilingual in French and English, the facility is barrier free. Signs offer bold white lettering and Braille (French and English) raised lettering.

## ATTIRE

Attire is business casual. In the Wellness Centre, workout clothes and white-soled running shoes are appropriate. A bathing suit is required while in the pool area.

## NAME BADGES

Name badges will be provided for your group and should always be worn. They identify authorized guests of BMO IFL and assist with access to facilities and services. Before you leave, please return it to the Name Badge recycling units by the Conference Desk or at the front entrance.

## SMOKING

BMO IFL is a smoke-free environment. Smoking is permitted in the Courtyard and The English Garden, 9 meters from any doorway.

## EXPENSES

Charges for items such as dry cleaning, lounge beverage tabs and business centre services can be settled by the guest at the end of their stay with a BMO MasterCard, other major credit or debit cards or cash.

## BANKING

A full service BMO Bank of Montreal ATM is located in the Social Centre. U.S. currency may be exchanged for Canadian dollars at the Front Desk. The exchange rate will be the established Bank rate at the time of the request. Any other foreign currencies may be exchanged at a local BMO Bank of Montreal branch.

## VALUABLES PROTECTION

Safe deposit boxes are available at the Front Desk. We are not responsible for valuables left in guest rooms. Inquiries regarding lost and found items should be directed to the Front Desk.

## SECURITY

The facility is staffed 24 hours a day with security personnel to provide a safe and secure environment. Our associates are trained and certified in First Aid, CPR and the on-site defibrillator. Security can be contacted at any time by pressing 0 from any phone throughout the facility.

# General Information

## MAIL SERVICE

Outgoing regular mail may be left at the Front Desk. Courier services may be arranged with Front Desk associates and applicable charges will be confirmed. Incoming mail is available for pick-up at the Front Desk. The Front Desk will deliver the mail to the guestroom if not picked up.

## GRATUITIES

It is a pleasure to be of service – tipping of our staff is neither expected nor required. An online guest comment survey is available to recognize a member of our team who has provided service above or beyond expectations.

## ALCOHOL CONSUMPTION

Responsible consumption of alcoholic beverages is encouraged and consumed only in licensed areas (Social Centre, Dining Hall, contracted Banquet events). Alcohol purchased from outside sources is not permitted.

## TELEPHONES

Telephones are located in the coffee break lounges, guest rooms, waiting area, at the Conference Services Desk, Front Desk, and Social Centre.

## DRY CLEANING & LAUNDRY SERVICE

For your convenience, we offer same-day dry cleaning and laundry service Monday through Friday for a minimal cost (charges will be applied to your room account). Simply complete the laundry slip located in your closet; bring your slip and clothes to the Front Desk before 8:15 a.m. and we'll deliver it back to your room by 6:00 p.m.

We also offer complimentary use of a washer and dryer located on the residential B level, and complimentary laundry detergent and fabric softener.

## TRANSPORTATION

Guests can arrange transportation to the airport by contacting the Front Desk at least 24 hours prior to their departure. Local travel arrangements and public transit information are also available.

# Guestroom Information

## NUMBER OF GUESTROOMS

Total number of guestrooms: 150

- Barrier Free: 3
- Please contact us for full details on barrier free rooms

## STANDARD CHECK-IN TIMES

Monday – Sunday: any time after 3:00 pm

(For early arrivals, please check availability with the Front Desk)

## STANDARD CHECK-OUT TIMES

Monday – Sunday: by 1:00 pm

## INTERNET ACCESS

Complimentary Wi-Fi is available throughout the facility.

Guestrooms also offer LAN high-speed internet connections; cables are available at the Front Desk.

## GUESTROOM CONTENTS & AMENITIES

All guestrooms are equipped with the following amenities:

- an electronic card key system
- a work area with desk, chair, lamp and push pin board
- complimentary high-speed internet access
- windows that open onto the courtyard
- a double bed with 2 bedside tables and wall mounted lamps
- an AM / FM clock radio with CD player
- a telephone with voicemail messaging
- a single brew coffee maker
- cable TV with remote
- an armchair with ottoman, coffee table and floor lamp
- a luggage stand
- a closet with full length mirror
- a full bathroom with hair dryer and bath amenities, including bath robe
- an iron and ironing board
- a self-controlled heating and air conditioning unit

## REFRIGERATORS

A limited number of small refrigerators are available upon request for those guests requiring refrigerated medication.

# Facilities Information

## THE DINING ROOM

Our Dining Room has a seating capacity for 220 people and can accommodate 450 people with staggered meal times. Our award-winning Executive Chef and culinary team prepare a variety of appetizing and satisfying dining options and can accommodate special dietary requests.

Dining Room hours:

Breakfast	6:30 am - 8:30 am
Lunch	11:30 am - 2:00 pm
Dinner	6:00 pm - 8:00 pm

## NOURISHMENT HUBS™

Nourishment Hubs™ are an evolution of the coffee break and offer fresh and energizing refreshments throughout the day from 7:00 am to 5:00 pm.

## THE SOCIAL CENTRE & EVENING ENTERTAINMENT

At the end of the day, guests can relax and unwind with colleagues in the Social Centre and enjoy regional craft beers, international wines, inventive cocktails or refreshing soft drinks. The lounge also features a light food menu, games room, seasonal patio, wide screen TVs, weekly live entertainment and karaoke.

Full service bar & light menu                      5:00 pm - 12:00 am

## THE WELLNESS CENTRE

Our Wellness Centre was designed around the concept of enhancing creativity, innovation and learning through the support of fit body, fit

Facilities include:

Fitness Centre	Offers a complete range of workout equipment
Pool Area	Twenty-meter indoor lap pool & whirlpool
Locker Rooms	Change facilities with lockers & showers Complimentary towels, toiletries & hairdryers Guests are asked to provide their own lock, workout clothing & bathing suit

Hours of Operation: (subject to change)

Fitness Centre &                      24 hours a day, 7 days a week

Pool Area                              6:00 a.m. – 10:00 p.m. | Monday - Friday