



MOUNTAIN VIEW
— INN & SUITES —

Guest Directory



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Dear Valued Guest,

We would like to welcome you to Mountain View Inn & Suites. We thank you for choosing our hotel and would like to assure you that our commitment to guest satisfaction is second to none.

We trust you will enjoy our upgraded furnishings, features and amenities that were selected with your comfort and pleasure in mind.

We take great pleasure in ensuring that every aspect of your stay exceeds your expectations. Please don't hesitate to contact us at any time during your stay if we can assist you in any manner.

Thank you again for choosing our hotel. We look forward to the opportunity of being at your service when your travels bring you back to the Sundre area!

Staff and Management
of Mountain View Inn & Suites

Guest Services

Air Conditioning/Heating System

The cooling and heating in your room can only operate effectively when outside doors or windows are kept closed. The system is operated by a remote control unit. Please set controls for your comfort.

Breakfast

Enjoy a complimentary hot breakfast to start your day right! Our breakfast bar, located on the lobby level, boasts an assortment of bakery items, cereals (including oatmeal), juices, yogurt, fresh fruit and Arabica coffee. Hot options include eggs, waffles and a breakfast meat. Breakfast is available 6:00 a.m. to 9:00 a.m. weekdays, and from 7:00 a.m. to 10:00 a.m. weekends and holidays.

Business Services

Our Business Centre is located on the lobby level and features free WiFi, computers, a fax machine, photocopier and a printer. These self-serve options are available 24 hours a day, and are complimentary.

Check Out Time

Check out time is 11:00 a.m. If you wish to extend your stay, please notify our Front Desk personnel by 10:00 a.m. and we will accommodate you upon availability.

Coffee/Tea

Complimentary coffee and tea are available in your guest room, and also in the breakfast bar 24 hours a day.

Credit Privileges

We honour the following credit cards: American Express, Mastercard, Visa, Diners Club/Enroute and Carte Blanche.

Cribs/Cots

Cribs are provided free of charge and cots are available at a nominal charge.

Express Check-out

We offer Express Check-out by email or folio to guest room. Please indicate to Guest Services at the Front Desk which option you would prefer.

Fitness/Pool/Spa

Fitness Centre 7:00 a.m. - 10:00 p.m. On the lobby level

An elliptical machine, treadmill, stationary cycle and strength stations are available for your use.

Pool & Hot Tub 7:00 a.m. - 10:00 p.m. On the lobby level

Our swimming pool and hot tub is located adjacent to the Fitness Centre. There is no lifeguard on duty. Children must be accompanied an adult.

Guest Services

Front Desk

Dial 0

Front Desk staff is available to assist you 24 hours daily.

Guest Laundry

Coin-operated laundry facilities are located on the second floor. Soap and fabric softener are available for purchase in our Sundry Shop, located on the main floor.

Guests With Special Needs

In case of an emergency, your safety is our first concern. Please inform the Front Desk upon check-in if there is a guest who may require special assistance in the room.

Housekeeping

Dial 0

Please call the Front Desk if you require extra blankets, extra pillows, extra towels or bathroom amenities. Forget something? Complimentary items are available 24 hours - combs, razors, shaving foam, toothbrushes, toothpaste and sewing kits are available. Feminine hygiene products are available for sale in our Sundry Shop, located on the lobby level. Baby cribs and highchairs are available.

Ice Machines

Located on the first and third floors.

Lost and Found

Dial 0

Open 8:00 a.m. to 4:30 p.m.

Luggage Assistance and Storage

Dial 0

Complimentary luggage storage is available for our guests in a secure location at the Front Desk. If you require assistance with your luggage please contact the Front Desk.

Maid Service

Dial 0

Housekeeping services are provided between the hours of 8:00 a.m. and 3:00 p.m. Housekeepers will not enter a room that has a Do Not Disturb sign displayed, but a hotel representative may contact you to ensure your well being.

Mail

Incoming mail is kept at the Front Desk.

Meeting Facilities

We have three Meeting Rooms ranging in size from 28 square feet to 41 square feet. Please contact the Front Desk for more details.

Messages

Please follow the instructions on your phone to retrieve your voice mail.

Guest Services

Reception Desk

Our registration desk is available 24 hours a day.

Snacks and Beverages

Soft drink machines are located on every floor.

A snack vending machine is located on the first floor.

Coffee/Tea are available in the breakfast bar, 24 hours a day.

Sundry Shop

Located at the Front Desk and open 24 hours a day.

Telephone Information

Room to Room	Dial 7 + Room Number
Local Calls	Dial 9 + Area Code + Number (charges apply after 30 min.)
Long Distance Calls	Dial 9 + 1 + Area Code + Number (charges apply)
Operator Assisted, Collect or Credit Card	Dial 9 + 0 + Area Code + Number
Calling Card	Dial 9 + 0 + Area Code + Number

Service charges do not apply to 800, 888, 877, 866 numbers

Guest Services

Think Green

Every day millions of gallons of water are used to wash towels and sheets that have only been used once. Help support our green efforts.

- A towel on the rack means “I will use again”
- A towel on the floor means “Please exchange”
- If you are staying more than one night, and would prefer not to have your sheets changed, please let us know at the Front Desk.

Wake-Up Calls

Schedule wake-up calls with the Front Desk, or you may set the alarm clock provided in your room.

Water

Bottled water is available in the vending machines on each floor.

Wireless High Speed Internet

Available in all guest rooms, meeting rooms and public areas of the Hotel.

Business Services

Business Centre

Our Business Centre is located on the lobby level and features free WiFi, computers, a fax machine, photocopier and a printer. These self-serve options are available 24 hours a day, and are complimentary.

Our fax number is 403-638-2212

Important Numbers

Airport

- Calgary International YYC 403-735-1200
www.CalgaryAirport.com

Airlines

- Air Canada 1-888-247-2262 Option 4
www.AirCanada.com
- West Jet 1-888-937-8538
www.Westjet.com

Banks & Banking Machines

- ATB Financial
304 Main Ave W 403-638-4312
- BMO Bank of Montreal
407 Main Ave 403-638-3515
- Mountain View Credit Union
117 Centre St N 403-638-4040

Bus Station & Bus Firms

- Greyhound
4834 51 St, Olds AB 403-556-3268
www.Greyhound.ca 1-800-661-8747

Hospitals

- Sundre Hospital
709 1st St NE 403-638-3033
- Sundre Community Health Centre
212 6th Ave NE 403-638-4063

Hotel Reservations

- Mountain View Inn & Suites
www.mvisundre.com 1-855-638-0012

Houses of Worship

- Anglican Church - St Cuthberts & St George
602 1 St NE 403-638-3807
- Catholic Church - Our Lady of Fatima
123 2nd St SW 403-638-4850
- Church of the Nazarene
402 Main Ave W 403-638-4055
- Gospel Centre
810 1st St NE 403-638-3537
- United Church
118 Centre St N 403-638-4428
- Word of Life Church
101 2nd Ave NW 403-638-3807

Important Numbers

Miscellaneous

- Chamber of Commerce
604 Main Ave E..... 403-638-3245
- Tourist Information
602 Main Ave E..... 403-638-3245
- Greenwood Neighborhood Place..... 403-638-1011
- Road Conditions
www.511.Alberta.ca..... 511

Taxi

- Sundre Taxi..... 403-638-8500
- Carol's Country Shuttle..... 403-638-3648

Emergency

We Care About Your Safety

Your comfort and well-being are our first priority. We urge you to take advantage of these safety and security tips.

Please be certain that all interior doors & window locks work properly. Use the door viewer to identify anyone before opening the door.

If your room has a connecting door, be sure the lock on your side works properly.

When leaving your car, make sure it is locked. Do not leave any valuables in your car or in your room.

Safeguard your room key/access card at all times. Do not leave it unprotected or give it to anyone other than the people registered with you in your room. Please remember to turn in your key/access card when you leave.

In an Emergency Dial 9 + 911 first

**In case of an emergency
call the Front Desk Dial 0**

Be Prepared

Locate the fire exit nearest to your room. Locate the nearest fire extinguishers and fire alarms. Always know where your room key/access card is. A fire plan is located on the back of your guest room door.

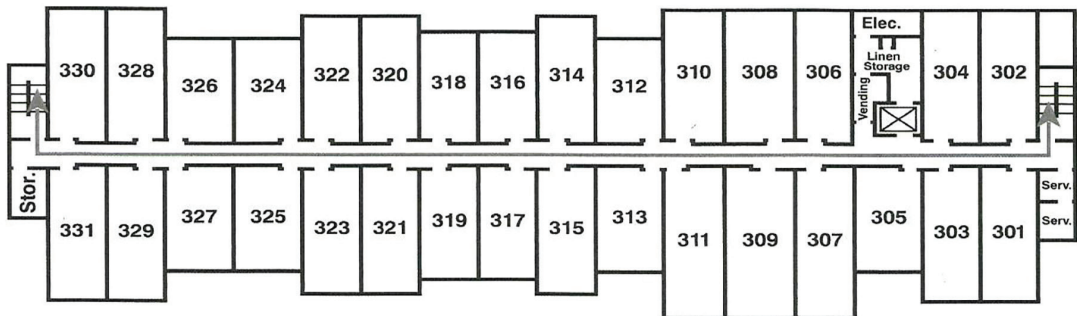
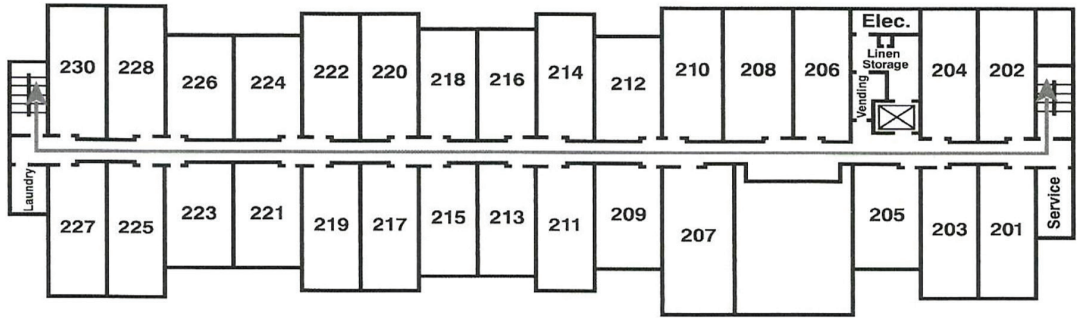
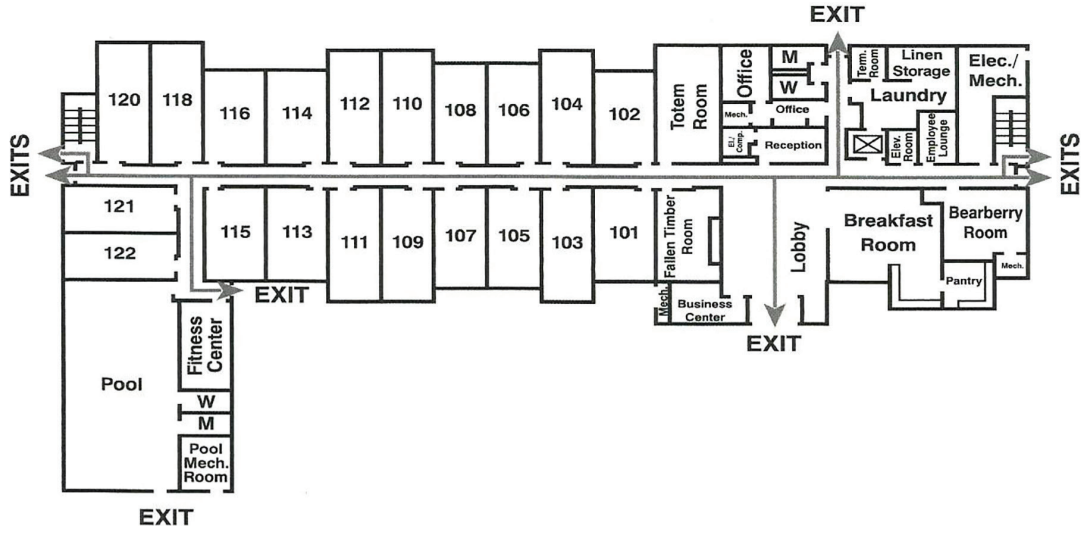
If Fire Alarm Sounds or You Smell Smoke

Stay calm. Do not panic. Touch the door to your room. If it is hot, do not open. If the door feels normal, open it and check the hallway. If the alarm has not yet sounded but you smell smoke, sound the alarm. If there is no smoke in the hallway, leave your room. Take your room key/access card with you and go to the nearest emergency exit. If there is smoke in the stairwell, go to the opposite end of the hallway or return to your room. Any guests with disabilities should call the front desk for assistance.

If You Have to Stay in Your Room

Fill the bathtub with cold water. Soak sheets and towels and put them around the base of the door. Call the Front Desk; tell them your room number and that you are staying in your hotel room because of smoke in the hallway or stairwell. If smoke begins to enter your room, crouch down beneath the level of the smoke and cover your nose and mouth with a wet cloth.

Hotel Layout



EVACUATION ROUTE

STAIRWELLS



Things to Do

Museums and Library

- The Sundre Museum - Chester Mjolsness World of Wildlife
211 1st Ave SW.....403-638-3233
- The Sundre Library
2-310 Center St N.....403-638-4000

Tourist Attractions

- Sundre Golf Club.....403-638-3520
- Sundre Pro Rodeo
Shane Crouch, President.....403-844-6850
- Bergen Rocks International Sculpture Park.....403-638-1447
- Coyote Creek Golf.....403-638-2450
- Forest Heights Golf.....403-556-4010

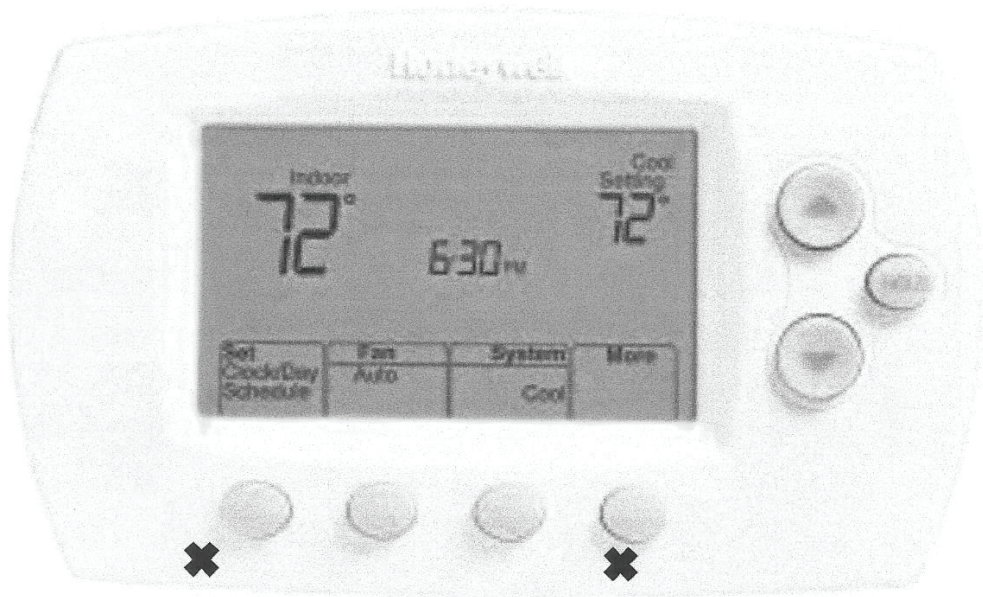
Festivals

- Town of Sundre website.....www.Sundre.com

Recreational Facilities

- Bearberry Nordic Center.....403-638-4153
- Sundre Arena.....403-638-3177
- Sundre Aquaplex.....403-638-9370

Thermostat



To control room temperature with this thermostat **use only** the 2 inner control buttons marked FAN and SYSTEM along with the up/down arrows. Once a comfortable temperature has been set, press the HOLD button.

Please do not press the SET or MORE buttons as it will put the room temperature into a schedule mode and perhaps make the room an uncomfortable temperature.

The system is on Auto along with the Fan. If the temperatures are not comfortable you can press the System button to either heat or cool and adjust the up and down arrows. Always return the system to Auto after adjusting temperature.

Contact the Front Desk with any concerns or for more information.