

# CHELSEA *Hotel*

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TORONTO

**Guest Accessibility Package**



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**Welcome to the Chelsea Hotel Toronto!** Located in the heart of downtown Toronto, we're just moments away from world-class theatre, vibrant nightlife, fabulous restaurants, amazing attractions and much more.

We're pleased to offer a variety of services and facilities and we are committed to ensuring that we serve our guests with disabilities in the same manner as all guests - consistent with the principles of independence, dignity, integration and equal opportunity.

The following pages provide detailed information about the Chelsea Hotel and our commitment to enable all of our guests to access our hotel information in alternate formats whenever possible.

Should you require additional information about our services or facilities, or about your safety while you are our guest, please do not hesitate to contact Guest Services at 78946.

Wishing you a most enjoyable stay!

Josef Ebner Regional Vice President & Managing Director



### **Introduction to the GAP (Guest Accessibility Package) Program**

Closing the GAP is a program for hotel guests with disabilities, developed by Accessibility Professionals of Ontario. GAP stands for Guest Accessibility Package. The GAP encompasses information about the hotel, its amenities and surroundings in a way that speaks to persons with disabilities.

This package is available in a variety of formats, including print, Braille, large print and electronic text. If you have any questions or concerns regarding the contents or format of this information package, please provide feedback directly to Accessibility Professionals of Ontario by phone at (647) 477-8745, or by email at [info@accesspros.ca](mailto:info@accesspros.ca).

On behalf of The Chelsea Hotel Toronto, we welcome you and wish you a pleasant visit. Please read below to discover what you will find as we attempt to Close the GAP.

This package is divided into sections to allow for simple navigation. The items marked with a \* are available electronically and in Braille only, as they apply to individuals who cannot access printed material, or who have difficulty doing so. You may request alternative formats of this package at any time by contacting Guest Services at the Front Desk.





## **This package contains:**

- The Chelsea's commitment to accessibility and official Accessible Customer Service Policies and Procedures
- Emergency and evacuation information
- Hotel overall accessibility, including details on amenities and alternatives, and a list of assistive devices and services available for hotel guests
- In-room guest information including telephone and television directories and instructions
- An external directory of local chapters of associations who serve and support people with disabilities
- Information about local attractions and their levels of accessibility
- A directory of hospitals, veterinarians and healthcare services in the area
- Local transportation information and accessibility, including TTC, Go Transit and taxi, tour and limousine services
- An accessible feedback process



# **Accessible Customer Service Policies, Practices and Procedures**

## **1. Our commitment**

The Chelsea Toronto is committed to ensuring that we serve guests with disabilities in the same manner as all guests - consistent with the principles of independence, dignity, integration and equal opportunity.

## **2. Providing goods and service to people with disabilities**

Chelsea Toronto is committed to excellence in serving all customers including people with disabilities. We will carry out our functions and responsibilities in the following areas:

- Implement policies, practices and procedures to service guests with disabilities.
- Use best possible efforts to ensure that our policies, practices, and procedures are consistent with the core principles of independence, dignity, integration and equal opportunity
- Ensure training is ongoing and that these policies, practices and procedures with respect to serving guests with disabilities are trained during employee orientation.

## **3. Communication**

Any communication between The Chelsea Toronto and their customers or the public will be conducted in a manner that takes into account an individual's disability. An understanding shall be reached on how it is best to communicate with a person with a disability on a case by case basis. This may include, but will not be limited to, the following methods:

Verbal communication

Written communication

Digital communication (e-mail or text)

Hand gestures

### **Telephone Communication**

The team at The Chelsea Toronto is committed to providing accessible telephone communication. This will be done through training in Accessible Customer Service, and the management and staff are expected to communicate with all customers by speaking clearly, directly and using plain language. When available and appropriate, technological aides will be used to assist with communication. When clear and precise communication over the telephone is not possible, alternative arrangements will be made.

We will train all employees who communicate with customers on how to interact and communicate with people with various types of disabilities.

## **4. Assistive devices**

We are committed to serving people with disabilities, who use assistive devices to obtain, use, or benefit from our goods and services. At no time will anyone using an

assistive device be denied access to their device while using the facilities of the Chelsea Toronto, unless there is a pre-existing law prohibiting the use of the device. We will also ensure that our team members that would supply the following assistive devices to our guests to use while staying with us are trained on the use and operation of the devices. These devices are available on a first come, first serve basis. The following list of assistive devices will be available for use at The Chelsea Hotel.

- Anti Slip Rubber mats
- Bath Bench – Back rest a minimum
- Raised toilet seat
- TTY phone
- Door Knocker
- Bed Shakers
- Wheelchair – self propelled and folding

## **5. Use of service animals**

We are committed to welcoming people with disabilities who are accompanied by a service animal in all areas of our Hotel that are open to the public except where the animal is otherwise excluded by law. In these instances, appropriate alternatives will be offered. . We will also ensure that all employees, volunteers and others dealing with the public are properly trained in how to interact with people with disabilities who are accompanied by a service animal.

## **6. Support persons**

We are committed to welcoming people with disabilities who are accompanied by a support person. If a guest with a disability is accompanied by a support person we will ensure that the guest has access to the support person at all times while on the premises.

In situations where confidential information might be discussed, consent will be obtained from the guest, prior to any conversation.

When a person with a disability is accompanied by a support person they will not pay an additional person charge when staying in the same room. (Single occupancy rate) When a person with a disability is accompanied by a support person and we do not have an accessible room available to accommodate them (i.e. room with 2 beds or sold out accessible room with 2 beds) we will offer the second room at a special support person's rate. If the room with one bed can fit a cot, and the person with the disability agrees, the cot will be complimentary. Support persons who are staying in their own room are responsible to pay full price for any incidental charges. Guests will be informed of this while making a reservation.

## **7. Notice of temporary disruption**

We will provide guests with notice in the event of a planned or unexpected disruption in our hotel as it relates to facilities or services. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available.

When we are aware of the disruption we will communicate the disruption in the following ways:

1. Chelsea Standard Disruption Signage

- This signage will be posted at the point of disruption such as; on the elevator or washroom door
- At the main entrance and/or the nearest accessible entrance to the service disruption

2. Contacting in-house guests and advising them of the disruption and alternatives available

- If a guest provides us with their mobile number, we will be able to contact them to inform them of the disruption.

3. Contacting Guests with reservations during the time of the service disruption

## **8. Training**

Chelsea Toronto is committed to providing training on how to serve guests with disabilities to team members, and anyone else who interacts with the public, or develops policies, practices, and procedures on behalf of Chelsea Toronto.

This training will be provided for all existing colleagues of Chelsea Toronto in the province of Ontario by the compliance deadline of January 1, 2012. All new colleagues hired after the compliance deadline will be trained within 90 days of hire as part of our standardized on boarding process.

We will ensure that third party representatives have acknowledged the training requirements of the legislation. Training will include the following:

- The purposes of the accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard.
- The Chelsea Toronto's Serving Guest with Disabilities Policy which includes:
  - How to interact and communicate with people with various types of disabilities.
  - How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person.
  - How to use the various types of assistive devices available for use at The Chelsea Toronto.
  - What to do if a person with a disability is having difficulty accessing any of the goods and services offered by The Chelsea Toronto.
  - Chelsea Toronto's policies, practices and procedures relating to the customer service standard
- Colleagues will be trained on policies, practices and procedures as it pertains to their specific roles and responsibilities and will be updated as necessary.

## **9. Feedback process**

The ultimate goal of The Chelsea Toronto is to meet and surpass customer expectations while serving customers with disabilities. Comments on our services regarding how well those expectations are being met are welcome and appreciated.

Feedback regarding your stay and our services to guests with disabilities can be made in the following ways:

- Face to face with any team member or manager
- By telephone with any team member or manager
- Email Comments
- Guests can provide feedback by emailing: [cstor.comments@chelseatoronto.com](mailto:cstor.comments@chelseatoronto.com)
- Letter Correspondence
- Guests are welcome to send us their feedback by mail, memory stick or diskette
- Experience Surveys & Online reviews

All guests who have submitted feedback using the above mention methods will receive a response and/or acknowledgement from the hotels Guest relations team within 24 hours of receiving the feedback.

We will communicate to guests with disabilities using their preferred method of communication if this information has been provided to us, or in the method that is most appropriate taking the specific disability into consideration.

### **Questions about this policy**

The Chelsea Toronto is committed to ensuring that we provide our services in a way that respects the dignity and independence of people with disabilities, we welcome feedback at any time.

Questions regarding this Accessible Customer Service policy should be directed to the Director of Rooms at The Chelsea Toronto.

Appropriate documentation, including policies, standards and procedures are available upon request.

# Safety and Security

**Please ensure that you are registered with the front desk as a person requiring assistance.**

## Emergency Evacuation Procedures

The Chelsea Hotel Toronto is committed to ensuring the safety of every guest inside the hotel with and without disabilities. We ensure our hotel staff are fully equipped and trained on policies, practices and procedures as it pertains to their specific roles and responsibilities in any emergency. All of our Security team are fully trained in First Aid, CPR and AED (Automated Defibrillator). Below is our procedure for handling emergencies for our guests with disabilities.

### Fire Alarms

When the Chelsea is made aware of a group reservation involving people with disabilities, we contact the Toronto Fire Department 3 days prior to the group's arrival to make them aware of the potential for special assistance requirements. In the event the Toronto Fire Department needs to be contacted, their response time is approximately 5 minutes from the time the call is placed.

The Chelsea Hotel prints a guest list sorted by room number and one sorted alphabetically by name, along with an accompanying list identifying guests with disabilities and the nature of accommodations that may be required in the event of an emergency or evacuation procedure. We update these lists every 8 hours.

During a fire alarm, a designated hotel staff member will call each guest on the accessibility list. They will inform the guest of the details on the alarm situation and inquire as to the guest's well-being. For the guests who are on the designated evacuation floors the staff member will inform the guest where to locate the nearest emergency exit and inquire if he/she needs assistance to safely evacuate the building. Should the guest require assistance, the team member will then contact Security.

### Fire Alarm Accessibility Devices

The Chelsea hotel is equipped with strobe lights in the hallways and inside designated guestrooms, which automatically activate with the fire alarm. All of the Chelsea Hotel's elevators have the ability to be easily placed on service to assist our guests with disabilities.

### Power Failure

In the event of a power failure, The Chelsea Hotel Toronto is equipped with emergency lighting in stairwells, corridors and hallways. The Chelsea has 2 generators that will supply power to designated emergency elevators. A hotel staff member will contact each guest on the accessibility list to inform them of the situation and ask if any assistance is required. If assistance is required Security will then be contacted.

In Case of Fire: **REMAIN CALM.**

Upon discovery of fire, **SOUND (PULL) FIRE ALARM**. Leave the building via nearest exit.

If fire alarm is activated, **and the signal is intermittent**, stand-by and prepare to leave the building. Please stop and listen for instructions. Guests on the affected floor and the floor above and below are required to vacate the hotel by means of the nearest emergency exit. All other areas in the hotel may stand by until our investigation is complete. If you are in a guest room, please check the emergency exit as indicated on the guest room door. The elevators will NOT be operational during the alarm, do not attempt to use.

**If the signal is continuous**, leave the building via the nearest exit. All guests and employees will be required to evacuate the hotel by means of the nearest emergency exit.

**In Case of Emergency:** Should you have an emergency, please dial extension **7299** from your guest room or meeting room phone.

## **Accessible Washroom Directory**

The Chelsea has a wide variety of public washrooms located throughout the hotel. Each set have their own strengths and weaknesses when it comes to accessibility. At this time, there are no power door options for any of the washrooms, and this issue is high on the priority list for improvement in the near future. There is one universal accessible washroom located in the Fitness Centre on Deck 27. The following are a list of the public washrooms, their locations and levels of accessibility.

### **Main Floor**

#### **Monarchs Pub Restrooms**

Both the men's and the women's washrooms are partially accessible. There are no automatic doors, and each has just 1 accessible cubicle. The door has a width of 736 mm (29") when open.

The cubicle itself is 1470 MM (58") deep and 1675 MM (66") wide, so the turning radius is decent. There are grab bars located at the side and the rear of the toilet, and there is a coat hook in the cubicle. The toilet seat is slightly lower than a standard accessible height. The toilets are equipped with lever-style flush systems.

The sinks all have automatic faucets and pump-style soap dispensers just beside the taps. The hand dryers are activated by a sensor, and paper towels and garbage receptacles are reachable. The women's washroom generally has paper towels in a basket on the vanity as well.

#### **Market Garden Restrooms**

Both the women's and the men's washrooms are partially accessible. There is no automatic door system and only 1 accessible cubicle in each washroom. In the open position, the washroom door has a clear space of 775 MM (30.5"), which is slightly wider than the facilities near Monarchs Pub.

The accessible cubicle measures 1905 MM (75") deep and 1140 MM (45") wide, so one could experience difficulty manoeuvring, especially if they are using a larger mobility device. There are adequate grab bars located at the sides and back of the toilet.

The knee clearance at the vanity and sinks is acceptable. The faucets are lever-style and the soap dispensers are counter top pumps on the right of each sink. One-handed or closed fist operation is possible.

The hand dryers are sensor-activated and paper towels, garbage cans and sanitary napkin dispensers are fairly reachable. The women's washroom usually has paper towels in a basket on the vanity as well.

### **Second floor**

#### **Outside the Mountbatten Room**

These are the largest public washrooms available in the hotel, and are also the most accessible of the washrooms available 24 hours. There are no automatic door systems,

and a 90 degree turn is required upon entry, which can be executed without too much difficulty using any standard mobility device. The door opening is 850 MM (33.5”), and the interior door is often secured in the open position.

There are two accessible cubicles in the women’s washroom, and one in the men’s. There are no lowered urinals in the men’s room. The accessible cubicles measure 1350 MM (53”) deep and 1524 MM (60”) wide, making the turning radius decent. There are adequate grab bars at the side and back of the toilet, and there is sufficient space for transfer. The flush is a standard lever-style and can be operated with one hand or a closed fist. At present, there are no lids on the toilets, and so the pipe cisterns are exposed.

The knee clearance at the vanity and sinks is 735 MM (29”) and all faucets are automatic. The soap is a counter top pump just to the right of each faucet, and is easily operable with one hand or a closed fist.

There are automatic hand dryers here, and all paper towel dispensers, garbage receptacles and feminine napkin dispensers are reachable.

### **Third Floor**

#### **Washrooms east of Wren Room**

These facilities are much smaller than the ones on the second floor, but both can be considered partially accessible. There is no automatic door system here, but the vestibule is straight, the doors swing easily and measure approximately 850 MM (33.5”) when fully open.

There is one accessible cubicle in each washroom with adequate grab bars, and transfer is possible using any standard size mobility device. The flush is a lever-style and can be operated with one hand or a closed fist. At present, there are no lids on the toilets and so the pipe cisterns are exposed. The lone urinal in the men’s washroom is mounted at standard height.

There is acceptable knee clearance at the vanity and sinks. The faucets are automatic and the soap is a counter top pump located just to the right of each faucet.

All paper towel dispensers, garbage receptacles and feminine napkin dispensers are reachable.

#### **Washrooms north of Red Elevator Bank**

Although there is a proper ramp leading to these washrooms, the interior of these facilities is quite confined, and it is recommended that the larger third floor washrooms be used. There are no automatic door systems and the entranceways are fairly narrow.

There are no accessible cubicles in these washrooms, and all fixtures are standard height.

The faucets are automatic and the soap is a counter top pump just to the right of each faucet.

Paper towels, feminine napkin dispensers and garbage receptacles are fairly reachable.

## **Deck 27**

### **Washroom outside Fitness Centre**

These washrooms are accessed only by swiping your room key. There is one accessible cubicle in each, but the entranceways are narrow and routes of travel are tight. It is recommended that people using mobility devices enter the Fitness Centre and utilize the universal accessible washroom located down the hall past the free weights area.

The accessible cubicles in these washrooms are also small and transfer could be difficult for most people using mobility devices. There are grab bars in the correct positions. The urinal in the men's washroom is mounted at standard height. The toilet flush is a lever-style. At present, the toilets do not have backrests and so the pipe cisterns are exposed.

The faucets are automatic, and the soap is a counter top pump located to the right of each faucet.

There are no hand dryers here. All paper towels, feminine napkin dispensers and garbage receptacles are generally reachable.

### **Universal Accessible Washroom inside Fitness Centre**

It is recommended that anyone using a mobility device needing a washroom on Deck 27 utilize the washroom inside the Fitness Centre. It is necessary to swipe your room key in order to access the Fitness Centre. To find the washroom, enter the Fitness Centre and turn left down the hallway. The washroom is on your right after you pass the free weights area.

The door to the washroom is not automatic, but it is not self-closing, has a lever-style handle and is easy to operate. The lock is a push button on the inside.

There is an adequate grab bar system at the toilet and sufficient room for transfer. The single sink has large paddle taps for hot and cold. The soap dispenser is mounted on the wall within easy reach of the sink.

The paper towels and stand alone garbage can are easily accessible.

### **Fitness Centre Changing Rooms**

These changing rooms are not considered accessible for people using mobility devices. There are no automatic door systems and in some areas, the routes of travel are extremely tight. For washroom facilities, it is recommended that people using mobility devices access the universal washroom in the hallway just beyond the free weights area.

All shower stalls have sills and no accessible bench seating. Shower heads and controls are all at standard height

There are no accessible washroom cubicles in the changing rooms and knee clearance at the vanities and sinks is not considered adequate for a mobility device



## **Hotel Amenities that may NOT be Accessible**

While The Chelsea Hotel Toronto is proudly striving to create a space that is inclusive to persons with disabilities, the main infrastructure was built in 1975, and there are some areas of the hotel that are not accessible. In those instances we have done our best to try to accommodate our guests by creating partnerships with local organizations so that they may provide the desired service or amenity in a fully accessible manner.

### **Pool and Fitness Centre**

The pool and Fitness Centre cannot be considered accessible as the pool does not have a lift and most of the fitness machines would not be able to accommodate a person using a mobility device. At this time, the change rooms cannot be considered accessible.

The Chelsea is please to be able to offer our guests the ability to visit the nearby YMCA facilities to utilize their fully accessible pool and fitness machines. Please call the Concierge at extension 7359 to arrange a visit.

### **2<sup>nd</sup> Floor Meeting Rooms and Family Fun Zone**

For anyone utilizing a mobility device, the Family Fun Zone, and the Stevenson and Seymour meeting rooms, can only be accessed via the Red elevators. All other meeting facilities on the second floor may be accessed from the Green or Blue elevator banks.

The Family Fun Zone cannot be considered accessible as the pool does not have a lift and most of the Fun Zone activity areas would not be able to accommodate a person using a mobility device. The change rooms are not accessible at this time.

Individuals with scent allergies may want to avoid this area as there is a strong chlorine odour present throughout.

### **Second Floor Administrative and Sales Offices**

The 2<sup>nd</sup> floor administrative and sales offices can only be accessed by a person using a mobility device from the Green or Blue elevators.

### **EClub 27<sup>th</sup> Floor**

The EClub is partially accessible for persons using a mobility device. The upper level is accessible from the main hall on Deck 27. The lower level can only be accessed by people using mobility devices via the roof top terrace from the Fitness Centre. Please note that staff assistance would be required and this access point is limited by weather.

The public washrooms on the 27th floor are not accessible for a person using a mobility device. It is recommended that those who require an accessible washroom facility to use the universal accessible washroom located in the Fitness Centre. You will need to swipe your room key in order to access the Fitness Centre area.



## **Accessible Devices and Services Available for Hotel Guests**

For the following assistive devices please contact Telecommunications

- Phone Amplifier
- TTY Communication Device
- Alert Master / Alarm Clock
- Bed Shaker
- Door Knocker

For the following assistive devices please contact Housekeeping

- Bath bench without back
- Bath bench with back
- Raised toilet seat with handrails

For the following assistive device please call Security

- Self propelled wheelchair

Please Note: Hearing loop induction systems are also available at the Reception and Concierge Desks, as well as throughout the lobby and restaurant areas if requested.

### **For rentals or servicing of mobility devices, please contact:**

#### **Mobility Unlimited**

Phone: (416) 778-9586

Toll Free: (877) 778-9586

Address: 388 Carlaw Avenue, Unit 100

<http://www.mobilityunlimited.ca>

Device pick up, drop off and mobile servicing is available

Hours subject to change seasonally

Open Tuesday to Saturday, 10:00 to 5:00 PM during Winter

Please call to arrange a visit or inquire about rentals

For rentals of mobility devices:

#### **Vital Mobility**

Phone: (647) 430-7176

Addresses: 130 Bass Pro Mills in Vaughan, and 3509 Bathurst Street, near Lawrence

<http://www.vitalmobility.ca>

Hours: Monday-Friday, 9:00 to 5:00, Saturday 10 AM – 2:00 PM

Rentals of many devices available by the week or month, some scooters available by the day

Pick up and drop off available for a fee within the city

Call for pricing

#### **Autism Guest Services**

The Chelsea Hotel Toronto, Accessibility Professionals of Ontario and Kerry's Place Autism Services have worked together to develop the first Guests with Autism Comfort Package. This package includes social scripts to help with the understanding of the

working of the hotel and its amenities. This package also includes “Fidget Kits” to help with the sensory issues that affect some individuals with Autism. Please call the Concierge Desk at extension 7359 if you wish to receive the package.

Please Note: Due to the nature of Autism Spectrum Disorder, the package may not be suitable for everyone. We hope that the package will both increase awareness, and provide some relief to those that need it, making our guest’s stay with us as enjoyable as possible.

# IN-ROOM GUEST INFORMATION

## Phone Directory

### Chelsea Hotel Toronto Internal Telephone Directory

|   |       |
|---|-------|
| Emergency:  | 7299  |
| Bell Desk:  | 74212 |
| Concierge:  | 7359  |
| EClub Lounge:   | 72557 |
| Exert Fitness Centre on Deck 27:                                | 72753 |
| Family Fun Zone:  | 74220 |
| Front Desk:   | 74965 |
| Hotel Operator:   | 0     |
| Housekeeping:   | 78946 |
| Lost & Found:   | 7430  |
| Manager, Guest Services:  | 0     |
| Market Garden + Express o Coffee Bar + Market Garden on the Go: | 74955 |
| Monarchs Pub:   | 7352  |
| Reservations:   | 78911 |
| Sales & Catering Office:  | 7340  |
| Security Office:  | 74248 |
| T Bar Lounge:   | 74961 |

## Phone Operating Instructions

In House Calls: Press 7 + the room number

Local Calls: Press 9 + the area code + number

Long Distance Calls Direct: Dial 8 + 1 + the area code + number

Credit Card, Calling Card, Collect: Dial 8 + 0 + the area code + number

International Calls: Dial 8 + 011 + the country code + the city code + number

International Credit Card, Calling Card or Collect Calls: Press 8 + 01 + the country code + the city code + number

Local Directory Assistance: press 9 + 411

Long Distance Directory Assistance: Press 8 + 1 + the area Code + 555-1212

Toll Free Calls: Press 8 + 1 + the toll free area code + the number

Emergency Service press 7299

**Fax Services** the hotel's general fax number is 416-585-4375. There is no charge for receiving faxes. Our Concierge will send outgoing faxes at a nominal charge. Press extension 7359 for further information.

## Voice Mail

When you are unable to answer calls to your room, our Voice Mail system answers them for you. Callers are informed that you are not available and messages can be left for you automatically, in detail, with complete confidentiality. The light on your telephone will flash, and the dial tone will pulse when you have a new message.

**To listen for messages:** From your room, lift the handset and press #1. To retrieve your message, press #2, for other options press the \* (star) key. Follow the instructions below. From outside your room but within the hotel, press 72601, enter your room number and press the # sign. Enter your password (the first four letters of your last name) and press #

sign. Follow the instructions below.

From outside the Hotel, dial 416-581-8900. Enter your room number and press the # sign. Enter your password (the first four letters of your last name) and press # sign. Follow the instructions below.

**Your Password:** Your initial password is set to the first 4 letters of your last name. For example: Bob O’Neil would be O-N-E-I or 6634; while Sam Ho’s initial password would be H-O or 46. Use the letters on the telephone keypad. For Q press 7, for Z press 9. Once logged into Voice Mail, follow the prompts and use the keypad to play, save and delete messages or record a personal greeting.

Press “0” anytime while you are using the Voice Mail to be directed to the Hotel Operator.

**Retrieving Your Messages After Check-Out:** Our Voice Mail can store your messages for 24 hours after you check-out. From a house phone after check-out, lift the handset and give the Hotel Operator your name, room number and password. From outside the hotel, telephone 416-595-1975 and give the Hotel Operator your name, room number and check-out date.

### Phone Charges

Long Distance – A service charge applies

International - A service charge applies

Credit Card, Calling Card, Collect - A service charge applies

Toll Free - A service charge applies

Directory Assistance - A service charge applies

All prices are subject to change without notice.

### International Direct Dialing Codes

The Chelsea Hotel Toronto will not be held responsible for any changes in codes which are subject to change by overseas telecommunication authorities without prior notice.

In alphabetical order

|                   |                            |                          |                  |
|-------------------|----------------------------|--------------------------|------------------|
| Argentina 54      | Australia 61               | Austria 43               | Belgium 32       |
| Brazil 55         | Canada 1                   | Chile 56                 | China 86         |
| Denmark 45        | Finland 358                | France 33                | Germany 49       |
| Hong Kong 852     | India 91                   | Indonesia 62             | Ireland 353      |
| Israel 972        | Italy 39                   | Japan 81                 | Korea (South) 82 |
| Macau 853         | Malaysia 60                | Mexico 52                | Netherlands 31   |
| New Zealand 64    | Norway 47                  | Philippines 63           | Poland 48        |
| Portugal 351      | Russia 7                   | Singapore 65             | South Africa 27  |
| Spain 34          | Sweden 46                  | Switzerland 41           | Taiwan 886       |
| Thailand 66       | Turkey 90                  | United Arab Emirates 971 |                  |
| United Kingdom 44 | United States of America 1 |                          | Vietnam 84       |

To enquire about country codes which are not on the list, please call the Hotel Operator.

## Television Channels and Instructions

### TV Channels

|                                |                       |                         |
|--------------------------------|-----------------------|-------------------------|
| 2 T.V. Ontario                 | 3 Global News Toronto | 4 OMNI 1 (Multilingual) |
| 5 TV Guide                     | 6 CBC Toronto         | 7 City T.V. Toronto     |
| 8 CTV Toronto                  | 9 APTN                | 10 Where T.V.           |
| 11 CHCH T.V.                   | 12 CBC French         | 13 TFO Toronto          |
| 14 OMNI 2                      | 15 Treehouse          | 16 CBS Buffalo          |
| 17 NBC Buffalo                 | 18 ABC Buffalo        | 19 OLN                  |
| 20 CTV 2                       | 21 CTV Newsnet        | 22 Sportsnet            |
| 23 Weather Network             | 24 CP 24              | 25 YTV                  |
| 26 CBC News World              | 27 W Network          | 28 Fox                  |
| 29 Much Music                  | 30 TSN                | 31 A&E                  |
| 32 AMC                         | 33 CNN                | 34 TLC                  |
| 35 TeleLatino                  | 36 MMM                | 37 BBC World            |
| 38 CMT                         | 39 Showcase           | 40 Bravo                |
| 41 Slice                       | 42 Discovery          | 43 History              |
| 44 Comedy                      | 45 Food Network       | 46 HGTV                 |
| 47 TBS                         | 48 Hotel Promo        | 49 BET                  |
| 50 Space                       | 51 Family             | 52 MTV                  |
| 53 TheScore                    | 57 On Command         | 58 Hotel Information    |
| 70 Meeting Information Channel |                       |                         |

### In-room Movies

A selection of pay-movies is available in all guest rooms.

- Turn your television on using the remote control.
- Press the MENU button on the remote control and follow the on-screen instructions.
- To return to the Main Menu press the MENU button.
- The movies you see listed on your TV screen are available to you for instant viewing.
- To lockout adult titles press 99 on the Guest Services menu.

Movie rental charges are shown on the movie screens. A charge will automatically be applied to your room account.

### Chelsea Wi-Fi Instructions

To connect to the Chelsea wireless network:

1. Click on the wireless network icon on your laptop, tablet or Smartphone to see the list of available networks.
2. Click on the CHELSEA wireless network, and then click the "Connect" button.
3. Next your device will start connecting to the network.
4. Once connected, open your web browser before trying to use any Internet-connected services like email, so you can go through the provider's landing page. This is where you'll accept the terms and conditions for using the service or enter any additional information required by the hotel.

5. Once you've submitted your authorization information, you should now have full access to the hotel's Wi-Fi network.
6. If you have trouble connecting to the wireless network, call the DATAVALET help desk 1-800-642-3958

To connect to the Chelsea wired network:

1. Connect your laptop to the network cable located on the desk in your room.
2. Once connected, open your web browser before trying to use any Internet-connected services like email, so you can go through the provider's landing page. This is where you'll accept the terms and conditions for using the service or enter any additional information required by the hotel.
3. Once you've submitted your authorization information, you should now have full access to the hotel's network.
4. If you have trouble connecting to the wireless network, call the DATAVALET help desk 1-800-642-3958

## **Airlines and Airports**

### **Reservations and Information**

Pearson International Airport 9-1-866-207-7678

Air Canada 9-1-888-247-2262

Air France 9-1-800-667-2747

Air Jamaica 9-1-800-523-5585

Alitalia 9-1-800-361-8336

Austrian Airlines 9-1-800-843-0002

Cathay Pacific 9-1-888-338-1668

Egypt Air 9-1-866-875-9990

Etihad Airlines 9-416-221-4744

Korean Air 9-1-800-438-5000

Lufthansa 9-1-800-563-5954

SAS Airlines 9-1-800-221-2350

United 9-1-800-241-6522

West Jet 9-1-800-538-5696

Pakistan International Airlines 9-905-677-9479

Air Canada Jazz 9-1-888-247-2262

Air India 9-905-405-2160

Air Transat 9-1-877-872-6728

American Airlines 9-1-800-433-7300

British Airways 9-1-800-247-9297

Delta Airlines 9-1-800-221-1212

EI AI 9-416-967-4222

Japan Airlines 9-1-800-525-3663

Lot Polish Airlines 9-416-236-4242

Porter 9-1-888-619-8622

SATA 9-416-515-7188

US Air 9-1-800-428-4322

Billy Bishop Airport 9-416-203-6942

### **Airports**

#### **Pearson International Airport**

Located approximately 30 kilometres (20 miles) from the Chelsea

#### **Billy Bishop Toronto City Airport**

Located approximately 10 kilometres (5 miles) from the Chelsea

For more information contact Pearson International Airport at 1-866-207-7678 or Billy Bishop Airport at 416-203-6942.

### **Airport Limousine**

To book a Limousine to the Airport, please call the Bell Desk at extension 74212 or press the Bell Desk button on your telephone pad. The Limousine charge from the Hotel to the Airport is posted at the Bell Captains desk in the Lobby. Metered taxi cabs are also available at the Bay St. and Gerrard St. doors. For accessible transportation options, please see the "Transportation" section of this package.



## **Other Hotel Amenities**

### **Audio Visual Equipment**

For the convenience of our guests, a variety of audio-visual equipment is available by prior arrangement on a rental basis. Please contact either the Banquet Office at 74265, or Freeman Audio Visual at extension 72701. Hearing loop induction systems and other assistive technology is also available.

### **Babysitting Services**

“Imagine That” babysitting agency is available for in-room babysitting services. This fully bonded sitting service will send a sitter to the hotel to sit with your child or children. Current rates, detailed information and bookings are available through the Children’s Creative Centre or the Guest Services Manager. For further information, please contact extension 74220.

### **Baggage/Luggage**

Arrangements to store your luggage can be made at the Bell Captain's Desk. Please dial extension 74212 or press the Bell Desk button on your telephone pad.

### **Full Banking Services**

- Bank of Montreal (BMO) is located opposite the Gerrard St. entrance at Aura condos.
- Royal Bank of Canada (RBC) is located opposite Gerrard St. entrance at Aura condos.
- TD Canada Trust is located opposite Gerrard St. entrance at College Park.
- Foreign Currency Exchange is available through the Front Desk.

### **Boarding Pass**

Boarding passes can be printed complimentary at the computer stations throughout the hotel.

### **Business Clubs / E Points**

Enjoy FREE high-speed Internet in your guest room on us! Just a little something extra to make your Chelsea Toronto experience an even better one. E-Points Internet Facility is our open concept, self-serve computer area located within our lobby. Photocopying, printing and computer services are now available to our guest’s 24-hours a day. Wireless internet access is also available as a complimentary service in all of our meeting rooms.

Note: Computers are Mac’s and as such include all of Apples accessibility features. Please ask for assistance if required.

### **Car Rentals**

For assistance please contact our Concierge Desk at extension 7359

### **Catering / Conference Service**

To make arrangements for meetings, banquets, receptions or other organized hospitality functions, our professional staff would appreciate the opportunity to provide information on our private event facilities and our banquet services tailored to suit your needs. Please contact our Catering and Conference Services Department on the 2nd floor or press extension 7340 or extension 74265.

## **Check Out Times**

Our check-out time is 11:00 a.m. Luggage can be stored at the Bell Captain's Desk. Should you require a later check-out, an additional charge of one-half day's room rental will apply until 4:00 p.m. with the full rate applicable after that time. For late check-out arrangements, please contact the Front Desk at extension 74965 or press the Front Desk button on your telephone keypad.

## **Church Services**

If you are interested in attending services at any of the following churches, we recommend calling ahead to inquire about accessibility and accommodations you may require.

Anglican Church - St. James Cathedral - 106 King Street 9-416-364-7865

Catholic Church - St. Michael's Cathedral - 65 Bond Street 9-416-364-0234

Baptist Church - Jarvis Street Baptist Church - 130 Gerrard Street East 9-416-925-3261

Islamic Centre of Toronto - 56 Bouslead Avenue 9-416-769-1192

Buddhist - Toronto Buddhist Temple - 1011 Sheppard Avenue 9-416-534-4302

Hindu Temple - Hindu Temple Society of Canada - 10865 Bayview Ave. 9-905-883-9109

Synagogue - Beth Israel Anshei Minsk - 10 St. Andrew Street 9-416-595-5723

For service times, please contact the Concierge Desk at 7359.

## **Club Room**

Our Club room is a welcome retreat for guests seeking the ultimate in service and comfort. This exclusive "hotel within a hotel" represents the definitive expression of our commitment to hospitality and excellence, and is epitomized by a private lounge, turn-down service and many other notable features. For further information, please contact the Front Desk at extension 74965

## **Comment Cards**

We would be thrilled to hear about your experience at our hotel. Please contact us at [cstor.comments@chelseatoronto.com](mailto:cstor.comments@chelseatoronto.com).

## **Concierge**

Enlist the services of our Concierge and enhance your stay with us to the fullest. From making restaurant reservations, to arranging car rentals, confirming flights or booking tours of Toronto and beyond, our knowledgeable staff is here to assist with any special services. Please press 7359.

## **Courier Services**

Please contact our Concierge at extension 7359.

## **Credit Cards**

The Chelsea Hotel Toronto accepts the following valid credit cards: American Express, Diner's Club, Discovery Card, MasterCard and Visa. A TD Automated Banking Machine is located in the lobby level opposite Essentials Gift Shop by the Yonge St. doors.

## **Credit Privileges**

Should you wish to settle your account by means other than cash or accepted credit cards, arrangements must be made with our Accounting Office prior to your arrival. Please press 0 and ask to be transferred to the Accounting Department during regular business hours.

**Currency Exchange**

Foreign Currency can be exchanged at the Front Desk. (we can only convert to Canadian Currency). Exchange rates are posted in the lobby at the Front Desk.

**Do Not Disturb**

If you desire privacy, please place the Do Not Disturb sign on the outer doorknob of your room door. Please note that it is Hotel policy to enter a room should a Do Not Disturb sign be on for three or more days.

**Doctor / Dentist**

Call our Hotel Operator and we will arrange for a Doctor or Dentist to contact you. Please press 0. In case of an emergency please press 7299. You may also access the "Medical and Hospital Directory" in this package.

**Daily Functions**

All meetings and receptions are listed on the function boards located throughout the hotel lobby, and on the second and third floor. If you are unsure of the location of the meeting room, or if you need assistance, please contact the Bell Desk or the Front Desk at 74212 or 78946.

**Dry Cleaning / Laundry Services**

For your convenience we have placed a laundry bag and a price list in the closet of your room. Cleaning and laundry brought down to the Bell Captains Desk before 9:00 a.m. will be delivered to your room by 6:30 p.m. the same day. We also provide an overnight laundry service (for an additional charge) from Sunday to Thursday. The laundry must be brought down before 10:00 p.m. and it will be returned to the hotel at 3:30 a.m. For early morning delivery, please specify the time you wish the items to be returned to your room. The overnight laundry and cleaning is not available Friday and Saturday. For laundry pickup and delivery, please press 74212.

Coin operated washers & dryers for personal use are available in the locker rooms of our Family Fun Zone, located on the 2nd floor. Laundry soap & products are also available for purchase through a coin-operated dispenser. Exact change is required for all machines and dispensers.

**Hours of Operation**

Daily 7:00 a.m. to midnight (last load started by 11:00 p.m.)

**Electricity**

All rooms are equipped with standard North American 110 volt outlets with a 2 pronged plug. For additional service, please contact our Can Do Centre at extension 78946. Adapters are available at our Essentials Gift Shop located in the lobby. Please press 72829.

**Emergencies**

Please press 7299, advise room number and nature of emergency.

**Entertainment**

The Chelsea Toronto, Toronto's Entertainment Hotel, provides guests with information and an on-site ticketing service for the hottest shows, events and attractions in town. Call extension 7359 to speak to our Concierge. On your next visit to Toronto, call toll free 1-800-CHELSEA from anywhere in North America, and book both accommodation and tickets, a service that provides convenient one-stop shopping.

**Express Video Check Out**

Video check-out / Account information - View your account and check-out all from the comfort of your room. Please press the Menu button on your Television Remote Control and go to Guest Services. It will guide you through the check-out process.

**Facsimile Services**

Fax services are available to all through our Concierge, and at the Front Desk. Please call extension 7359 for more information.

**First Aid**

To contact the Switchboard Operator, press 0, or for an emergency press 7299.

**Gift Shop / Essentials**

Our gift shop has a wide variety of gift ideas, toiletries, reading materials, candies and novelties. It is located near the Yonge Street entrance, and it is open 7 days a week. Please press 72829 for hours of operation.

**Golf – Public Courses**

The nearest Golf Course to the hotel is the Don Valley Golf Course, located on the west side of Yonge Street, South of Hwy 401. It is a Metro Park Public Golf Course, 18 Holes, Par 71, Rating 69. To contact this Golf Course please telephone 9-416-392-2465. For more information on other Golf Courses, please contact the Concierge Desk by pressing extension 7359.

**Harmonized Services Tax (HST)**

Ontario's Harmonized Sales Tax (HST) is a 13% tax, which applies to almost all goods and services in Canada, including your charges during your stay with us.

**Fitness Centre**

Located on Deck 27 (the 27th floor of the hotel), the Exert Fitness Centre offers an Adult only pool & fitness facility (guests must be 19 years and older). The Health Club offers state of the art cardio and strength machines as well as a free weight & stretching area, whirl pool, locker room, towels and saunas. A seasonal sun deck is also available along with a variety of products available for purchase such as swimsuits, goggles and headsets. Please contact the Concierge at 7359 for hours of operation.

**Hotel Activities**

The Chelsea Hotel Toronto offers families lots of fun activities and services such as the Family Fun Zone, which includes our family swimming pool featuring our 130 ft. Corkscrew Waterslide, the Kid Centre and Club 33 Teen Centre. Please see the Kids section in this directory for more information. There is also an adult only Fitness Centre and swimming pool on Deck 27.

### **Housekeeping Services**

Our housekeeping department is pleased to offer you the following additional services and amenities. Please do not hesitate to call us if you need assistance, wish to have your room made or require any of the following amenities: Blanket • Cots • Playpen • Sewing Kit • Tooth Brush Kit • Shower Cap • Turndown Service. For your added convenience, we have placed an Iron and Board in your closet. Should you require any of the above items, or for assistance, please press 78946. Please see the “Assistive Devices” section of this package for information on assistive devices and equipment available at the Chelsea Hotel Toronto.

### **Vending and Ice Machines**

Ice, snack and pop machines are conveniently located on every guest room floor in the hall between the 32 and 34 rooms.

### **Jogging**

Jogging maps can be found at our Concierge desk and at our Exert Fitness Centre on Deck 27.

### **Kids Activities**

Family Fun Zone - Located on the second floor of the hotel, the Family Fun Zone is a children’s oasis within the hotel. Take a refreshing plunge in the family swimming pool or a twisted ride on our 130 ft. Corkscrew Water Slide! Stop by the Children’s Creative Centre for some fun & excitement or wander by the Club 33 Teen Centre to enjoy the arcade and video games. Corkscrew Waterslide - 130 Thrilling Feet of Twisted Fun, the Corkscrew Water Slide is a “must do” activity while staying in the hotel. Open to guests who are at least 3’8” tall, the Water Slide is a sure memory maker! For hours & days of operation, please contact the Children’s Creative Centre at extension 74220.

**Camp Chelsea** - (Available during March Break and Summer) - Try our fun & exciting on site Day Camp program for little guests. Camp Chelsea offers a supervised all-inclusive daytime program for children ages 5 to 12. Camp Chelsea includes an extensive line-up of activities and fun for the kids from 9:00am - 5:30pm. For hours & days of operation, please contact the Children’s Creative Centre at extension 74220. (Based on availability and an additional fee required. Advanced booking required)

**Children’s Creative Centre** - The Children’s Creative Centre offers a parent-supervised facility with playroom, Arts & Crafts, toys, books, activities, Wii Nintendo and games. Children of all ages can visit with their parents. Babysitting services are offered for an additional charge for children ages 3 (toilet trained) to 12 in the Children’s Creative Centre, for a maximum duration of 2 ½ hours. theatre babysitting is also available (at extra charge) if you would like to enjoy one of the many Shows Toronto has to offer (24 hours notice required). A wristband policy always matches the child to the parent. Strollers & wagons are available with a deposit. For hours & days of operation, please contact the Children’s Creative Centre at extension 74220.

**Family Pool** - Located next to the Kids Centre, the family pool is open to all guests of the hotel. Along with the family pool, the whirlpool and change room facilities with saunas, showers and lockers are also available. A family change room is located on the pool deck. Towels and life jackets are provided. A variety of products are available for purchase including swimsuits, bathing caps, goggles and water wings. For hours and days of operation, please contact the Children's Creative Centre at extension 74220.

**Club 33 Teen Centre** - Club 33 Teen Centre is located on the second floor of the hotel, in the Family Fun Zone area. Our Teen Lounge, "Club 33", has established itself as the coolest hangout within the Chelsea. Equipped with arcade games, large screen LCD TV, XBOX 360, Air Hockey table, Foosball and more, providing endless amusement keeping any teenager entertained. For hours & days of operation, please contact the Children's Creative Centre at extension 74220.

### **Languages**

Our Chelsea Team Members speak many languages, please press 0 for Operator.

### **Limousine**

Please contact the Bell Captains Desk for a limousine booking. Please press 74212. Information about accessible limousine services is outlined in the "Transportation" section of this package.

### **Lost and Found**

Please contact Housekeeping at extension 7431 or press the Housekeeping button on the telephone keypad.

### **Luggage Storage**

Luggage storage is available at the Bell Desk. For assistance please call extension 74212 or press the Bell Desk button on the telephone pad.

### **Mail / Faxes**

Mail and faxes are received at the Concierge Desk, located in the Hotel Lobby, and are delivered to your guestroom after receipt. If there is a fax or mail for a guest expected to arrive, that fax or mail is kept at the Concierge Desk and the guests reservation is messaged that this information is to be passed along at check-in.

### **Maintenance**

Should you encounter any problems with your guestroom please press 78946.

### **Maps**

Maps of Toronto and surrounding areas are available at the Concierge Desk. Please press extension 7359. Maps are also available in the Guest Accessibility Package.

### **Massage Therapy**

Personal massages from a Registered Massage Therapist professional are available at the Elmwood Spa adjacent to the hotel. For more information, please press 72843.

## **Meeting and Convention Service**

The following services are available to you while attending your meeting.

- Locating Your Meeting Room - All meetings and functions are listed on the event boards located throughout the Hotel Lobby, and on the second and third floors. You may also inquire at the Front Desk, Bell Desk or press 0 and speak with the Hotel Operator.
- Delivery Of Faxes - A Hotel Team Member will deliver faxes and messages as soon as they are received. Our guest fax number is (416) 585-4375.
- Package Delivery - All packages should be labeled with the correct meeting room, arrival date, convenor's name and the Catering and Conference Services Manager's name. Packages will be stored until the day of the function, at which point they will be brought to the meeting room. Additional labour fees may be applied.
- Audio Visual Services - We have an onsite audio visual company which is available for all your audio visual requirements, Press "0" and ask to be connected or press 72701.
- 

## **Movie Rentals (In Room)**

In-Room movie rentals are available through your television for your viewing pleasure. The cost will automatically be added to your room account. Movies can be blocked out if you do not wish your children to view them. Please press 0 for assistance.

## **Newspapers**

Complimentary newspapers are available in our lobby and food and beverage outlets. Newspapers are also available at our Gift Shop located in the lobby.

## **Non- Smoking**

To comply with the City of Toronto's smoking by-law, the Chelsea Toronto provides a smoke-free environment in all guestrooms (including balconies) and public spaces. A \$200 room recovery fee will be charged for smoking in your room.

## **Parking**

Underground parking is available at the hotel. The entrances to our parking facilities are located on Gerrard Street.. Valet parking is also available for an additional charge. Valet services can be accessed at both the Elm and Bay Street entrances. Parking charges are subject to change. Please note that underground hotel parking is subject to availability and has a maximum height restriction of 5 feet, 6 inches.

## **Accessible parking spaces are available on parking levels S1 and N5**

## **Pets**

Small pets are welcomed in the guestrooms. There is a pet charge to cover additional cleaning costs, and if your stay is more than 5 nights an additional fee will apply. Pets must be on a leash at all times in our public areas and are not allowed in our food and beverage outlets. For your convenience a pet potty area is located just outside the Elm Street doors. We prefer that your pet not be left unattended in your room, but if you must leave without your pet, please inform the Front Desk and leave a contact number where you can be reached should your pet become agitated. Should your pet create a disturbance affecting the comfort of other guests, you will be expected to compensate the

hotel for revenue loss. Please call the Concierge at 7359<sub>7</sub> for more information about local pet services. Please see the “Veterinary Services” and “Service Animal Relief Areas” sections of this package for additional information on service animals.

### **Pharmacy**

Non-prescription drugs and basic toiletries are available at the Gift Shop in the lobby. There is also a 24 hour Shoppers Drug Mart at the corner of Yonge Street and Carlton Street. To contact the Gift Shop, please press 72829 and for Shoppers Drug Mart, please call 7-416-408-4000.

### **Photocopy Service**

Black & white and colour photocopy services are available through our guest photocopy room located in the lobby. For further information contact the Concierge Desk by pressing 7359.

### **Postage Stamps**

Postage Stamps are available at our Gift Shop located in the lobby.

### **Post Office**

The nearest Post Office is located in Atrium On Bay. This is a 5 minute walk South on Yonge Street. There is a mail box located in the lobby near the Gift Shop.

### **Receptions**

Should you wish to arrange a Reception, our Catering professionals are standing by to ensure that your needs are met and that your function is a success. Please press 7340.

### **Reservations**

To contact the Chelsea Toronto Reservations please press 78940.

### **Safety Deposit Boxes**

For the storage of personal valuables, complimentary Safety Deposit Boxes are available for guests at the Front Desk. We cannot assume responsibility for money, jewellery and other valuables left unattended in guestrooms, in accordance with the Innkeepers Act.

### **Sales Department**

To contact our Sales Department, please press 7340.

### **Saunas**

We have four saunas in the hotel. Two are located in the Family Fun Zone on the 2nd floor and the other two are located on Deck 27. To contact the Family Fun Zone, please press 74220 and for the Fitness Centre on Deck 27, please press 72753.

### **Security**

To contact security please press 0 and speak to the Operator or in case of an emergency, please press 7299.

**Sightseeing**

For information on sightseeing, please contact our Concierge Desk by pressing 7359 or press the Concierge button on your telephone keypad. Information related to the accessibility of some of Toronto's main attractions and activities, please see the "Show Your Room Key and Save" section of this package.

**Shopping Centre**

The Eaton Centre, Downtown Toronto's largest shopping mall is the largest shopping mall in Toronto, and is located within a five minute walk south of the hotel. For information contact the Concierge Desk at extension 7359 or press the Concierge button on the telephone keypad.

**Smoking**

To comply with the City of Toronto's smoking by-law, the Chelsea provides a smoke free environment in all guestrooms (including balconies) and public spaces. A \$200 room recovery fee will be charged for smoking in your room. Smoking areas are located outside the Elm Street and Gerrard St. entrances.

**Special Occasions**

To make arrangements for Special Occasions like a Birthday Party or Anniversary, please contact our Catering Department at extension 7340.



## Restaurants / Room Service

Large print and Braille menus are available at all of the Chelsea Hotel Toronto's dining facilities. Please ask our staff.

All menus are also available electronically on the Guest Accessibility Package USB drives. You may also visit: [www.amenu.ca](http://www.amenu.ca)

### Market Garden and Market Garden on the Go

Market Garden, featuring Express|O coffee bar, is the solution for diners with little time to spare. Guests can browse the market-style aisles stocked with grab-and-go items, create a salad of their choice or watch chefs prepare hot and cold dishes right before their eyes. Guests can select from a deliciously diverse range of prepared soups, sandwiches, pizzas and baked goods, then choose to dine in or take a seat on the seasonal outdoor patio. Orders can also be picked up and taken away during restaurant hours.

### Monarch's Pub

Lively and energetic, Monarchs Pub is downtown Toronto's must-visit live music venue. While HD televisions keep sports fans up to date on the latest scores and games, music buffs can enjoy live jazz, blues or rock performances six nights a week. Monarchs Pub's menu is as enticing and diverse as its musical selection. Available from 5:00 pm to 11:00 pm, the extensive a la carte menu features contemporary pub fare including delicious starters, hearty mains and tempting desserts, while a special late-night menu is available from 11:00 pm to 1:00 am. Guests can also sip samples from Monarchs Pub's impressive range of domestic and international brews.

<http://www.monarchspub.ca>

<http://www.facebook.com/monarchspub>

### T|Bar

T|Bar is the venue of choice for breakfast, lunch, and dinner or late-night cocktail. Centrally located, the lounge conveys warmth and a contemporary style. Inviting and relaxing, guests can watch the world pass by as they sip their premium-blend tea or specialty martini. T|Bar also serves an authentic Indian lunch buffet, and offers a la carte menus for lunch and dinner.

## MARKET GARDEN ON THE GO

### Hours of Operation

Breakfast: Monday-Sunday: 6:00 AM - 10:00 AM

Evening: Monday-Sunday: 5:00 PM - 12:30 AM

Orders must be placed before 12:30 AM

Orders can be picked up at our Express|o counter on the lobby level or delivered to the comfort of your room.

All room deliveries are subject to applicable taxes plus a \$4.00 delivery charge. A 15% gratuity will be added to your bill, which is based on your complete satisfaction with the service.

**Please refer to the electronic version on the GAP USB drive. To request a USB drive containing this package, please call the Front Desk at extension 74965. Braille and large print menus are also available.**

## Associations Serving Persons with Disabilities

The following is a list of organizations that may help to solve issues or remove barriers to people with disabilities. In any threatening or emergency situation, please call 9-1-1, hotel security at 7299 or contact your nearest hospital.

Accessibility Directorate of Ontario 866-515-2025 <http://www.accesson.ca>  
Canadian National Institute for the Blind (CNIB) 800-563-2642 <http://www.cnib.ca>  
Canadian Hearing Society (Toronto) 416-928-2504 <http://www.chs.ca>  
Spinal Cord Injury Ontario 416-422-5644 <http://www.sciontario.org>  
Canadian Mental Health Association 416-977-2813 <http://www.cmha.ca>  
Kerry's Place Autism Services 905-579-2720 <http://www.kerrysplace.org>  
The Arthritis Society 416-979-7228 <http://www.arthritis.ca>  
Design Ingenuity 416-704-5533 <http://www.designingenuity.ca>  
Home Medical Equipment Ltd. 866-571-9333 <http://www.hmemobility.com>  
MediChair Durham 800-465-5028 <http://www.medichair.com>  
The Canadian Foundation for Animal Assisted Support Services 888-473-7027  
<http://www.cf4aass.org>  
Heart and Stroke Foundation of Ontario 416-489-7111 <http://www.heartandstroke.on.ca>  
Canadian Cancer Society 888-939-3333 <http://www.cancer.ca>  
Mobility Unlimited (Mobility Device rentals, service, etc) (416) 778-9586 (877) 778-9586  
Shoppers Home Healthcare (416) 752-8885



## Transportation

### TTC (Toronto Transit Commission)

Website: <http://www.ttc.ca>

Customer Service by Phone: (416) 393-3030 7:00 AM to 10:00 PM daily except holidays

Information by Phone: (416) 393-4636 Automated Information 24 hours a day, live agents available between 8:00 AM and 6:00 PM daily except holidays

TTY Telephone: (416) 481-2523 8:00 AM to 6:00 PM daily except holidays

Toll Free Telephone: (866) 642-9882 8:00 AM to 6:00 PM daily except holidays

Further contact information can be found on the TTC website.

### Overview

The TTC is a public transit network consisting of bus routes, street cars (light rail cable cars or trams at street level), and subways. The TTC services the city of Toronto proper. If you need to travel outside of the city, please refer to the designated regional transit system for schedules, routes and accessibility information.

Wheel-Trans is an accessible TTC bus service which provides accessible transportation to passengers with mobility disabilities. Please see below for specific Wheel-Trans information.

Subways - The Chelsea Toronto, is situated on the Yonge Street portion of Line 1, (Yonge-University-Spadina subway line). The hotel is almost directly between the Dundas Station to the south, and College Station to the north. Dundas Station is currently fully accessible for mobility devices, while College Station is not. Here are the simplest directions to find the two stations:

### College Station:

This station is **NOT accessible** for mobility devices

Note: College Street runs west of Yonge Street. East of Yonge Street, it is called Carlton Street.)

Exit the hotel onto Gerrard Street and turn right, heading east on Gerrard. When you reach the lights at Yonge Street, turn left, heading north. The next major intersection is College Street (for those with vision disabilities, you will identify north and southbound traffic on Yonge Street bumping over street car tracks, as College/Carlton Street also has a street car route)

There are three entrances to the subway, all with stairs

### College and Yonge Entrance:

The entrance on the southwest corner is approximately 18 metres west of Yonge Street, and is located inside College Park Shops

Note: This entrance may be confusing to navigate, as it requires manoeuvring through a concourse of shops to find the subway entrance. You may find it easier to cross Yonge Street and enter from the southeast corner of Yonge and Carlton.

### Yonge and Carlton Entrance, Southeast Corner:

This entrance is located approximately 17 metres east of Yonge Street, on the south side of Carlton Street. You must enter a door leading to stairs down to the concourse level

### Yonge and Carlton Entrance, Northeast Corner:

This entrance is located approximately 25 metres east of Yonge Street, on the north side of Carlton Street. There is a covered staircase on the sidewalk, surrounded by barriers on three sides, which leads down to the concourse level

For more information, including a description of this station and its amenities, please call customer service, or visit: <http://www.ttc.ca/Subway.index.jsp>

Select Line 1 and College Station.

*Dundas Station:*

Note: Dundas is designated Dundas Street East and Dundas Street West, on either side of Yonge Street.

Exit the hotel on Gerrard Street, and turn right, heading east on Gerrard. When you reach the lights at Yonge Street, turn right, heading south. You will encounter a traffic light at Elm Street, and a couple small side streets before reaching Dundas. There are audible crossing signals at Yonge and Dundas, as well as a verbal announcement for four-way crossing, where the entire intersection is open to pedestrians. There is also a street car route along Dundas.

There are four entrances to the subway station

Note: Please read carefully, as not all entrances access both north and southbound trains. Fare collectors, access gates and turnstiles are on the same level as the subway platforms, which is not a typical configuration. There is an underground passage located between the subway platform level and street level which connects both north and southbound trains.

#### **Yonge and Dundas West Entrance, northwest corner:**

This entrance is **NOT accessible** for mobility devices

It is located approximately 23 metres west of Yonge Street, on the north side of Dundas Street West. There is a covered staircase on the sidewalk, surrounded by barriers on three sides, which leads down to the southbound platform level only

#### **10 Dundas Street East Entrance, Northeast Corner:**

This entrance is accessible for mobility devices

It is located approximately 30 metres east of Yonge Street, on the north side of Dundas Street East, inside the AMC Building. Once inside the building, you will find elevator and stair access to the northbound subway platform only

#### **Eaton Centre Entrance, Southwest Corner:**

This entrance is accessible for mobility devices

It is located immediately on the southwest corner of Yonge Street and Dundas Street West, inside the Eaton Centre Atrium. Once inside the Eaton centre, you will find an elevator and stairs which access both the Underpass and Southbound subway platform levels. There is also an escalator, which leads directly to the Southbound subway platform level

#### **Dundas Square Entrance, Southeast Corner**

This entrance is accessible for mobility devices

The elevator is located inside the pedestrian kiosk for the Green P Parking Garage, approximately 27 metres east of Yonge Street, on the south side of Dundas Street East. There is a covered staircase on the sidewalk, surrounded by barriers on three sides, located approximately 21 metres east of Yonge Street, on the south side of Dundas Street East. Both the stairs and elevator have access to the Underpass and Northbound subway platform levels

For more information, including a description of this station and its amenities, please call customer service, or visit: <http://www.ttc.ca/Subway/index.jsp>  
Select Line 1 and Dundas Station.

### **Additional Information:**

- ✓ As of the Fall of 2014, 46 per cent of TTC subway stations are considered accessible for mobility devices
- ✓ Accessible stations generally include elevators, accessible fare gates, automatic doors and better signage and way finding
- ✓ Accessibility retrofits are underway at Lawrence West and Dufferin Stations in 2014
- ✓ 9 more stations are to become accessible by 2018
- ✓ 100% of TTC subway stations are to be accessible by 2025
- ✓ All subway and RT trains have level boarding, and are accessible, however the new Rocket Subway Trains feature great improvements, such as: dedicated seating areas outlined with blue markings with seats in the flipped-up position by default, a fully accessible interior layout, tactile way finding indicator strips, visual and audio communication systems with video surveillance for safety, multiple customer information screens and trip maps, a passenger-assist intercom at each area dedicated for mobility devices and an emergency detrainment ramp at either end of the train. All stops are announced and displayed electronically.

Note: Based on whether the station features a middle or side platform layout, the doors of the train may open on the left or right side. This information is not announced with the stop announcement.

### **Line 1: Yonge-University-Spadina**

This is the main subway line. It runs in a general “horseshoe” shape with Union Station being the southern-most stop. From Union, trains run North to Finch Station on the east side of the horseshoe, and to Downsview Station on the West side. This line connects with Line 2 Bloor-Danforth Subway at Bloor-Yonge, St. George and Spadina Stations, and Line 4 Sheppard Subway at Sheppard-Yonge Station.

### **Line 2: Bloor-Danforth**

This line is essentially a direct east-west line running from Kennedy Station in Scarborough at the eastern end, and Kipling Station in Etobicoke at the western end. It generally travels underneath Bloor Street on the west side, and Danforth Avenue on the east. It connects with Line 1 Yonge-University-Spadina at Bloor-Yonge, St. George and Spadina stations, and Line 3 Scarborough (LRT) at Kennedy Station.

### **Line 3: Scarborough**

Line 3 Scarborough is a light rail transit line servicing six stations. It runs in an “L-shape” generally in a north and then east direction. The route operates from the area of Eglinton Avenue East and Kennedy Road, north and east to the Scarborough Town Centre, and continues east, terminating in the area of McCowan Road and Progress Avenue. Line 3 connects with Line 2 Bloor-Danforth at Kennedy Station.

### **Line 4: Sheppard**

Line 4 Sheppard is the newest of Toronto’s subway infrastructure. It consists of five stations, running in an east-west direction along Sheppard Avenue East. The route operates from Yonge Street and Sheppard Avenue, east to Sheppard Avenue East and

Don Mills Road. Line 4 connects with Line 1 Yonge-University-Spadina at Sheppard-Yonge Station.

### **Street Car Access:**

There are two east/west street car lines within easy walking distance of the Chelsea Toronto.

To locate the College/Carlton Street line, follow the directions to College Subway Station.

The Eastbound streetcar stop is on the Southwest corner of College Street and Yonge Street, just west of the intersection. The Westbound streetcar stop is located on the Northeast corner of Yonge street and Carlton Street, just east of the intersection.

To find the Dundas streetcar line, follow the directions to the Dundas Subway Station.

The Eastbound streetcar stop is on the Southwest corner of Yonge Street and Dundas Street West, just west of the intersection.

The Westbound streetcar stop is located on the Northeast corner of Yonge Street and Dundas Street East, just west of the intersection.

For schedules and additional route information, including trip planning and service disruptions, please call customer service or visit <http://www.ttc.ca>

### **Additional Information:**

- ✓ The streetcar system is not yet fully accessible for people using mobility devices, but plans are in place to achieve 100% accessibility by the year 2019
- ✓ 43% of TTC street cars are scheduled to be accessible by 2017
- ✓ Modifications to platforms and curb cuts have begun to ensure safe ramp deployment on the new low-floor street cars
- ✓ Curb cuts feature new truncated domes for way finding

### **TTC Buses**

- ✓ 1850 plus accessible buses are in operation by TTC – 100% of its fleet
- ✓ Accessible buses include ramps, kneeling features, two designated priority locations for mobility devices with flip-up seating, colour contrasting stanchions with accessible stop-request buttons, electronic audible and visual stop announcements, high visibility destination identification signage and an accessible low floor between the two sets of doors

For information on Toronto's bus routes, including trip planning and service disruptions, please visit <http://www.ttc.ca>.

### **Wheel-Trans**

Wheel-Trans is the TTC's door-to-door accessible transportation system. The vehicles are low-floor specialized buses, put into operation from 2010 onward. This service is available 24 hours a day, and is available by reservation only. Reservations can be made up to four hours in advance of a trip, but service is subject to vehicle availability, and it is recommended that arrangements are made as soon as possible. Seven days in advance is the maximum allowable reservation period. To maximize the efficiency of this service, it is suggested that passengers utilize Wheel-Trans to connect with other accessible TTC routes wherever possible.

Wheel-Trans passengers are required to pay the regular TTC fare. All tokens, tickets, and valid TTC passes are accepted.

For local residents, and long-term visitors to Toronto, you will need to apply for Wheel-Trans eligibility in order to utilize the service. People visiting from out of town are eligible for two weeks of Wheel-Trans service, as long as they are registered with an accessible transportation service provider in their home area.

For information, questions and to register for service, please call Wheel-Trans Customer Service directly at: (416) 393-4111.

To book or cancel a trip, please call (416) 393-4222, or use the online reservation page at: <https://mywheel-trans.ttc.ca>

For more information about TTC Wheel-Trans service, please call 416-393-4111 or visit: <http://ttc.ca/WheelTrans/index.jsp>

Note: A registration number and password are required to book online). You can also contact Wheel-Trans Customer Service via email at: [wtcs@ttc.ca](mailto:wtcs@ttc.ca)

### **Go Transit**

The Go Transit system is a series of bus routes and train lines which connect the City of Toronto proper to its surrounding communities. There are a total of seven train lines and a vast number of bus routes. All routes have varying degrees of service depending on the time and day of week. As of January 2015, there are only six Go Train stations that are not considered accessible for people using mobility devices. All Go Bus routes are equipped to allow access to passengers using mobility devices; however, not all stops are accessible. Additionally, not all Go Transit buses are capable of handling all sizes of scooters and mobility devices. It is recommended that passengers who require accommodations for mobility devices contact the Go Transit Centre 48 to 72 hours in advance to assist with trip planning.

Please Note: Bus drivers and customer service agents on trains and at Go Stations are trained in accessible customer service, but are not available for personal support services. Passengers requiring personal support are encouraged to travel with a support person utilizing a support person ticket, which allows both parties to travel on one fare.

More information regarding accessible transportation with Go Transit can be found by visiting: <http://www.gotransit.com/public/en/travelling/accessibility.aspx>

For trip planning online, schedule, route or service information, including elevators and escalators, please visit: <http://www.gotransit.com>

To reach the Go Transit Customer Service Centre by phone: Local: 416-869-3200, Toll Free: 1-888-438-6646, TTY: 1-800-387-3652

### **Alternative Accessible Transportation**

#### **Dignity Transportation**

Dignity is an accessible transportation service provider operating in the Greater Toronto Area. They provide pre-arranged transportation in many forms. On-demand service is also available, but is subject to vehicle availability. To inquire about service availability or to get more information, please use the contacts provided below:

Local Phone: 416-398-2109, Toll Free: 1-866-398-2109

Email: [info@dignitytransportation.com](mailto:info@dignitytransportation.com)

Dignity offers over 50 accessible vehicles, including an accessible limousine. They also offer pre-arranged airport shuttle service, and long-distance tour visits to Ontario attractions. Please call or email for more information.

### **Diamond Taxi**

Diamond Taxi is available for pre-arranged accessible transportation. ON-demand service is available, but is subject to vehicle availability. All operators are trained by the Toronto Licensing Commission. It is recommended that trip requests are made 24 to 48 hours in advance whenever possible. There is a 24 hour cancellation policy for all pre-arranged trips.

All Diamond accessible taxi cabs are side-entry vehicles with power ramps.

To book a trip, or get more information, please call 416-366-6868.

### **Royal Transportation Services**

Royal Transportation is a taxi company with approximately 40 contracted accessible vehicles. They offer on-demand and pre-arranged service, but 24 hours notice is recommended. All of their vehicles employ a dual ramp system on either side of the vehicle.

For more information, please visit: [http://www.royaltaxi.ca/royal\\_accessible.htm](http://www.royaltaxi.ca/royal_accessible.htm)

To book a trip, please call: 416-777-9222

Note: Royal Taxi's operators are contracted. As such, there is no confirmation of where operators were trained in accessible customer service or interaction. Their website does state that operators are trained.

### **Other Options**

There are many other taxi companies operating in the City of Toronto. Recent changes to Toronto's laws governing taxi companies have increased the number of accessible taxi cabs in service. It is always recommended that passengers call in advance to inquire about availability and trip booking.

## Directory of Area Hospitals and Healthcare Facilities

### **Mount Sinai Hospital**

600 University Ave, Toronto, ON M5G 1X5

(416) 596-4200

<http://www.mountsinai.on.ca>

### **Toronto General Hospital**

200 Elizabeth St, Toronto, ON M5G 2C4

(416) 340-4800

<http://www.uhn.ca>

### **Sick Kids Hospital**

555 University Ave, Toronto, ON M5G 1X8

(416) 813-1500

<http://www.sickkids.ca>

### **Princess Margret Cancer Centre**

610 University Ave, Toronto, ON M5T 2M9

(416) 946-4501

<http://www.theprincessmargaret.ca>

### **St. Michael's Hospital**

30 Bond St, Toronto, ON M5B 1W8

(416) 360-4000

<http://www.stmichaelshospital.com>

### **Women's College Hospital**

76 Grenville St, Toronto, ON M5S 1B1

(416) 323-6227

<http://www.womenscollegehospital.ca>



## **Service Animal and Pet Relief Areas**

### **Hotel Pet Relief Area**

The Hotel does have a small man made pet relief area located outside the Elm Street exit. Travel south outside the Elm Street exit approximately 40 feet and turn left. As you travel east you will enter a tunnel transitioning under the 2<sup>nd</sup> floor of the hotel. You continue east approximately 50 feet and located on the north exterior wall of the hotel is the man made pet relief area.

### **College Park**

The nearest natural park area is College Park, the park is located within 0.25 km north of the hotel. Travel east from the Gerrard Street exit to the first cross street (Yonge Street). At the intersection of Yonge and Gerrard Streets you will travel north up the east side of Yonge Street approximately 1000 feet and the entrance to the park will be on the west (left hand) side. Note: your pet must be kept on a leash in the park at all times and you must pick up after your pet. Disposal cans are available.

## **Directory of Veterinary Services**

### **Veterinary Emergency Services – 24 hours seven days a week**

920 Yonge St  
Toronto, ON M4W 3C7  
vectoronto.com  
(416) 920-2002

**Fully accessible for mobility devices**

### **Pulczer Mobile Veterinary Services - 24 hour emergency veterinary services.**

2 Plaisance Rd  
Toronto, ON  
vetmobile.ca  
(647) 297-4622

### **Wellesley Animal Hospital – Monday to Friday 8 am to 7 pm Saturday 9 am to 2 pm**

Sunday closed  
8 Wellesley St W  
Toronto, ON M4Y 1E7  
wellesleyanimalhospital.ca  
(416) 966-1830

### **Cabbagetown Pet Clinic – Monday, Wednesday, Friday 8 am to 6 pm Tuesday and Thursday 8 am to 8 pm Saturday 9 am to 4 pm Sunday closed**

239 Gerrard St E  
Toronto, ON M5A 2G1  
cabbagetownpetclinic.com  
(416) 928-6761

**Fully accessible for mobility devices**



## **Accessible Dining and Food**

### **Chelsea Toronto Restaurants**

#### **Monarchs Pub**

Located in the hotel near the Gerrard Street Entrance

Fully accessible for mobility devices  
Accessible washrooms nearby  
Braille/large print menus available  
Hearing loop induction system available  
Staff trained in Accessible Customer Service

#### **Market Garden Restaurant**

Located in the hotel across from the Bay Street Entrance

Fully accessible for mobility devices  
Accessible washrooms nearby  
Braille/large print menus available  
Hearing loop induction system available  
Staff trained in Accessible Customer Service

#### **T|Bar Lounge**

Located in the hotel beside the Elm Street Entrance

Fully accessible for mobility devices  
Accessible washrooms nearby  
Braille/large print menus available  
Hearing loop induction system available  
Staff trained in Accessible Customer Service

### **Other Dining Options**

#### **Signs – Canadian International Fusion**

This restaurant is unique as everyone working in the restaurant is fluent in American Sign Language

558 Yonge Street  
Toronto, ON  
647-349-7446

Fully accessible for mobility devices  
Accessible washroom, no power door  
Accessible parking nearby  
Staff trained in Accessible Customer Service

#### **Fabricca – Italian**

49 Karl Fraser Rd.  
Toronto, ON  
416.391.0307

Fully accessible for mobility devices  
Accessible washroom, no power door  
Accessible parking nearby  
Staff trained in Accessible Customer Service

**Against the Grain – Pub Style**

25 Dockside Dr  
Toronto, ON  
(647) 344-1562

Fully accessible for mobility devices  
Accessible washrooms, no power door  
Accessible parking on site  
Staff trained in Accessible Customer Service

**Mildred’s Temple Kitchen – Fine Dining**

85 Hanna Ave  
Toronto, ON  
(416) 588-5695

Fully accessible for mobility devices  
Accessible washrooms, no power door  
Accessible parking on site  
Staff trained in Accessible Customer Service

**Celestin – French**

623 Mt Pleasant Rd  
Toronto, ON  
(416) 544-9035

Fully accessible for mobility devices  
Accessible washroom, no power door  
Staff trained in Accessible Customer Service

**Bestellen – Continental**

972 College St  
Toronto, ON  
(647) 341-6769

Fully accessible for mobility devices  
Accessible washroom on site, no power door  
Accessible parking nearby  
Staff trained in Accessible Customer Service

**Baton Rouge – Steak and Ribs**

218 Yonge Street (Eaton Centre)  
Toronto, ON  
(416) 593-9667

Fully accessible for mobility devices

Accessible washroom, no power door  
Braille menus  
Accessible parking on site  
Staff trained in Accessible Customer Service

**Loblaws Carlton Street (Flagship Location)**

Built in the historic Maple Leaf Gardens  
Fully accessible  
Staff trained in accessible customer service  
60 Carlton Street, Toronto, M5B 1J2  
(416) 593-6154  
Hours: 7:00 AM to 11:00 PM, 7 days a week



## **Show Your Room Key and SAVE**

While the following locations have been verified to their level of accessibility, circumstances beyond our control may change the accessibility of each location. It is recommended that if possible you call in advance of visit to ensure your accessible requirements are met.

### **Art Gallery of Ontario (AGO)**

317 Dundas St W, Toronto  
(416) 979-6648

Fully accessible for mobility devices

Accessible washrooms on site

Accessible parking nearby

Some large print material is available

While the AGO has [strict rules](#) on items allowed in gallery spaces, special permission may be granted for assistive devices and medical supplies needed by visitors with disabilities.

Staff trained in Accessible Customer Service

Support persons are admitted free of charge

### **Elmwood Spa**

18 Elm St, Toronto  
(416) 977-6751

Fully accessible for mobility devices, however you must call ahead and identify that you require access to their accessible entrance

Accessible washroom on site, no power door

Accessible parking nearby

Staff trained in Accessible Customer Service

### **Mysteriously Yours**

2026 Yonge St, Toronto  
(416) 486-7469

Not accessible for mobility devices

### **The Elgin and Winter Garden Theatre Centre**

189 Yonge St, Toronto  
(416) 314-2901

Fully accessible for mobility devices

Accessible washroom on site

Staff trained in Accessible Customer Service

### **The Bata Shoe Museum**

327 Bloor Street West, Toronto  
(416) 979-7799

Fully accessible for mobility devices

Accessible washroom on site

Accessible parking nearby

Staff trained in Accessible Customer Service  
Support persons are admitted free of charge

**Ontario Science Centre**

770 Don Mills Rd, Toronto  
(416) 696-1000

Fully accessible for mobility devices  
Accessible washrooms on site, no power doors  
Accessible parking on site  
Accessible guide for visually disabled persons is available with advanced notice  
Hearing loop induction system is available in the IMAX Theatre  
Staff trained in Accessible Customer Service  
Support persons are admitted free of charge

**The Second City**

51 Mercer St, Toronto  
(416) 343-0011

Partially accessible for mobility devices  
Accessible washroom on site, no power door  
Accessible parking nearby  
Staff trained in Accessible Customer Service

**Young Peoples Theatre**

165 Front St E, Toronto  
(416) 862-2222

Fully accessible for mobility devices  
Accessible washroom on site, no power doors  
Accessible parking nearby  
Staff trained in Accessible Customer Service  
Support persons are admitted free of charge

**Hard Candy Fitness**

382 Yonge St, Toronto  
(416) 979-1645

Accessible for mobility devices, however some fitness machines and club amenities and not accessible  
Accessible washroom on site, no power doors  
Accessible parking nearby  
Staff trained in Accessible Customer Service

**Segway of Ontario**

30 Gristmill Ln, Toronto  
(416) 642-0008

Not accessible for persons using mobility devices

**Fort York**

100 Garrison Road, Toronto  
(416) 392-6907

Partially accessible for mobility devices  
Accessible washrooms located on site, no power doors  
Accessible parking on site  
Guided tours are available it is recommended to call ahead and book a tour  
Staff trained in Accessible Customer Service  
Support persons are admitted free of charge

**Bed, Bath and Beyond**

382 Yonge Street, Toronto  
(416) 205-9653

Fully accessible for mobility devices  
No accessible washroom on site  
Accessible parking nearby  
Staff trained in Accessible Customer Service

**Carlton Cinema**

20 Carlton St, Toronto  
(416) 598-5454

Fully accessible for mobility devices  
Accessible washroom on site, no power doors  
Accessible parking nearby  
Staff trained in Accessible Customer Service

**Textile Museum of Canada**

55 Centre Ave, Toronto  
(416) 599-5321

Fully accessible for mobility devices  
Accessible washroom on site with power door  
Personal guided tours are available with prior notice  
Staff trained in Accessible Customer Service  
Support persons are admitted free of charge

**Contact Hotel Reservation Agents, Concierge or Box Office****The Royal Conservatory**

273 Bloor St W, Toronto  
(416) 408-0208

Partially accessible for mobility devices  
Accessible washroom on site, no power doors  
Staff trained in Accessible Customer Service

**Young Centre for the Performing Arts**

50 Tank House Ln, Toronto  
Distillery Historic District  
(416) 866-8666

Fully accessible for mobility devices  
Accessible Washroom on site, no power door  
Accessible parking nearby  
Staff trained in Accessible Customer Service

**Legoland Discovery Centre**

1 Bass Pro Mills Drive, Vaughan  
855-356-2150

Fully accessible for mobility devices  
Accessible washroom on site, no power door  
Accessible parking nearby  
Staff trained in Accessible Customer Service

**Ripley's Aquarium of Canada**

288 Bremner Blvd, Toronto  
(647) 351-3474

Fully accessible for mobility devices  
Barrier free washrooms on site  
Accessible parking on site and nearby  
Guided tours are available it is recommended to call ahead and book a tour  
Staff trained in Accessible Customer Service  
Support persons are admitted free of charge

**Royal Ontario Museum**

100 Queens Park, Toronto  
(416) 586-8000

Fully accessible for mobility devices  
Accessible washrooms on site with power door  
Accessible parking nearby  
Guided tours are available it is recommended to call ahead and book a tour  
Staff trained in Accessible Customer Service  
Support persons are admitted free of charge

**Medieval Times**

10 Dufferin St, Toronto  
(416) 260-1234

Partially accessible for mobility devices  
Accessible washroom on site, no power door  
Accessible parking on site  
Staff trained in Accessible Customer Service  
Support person admitted free of charge

**Live Toronto Walking Tours**

St James Town, Toronto, ON  
(647) 637-0832

**Centreville Amusement Park**

Avenue of the Island, Toronto, ON M5E 1B2  
(416) 203-0405

Partially accessible for mobility devices  
Accessible washrooms on site, no power doors  
Staff trained in Accessible Customer Service  
Ask about Chelsea Beach on the island

**Air Canada Centre**

40 Bay St, Toronto, ON M5J 2X2  
For any accessibility inquiries please contact Air Canada Centre Fan Services  
Phone: 416-815-5982

Fully accessible for mobility devices to main areas  
No accessibility for mobility devices to some private boxes  
Accessible washrooms on site with power doors  
Accessible parking nearby  
Staff trained in Accessible Customer Service



## **Accessibility Feedback**

The Management and staff of the Chelsea Toronto are committed to working diligently to remove the barriers which may impede any guest with a disability from accessing the goods and services of the hotel. The Guest Accessibility Package, or GAP, is an important part of the Chelsea's accessibility program. In order to improve the program, we ask that you provide us with your feedback directly related to this accessibility package. You may submit your feedback via the following methods:

- Face to face with any team member or manager
- By telephone with any team member or manager
- Email Comments with the subject line "Guest Accessibility Package" to: [estor.comments@eatonhotels.com](mailto:estor.comments@eatonhotels.com)
- Letter Correspondence by mail, memory stick or diskette clearly identifying the Guest Accessibility Package

To provide feedback on your overall experience while staying at The Chelsea Toronto, or to comment on their accessible customer service, please refer to The Chelsea Accessible Customer Service Policies and Procedures and follow the instructions on the last page.

## **Sustainability**

As Canada's largest hotel with 1,590 rooms and a business operating in a large community the Chelsea Toronto recognizes and respects its corporate social responsibility ensuring that our quest for sustainable solutions continues to grow and evolve. Our environmental initiatives touches every aspect of the hotel business - from guest services to construction to how we operate and maintain our property to how we work with our suppliers and engage with our employees. In recognition of the Chelsea Toronto's environmental initiatives, the Hotel Association of Canada (HAC) awarded the Chelsea Toronto with a 4 Green Key Accommodation rating. This program is essentially a measurement and performance tool for improving our environmental performance. Since 2005, the Chelsea Toronto has been at the forefront of hotel waste management and through the ongoing partnership with Green For Life, it has exceeded both industry standards and municipal targets in landfill diversion. In 2005, the diversion was 20% and by the end of 2012, the Chelsea Toronto diverted 82% of the waste stream to recycling. The hotel has invested in a significant number of renovations to reduce water and electricity consumption including low-flow fixtures, high efficiency boilers, and ozone friendly chillers. In February 2009, the Chelsea Toronto was recognized with the Hotel Association of Canada's Hall of Fame Award for Energy and Environment.