

# **BANFF, ALBERTA, CANADA**

## **GENERAL INFORMATION**

### **Location**

The year-round resort town of Banff is situated 130 kilometers (80miles) west of Calgary in the great Canadian Rockies, in one of the most dramatic and awe-inspiring settings found anywhere in the world. Offering choice skiing in the winter and an abundance of summer activities, Banff features a wide variety of dining and lodging facilities, a gondola ride up Sulphur Mountain, and a host of cultural events including theatre, museums, festivals, jazz concerts, opera and dance. Photographers and tourists alike may enjoy the magnificent scenery and captivating wildlife. Among the delights that await the outdoor enthusiasts are hiking, mountain biking, horseback riding, and cross-country and downhill skiing.

Population - 8,000  
Banff National Park - 6,641 km sq. / 2,564 mi. sq.  
Altitude - 1,433 m / 4,700 ft

### **Getting There (via Calgary)**

- New York - 4 hours, 30 minutes      - Dallas - 3 hours  
- Chicago - 3 hours                              - Seattle - 1 hour, 25 minutes  
- Los Angeles - 2 hours, 50 minutes

Banff is closest to the Calgary International Airport which is serviced by national and international airlines including:

- Air Canada                              - American Airlines                      - Northwest Airlines  
- Air B.C                                      - Continental Airlines                  - Lufthansa  
- Horizon Air                                - Delta Airlines                          - KLM Royal Dutch Airlines  
- Time Air                                      - United Airlines

### **Directions from the Calgary Airport to The Fairmont Banff Springs**

The Calgary International Airport is in the eastern quarter of the city of Calgary. Getting to Banff will require travelling westward. From the Airport, drive along Barlow Trail, south, until 16<sup>th</sup> Avenue, north east. Turn right (west), you are now on 16<sup>th</sup> Avenue, north west.

Continue along this road as it becomes the TransCanada Highway #1. All TransCanada Highway signs are green with a white maple leaf symbol and the number "1" inside of it.

The drive from the Calgary Airport is approximately 1 ½ hours. You must stop at the gates to Banff National Park and purchase a park pass (see following pages for details).

Continue another 20 minutes to the town of Banff.

There are two exits off the highway to the town site. The first exit will take you to Banff Avenue (the main street). Drive along Banff Avenue and over the bridge until you reach the T-intersection.

Turn left onto Spray Avenue and continue in the left-hand lane, staying to the left at the fork in the road. The Fairmont Banff Springs is situated at the end of Spray Avenue.

## **Rental Cars**

All major rental companies have offices at the Arrivals level in the Calgary International Airport. There are also numerous offices in Banff itself. The Hertz company has an office located at The Fairmont Banff Springs.

- Hertz (at The Fairmont Banff Springs) (403) 762-2027
- Avis Rent-A-Car (403) 762-3222
- Banff Rent-A-Car (403) 762-3352
- Tilden Rent-A-Car (403) 762-2688

## **Airport Shuttle**

Daily shuttle service is available from the Calgary International Airport to The Fairmont Banff Springs. Please contact the following companies for schedules and prices:

- Brewster (403) 762-6710
- Banff Transportation & Tours (403) 762-4784
- Banff Airporter (403) 762-3330
- Skyshuttle (403) 762-1010
- BNW Airport Service (403) 678-6555
- Laidlaw (403) 762-9102

## **Rail Service**

The Great Canadian Railway Tour Company serves the Banff area with a scheduled weekly passenger service during the summer months. The rail station is located in the town of Banff, approximately 3 kilometers (2 miles) from The Fairmont Banff Springs.

For further information, please call:

- Rocky Mountaineer Railtours 1-800-665-7245

## **Coachlines**

The following coachline companies service Banff and its surrounding areas:

- Brewster (403) 762-6710
- Greyhound (403) 762-1092
- Laidlaw (403) 762-9102

## **Taxi and Limousine**

Taxi and limousine services are available from the Calgary Airport or downtown Calgary. These services are also available in Banff.

- Alpine Limousine and Tours (403) 762-5558
- Banff Limousine Ltd. (403) 762-5466
- Taxi Taxi and Tours (403) 762-3111
- Banff Taxi Tours and Limousine (403) 762-4444
- Ultimate Limousine 1-800-205-5466

## **Banff National Park Entrance Fees**

It is necessary to purchase a park entrance pass. Prices are current and subject to change without notice. Park fees are payable in Canadian or US dollars, or by Visa and Master Card.

For further information, please call the Banff National Park Information Centre at (403) 762-1550.

1 adult / day	- \$ 7.00	1 child / day	- \$ 3.50
2-7 adults (same vehicle) / day	- \$ 14.00	1 child / year	- \$ 22.00
1 adult / year	- \$ 45.00	1 senior / day	- \$ 6.00
2 or more adults / year	- \$ 89.00	2 or more seniors / day	- \$ 38.00

## **Distances From Other Locations**

	<b>Edmonton</b> (km/mi)	<b>Calgary</b>	<b>Vancouver</b>	<b>Banff</b>	<b>Jasper</b>	<b>Kananaskis</b>	<b>Lake Louise</b>
<b>Edmonton</b>	--	295/184	1115/722	422/262	362/225	384/238	484/300
<b>Calgary</b>	295/184	--	975/609	128/80	412/256	90/56	190/120
<b>Vancouver</b>	1155/722	975/609	--	847/529	794/496	965/603	791/494
<b>Jasper</b>	422/262	128/80	847/529	287/178	--	80/50	58/36
<b>Kananaskis</b>	384/238	90/56	965/603	80/50	362/225	--	138/85
<b>Lake Louise</b>	484/300	190/120	791/494	58/36	229/142	138/85	--

## **Weather**

(Daytime averages)

<b>Month</b>	<b>Temperature (in Degrees Celsius)</b>	<b>Temperature (in Degrees Fahrenheit)</b>
January	-6	21
February	0	31
March	3	37
April	8	46
May	13	57
June	17	64
July	19	67
August	18	65
September	14	58
October	10	49
November	1	33
December	-5	24

\*\*For a detailed weather breakdown, year to year comparisons, or sunrise/sunset averages, please call the Weather Bureau at 1-900-451-4555 (toll charges will apply).

## **Time Zone**

Mountain Standard Time

## **Currency**

Canadian Dollar

\*\*Currency exchange shops are located in downtown Banff.

## **Banff Transit Service**

A bus shuttle service from The Fairmont Banff Springs area to the downtown area is available. The bus departs from Spray Avenue near the traffic circle. The cost is \$1 and exact change is required. Daily schedules vary depending on season so please check with the Concierge or Guest Services for times.

The following page is a map of the transit route.

\*\*The walk downtown takes approximately 20 minutes.

## **Local Banks**

- Alberta Treasury Branch (403) 762-8505
- Bank of Montreal (403) 762-2275
- Canadian Imperial Bank of Commerce (403) 762-3317

## **Goods and Service Tax (GST) and Visitor Rebates**

The Goods and Service Tax (GST) is a seven percent (7%) federal tax on most goods and services sold or provided in Canada. Visitors from outside Canada may apply for a GST rebate on items bought in Canada upon their return home. Rebate forms for guests are available at The Fairmont Banff Springs' Concierge Desk.

## **Public Holidays for 2004**

- New Year's Day - January 1
- \* Family Day - February 16, 2004
- \* Good Friday - April 09, 2004
- \* Easter Sunday - April 11, 2004
- \* Victoria Day - May 24, 2004
- Canada Day - July 1
- \* Labour Day - September 6, 2004
- \* Thanksgiving Day - October 11, 2004
- Remembrance Day - November 11
- Christmas Day - December 25
- Boxing Day - December 26

\* Dates change yearly

## **Visitor Information Centres**

- Banff National Park Information Centre (403) 762-1550
- Banff/Lake Louise Information Centre (403) 762-8421

# **THE FAIRMONT BANFF SPRINGS**

## **GENERAL INFORMATION**

For more than 100 years, people from the around the world have come to The Fairmont Banff Springs to play, work and to be inspired. Our hotel strives to preserve and showcase the inherent splendor of our natural surroundings for the benefit of generations of people to come. The Fairmont Banff Springs was originally built in 1888 by Canadian Pacific Railroad baron William Cornelius Van Horne. It was modeled after stately Scottish castles and was rebuilt after a fire in 1926. Today, The Fairmont Banff Springs enjoys a world-wide reputation as a year-round luxury resort in the grand European fashion. The palatial stone structure houses 770 guest rooms and suites, 15 dining rooms and lounges, extensive recreational facilities, and a state of the art Conference Centre.

### **Address**

**(all parcels and couriers should be directed to this street address)**

Fairmont Banff Springs  
405 Spray Avenue  
Banff, Alberta  
T1L 1J4  
Canada

**(all letter mail should be directed to this address)**

Fairmont Banff Springs  
P.O. Box 960  
Banff, Alberta  
T1L 1J4  
Canada

Hotel Switchboard Number: (403) 762-2211  
General/Guest Fax Number: (403) 762-5755

Conference Services and Catering Office Phone Number: (403) 762-6818  
Conference Services and Catering Office Fax Number: (403) 760-6050

### **Accommodation**

770 guestrooms are available in various styles and sizes.

### **Parking**

There are 401 stalls in The Fairmont Banff Springs Parkade available at an hourly rate. Valet or self parking is available at an extra charge per day. Across from the Parkade, there is also parking available at a charge (parking is prepaid; all oversized vehicles must park here). There is also limited parking on Spray Avenue (a 4 hour limit applies; please read parking signs carefully).

## **Retail Outlets**

There are a number of stores in the hotel selling a variety of items, including gifts, men's and women's clothing, crystal, sporting equipment, and local artwork and crafts.

## **Willow Stream the spa at The Fairmont Banff Springs**

*"Come away human child to the water and the wild..." - WB Yeats*

Complete your stay at The Fairmont Banff Springs with a visit to Willow Stream, a sanctuary of calm and healing. From the moment you enter into the reception and retail foyer, you will realize this is not an ordinary spa. Ease your sore muscles under pulsating waterfalls; soak in the warmth of our mineral pool; soothe your senses with refrains of classical music as water bubbles dance softly over your body. It's a luxurious and health-inspiring self-indulgence you must experience!

### **Willow Stream Features:**

- Men's and Women's Private Fireplace Lounges
- Private and Co-Ed Outdoor Terraces
- 3 Cascading Waterfall Whirlpools
- Private Spa Mineral Pool
- Sauna, Inhalation and Steam Rooms
- Men's and Women's Private Whirlpools
- 2 Co-Ed Whirlpools
- Outdoor Whirlpool (year round)
- Aerobic Studio
- Cardio and strength conditioning area
- 32 metre salt water Indoor Pool
- 20 metre outdoor Heated Pool (year round)
- Children's Wading Pool
- Full service Beauty Salon
- Spa Boutique
- Coed resting lounge and servery

### **Willow Stream Services:**

- Variety of Massage Therapies, Relaxation, Reflexology, Therapeutic, Aromatherapy, Mountain Stone and Shiatsu.
- Body treatments.
- Facials.
- Personalised Skin and Beauty Consultations.
- Hair services, Waxing, Manicures, Pedicures, Eyelash tinting, Make-up Applications.
- Personal Fitness Training and Consultations.
- Product lines Kerstin Florian, B Kamins Chemist, Essential Elements, Willow Stream signature products – group pricing available.

### **Daily Admission Fees:**

Use of the indoor pool, outdoor pool, and indoor whirlpool is complimentary for hotel guests.

Daily fitness membership, per person for hotel guests, is \$10.00/day or \$20.00/duration of stay.

Daily Spa access, per person for hotel guests, is \$59.00. Guests are strongly encouraged to pre-book appointments prior to arrival.

Daily Spa access, per person for non-hotel guests, is \$69. Non-hotel guests may book Spa services after 6:00pm the day prior. Blackout periods apply (i.e., some weekends and holidays).

\*\*Spa access, services and prices are subject to change without notice.

### **Facility Hours**

6:00am - 10:00pm daily (Hours may vary by season)

8:00am - 8:00pm daily (Treatments are performed only during these hours)

### **Relizon Document Service Centre**

Hours of Operation

7:00 am to 7:00 pm, 7 days a week

The Relizon Document Service Centre (DSC) is equipped with the newest technology to handle the printing that you need.

Located in our Conference Centre, Relizon offers a wide range of business services:

- On-site computer rentals with high speed internet access (2 PC's and 1 Macintosh)
- Colour digital copying/printing
- Black & White digital copying/printing
- Fax service (incoming/outgoing)
- Laminating
- Spiral binding
- Tab insertion
- Cutting
- Mail/Courier assistance

Please ask your Conference Manager for a price list of the available services or call Relizon at (403) 762-1757 or e-mail at [fairmont.banff@relizon.ca](mailto:fairmont.banff@relizon.ca).

### **Audio Visual Services**

A full range of audio visual supplies are available through our in-house supplier, Sharp's Audio Visual. Sharp's service-orientated staff and high quality rental products have made them a leader in their industry.

- Audio Visual equipment
- Audio equipment
- Presentation accessories
- Audio Visual services consulting
- Audio & video recording
- 24 hour service
- Video equipment and projection
- Computer data display and projection
- Multi-media staging
- Video conferencing
- Technical personnel

Please ask your Conference Manager for a detailed price list or call Sharp's at (403)762-1740.

### **Childcare Services**

Individual childcare can be arranged through Childcare Connections at (403) 760-4443.

Group childcare services can be arranged through Kidscenes at 1-800-665-9296.

## **Royal Service**

The Fairmont Banff Springs Royal Service department can be reached at (403)762-1701. This is a phone service set up to handle any inquiries or requests relating to hotel operations; for example, housekeeping, valet parking, guest services (bell desk), dining room reservations, maintenance issues, and emergency situations. Royal Service can book individual Solace Spa, golf and/or hotel dining reservations. For group reservations (12 people or more), please speak with your Conference Services and Catering Manager.

## **Conference Concierge**

The job of our Conference Concierge is to work with a group's meeting planner to ensure accuracy and prompt service relating to the conference. Please call the Conference Concierge cell phone at (403)760-0166 or extension 1166 for any questions you may have regarding meeting room setups, room changes, coffee breaks, banquet meals, shipments, meeting supplies, or any other conference needs you may have. During your conference, the Conference Concierge will be easily identifiable by the gold blazer he wears. The Conference Concierge is available from 6:30 am to 8 pm daily. For after hour requests, please contact Royal Service at extension 1701.