

Aloft Calgary University Welcomes YOU!

We are thrilled to have you join us as part of our unique partnership with the University of Calgary. As you settle into your new living space, we want you to know that our team is here to make your stay as comfortable and enjoyable as possible.

At Aloft Calgary, we pride ourselves on providing a welcoming environment where you can focus on your studies while enjoying the conveniences of hotel living. Whether you're taking advantage of our housekeeping services, enjoying a meal in our on-site restaurant, or relaxing in our common areas, we are committed to making your experience exceptional.

What to Expect:

- ✓ **Comfortable Living:** Your room has been prepared with your comfort in mind. Should you need anything to make your stay more pleasant, please don't hesitate to reach out.
- ✓ **Access to Amenities:** As a student resident, you'll have access to a range of hotel amenities including our gym, pool, laundry facilities, and more. Please review the enclosed information for details on how to make the most of these services.
- ✓ **Supportive Environment:** Our staff is here to assist you with any needs you may have. From maintenance requests to dining recommendations, we're just a call or visit away.

Once again, welcome to Aloft Calgary University. We look forward to getting to know you and supporting your success during your time at University of Calgary. If there's anything we can do to make your stay better, please don't hesitate to let us know.

Here's to a fantastic year ahead!

Warm regards,
Aloft Calgary University Management

1. IMPORTANT DATES

- **Move-Out Day:** *24 Hours after your final exam or April 30th, 2026, which ever comes first*

2. ROOM KEY AND ACCESS INFORMATION

- **Room Key**
 - Your enclosed key card grants you access to your room, main entrance, pool, fitness center, and laundry services. Please keep it secure at all times. ***You are the only authorized person permitted to use your room key fob at all times.***
 - The hotel is not liable for any loss, theft or unauthorized use of the key. Please report any lost or stolen key immediately to the Front Desk
- **Replacement Fee**
 - The Resident is responsible for any fees associated with the replacement of a lost, stolen, or damaged key. ***The replacement fee is \$35.00, which will be charged upfront.***

3. ROOM

- **Cleanliness**
 - Residents are responsible for keeping their rooms clean at all times.
 - A monthly room inspection will be conducted by hotel staff to check for cleanliness and any damages.
- **Smoking**
 - Aloft Calgary University is a **100% smoke-free property**. Smoking of any kind including tobacco, marijuana, e-cigarettes, and other substances is **STRICTLY PROHIBITED** anywhere in the hotel. Any violation will result in a **\$500 smoking fee per incident**.
- **Appliances**
 - Personal appliances (including cooking appliances) are **NOT PERMITTED** in the room. Cooking appliances may only be stored and used in the shared kitchen.
 - **First offense:** A warning letter will be issued.
 - **Second offense:** The appliance will be confiscated and may be claimed upon check-out day.
- **Shower Door/Bar**
 - Do not place items such as towels, clothes, or hangers on top of the shower door/bar. This is for your safety and to prevent damage. Any damage will be charged to the resident.
- **Dresser**
 - The dresser in your room is fixed for safety reasons and **MUST NOT BE MOVED**.
- **Mattress**
 - Each mattress is provided with a mattress protector and residents **MUST USE IT**. If the mattress is damaged and the mattress protector is missing, the resident will be responsible for replacement costs.

4. VISITORS

- **Visitor Registration:**
 - All visitors **MUST ALWAYS** be registered at the Front Desk upon arrival. They should fill out the sign in / sign out sheet and present their valid ID upon arrival.
 - They NOT PERMITTED to use the hotel amenities, including the pool, fitness center, or Q-Lounge (Shared Kitchen).
- **Overnight visitors:**
 - Maximum of **1 visitor** at a time, with a limit of **3 consecutive nights** and **no more than 9 nights total per month**. Students who exceed the allowable overnight stay will lose their overnight visitor privileges.
- **Day visitors:**
 - They are only permitted to stay at the hotel until **10:00 PM**.

5. QUIET TIME

- **Quiet Hours:**
 - 10:00 PM to 8:00 AM. Quiet time is **STRICTLY** enforced.
- You will be held responsible for any charges resulting from verified noise complaints or disturbances caused by you or your visitors. ***The University of Calgary will be notified of incidents as necessary.***
- If a visitor causes a noise disturbance, you will receive **one warning**. If the issue continues, the visitor will be required to **leave the hotel immediately**.

6. HOTEL AMENITIES

- **Gym:** Located on the 1st floor. Open 24/7.
- **Swimming Pool:** Located on the 1st floor. Open from **9:00 AM to 9:00 PM**.
- **Re:fuel (Snack Bar):** Located on the 1st floor. Open 24/7.
- **Q-Lounge (Shared Kitchen):** Open 24/7.
- **W XYZ Lounge:** Open daily from **3:00 PM to 10:00 PM**.
- **Re:Mix (Pool Table Area):** Available until **10:00 PM**.

7. PARKING

- **Vehicle Registration**
 - All residents **MUST** register their vehicle (license plate, make, and model) at the Front Desk and claim a parking pass.
 - Parking passes must be displayed on the dashboard at all times.
 - Unregistered vehicles are subject to towing at the owner's expense.
- **Surface Parking**
 - Complimentary surface parking is available to registered residents with a valid parking pass.

➤ **Underground Parking**

- Available for a fee:
 - **\$10.00** per day
 - **\$50.00** per week
 - **\$125.00** per month
 - **\$800.00** for the full term
- Residents who purchase underground parking will be assigned a designated parking stall.

➤ **Visitor Parking**

- Overnight visitors may only park on the surface parking lot.
- All visitor vehicles **MUST** be registered at the Front Desk, claim a parking pass, and may only park in the surface lot.

8. HOTEL DINING OPTIONS

➤ **Breakfast**

- Available for **\$10 per day** or **\$50 per week**.
- Weekdays: **6:00 AM – 10:00 AM**
- Weekends: **7:00 AM – 11:00 AM**
- Breakfast vouchers can be purchased at the Front Desk.

➤ **W XYZ Restaurant**

- Open daily from **3:00 PM – 10:00 PM**.
- Please note: The W XYZ menu is **discounted (30%)** for students. Just present your student ID.

➤ **Coffee & Tea Options**

- Freshly brewed coffee and variety of tea bags are available for **\$1 per cup** in the lobby corner.
- Coffee may also be purchased from the **lobby coffee machine** at any time.

9. LAUNDRY FACILITIES

➤ **Location:**

- 1st floor near the Q-Lounge (Shared Kitchen)
- 3rd floor near the elevator

➤ **Cost**

- The cost is **\$2.00 per load** for both the washing machine and dryer.

➤ **Payment Options**

- Only Loonies (\$1 coin) are accepted.
- Through the app (Pay Range) download and follow instructions.

➤ **Detergent**

- Residents are responsible for providing their own laundry detergent.
- Detergent is also available for purchase at the **gift shop** at the Front Desk.

10. WASTE DISPOSAL

- All garbage, recycling, and compost must be placed in the appropriate bins located in the **underground parking area**.
- Garbage **MUST NOT** be left outside your door, in hallways, or in any public areas.
- Dumping garbage in the bin located by the parking entrance is **STRICTLY PROHIBITED**.
- **Large Items:**
 - If you have large items for disposal, you may leave them **neatly outside the bins in the underground parking area only**. Do not leave large items in any other location.
- A **warning letter** will be issued to any resident found leaving garbage in unauthorized areas.

11. VACUUM USE

- A vacuum is available for residents to borrow in order to maintain cleanliness in their rooms.
- Residents must complete the **sign-in/sign-out sheet** when borrowing and returning the vacuum.
- The vacuum must be **tested before and after use** to ensure it is in working condition.
- Vacuums must be returned directly to the **Front Desk** after use. They are **not** to be left in rooms, hallways, or any other areas.
- Vacuums may only be borrowed for a **maximum of one (1) hour** and must be returned within that time.

12. CONTACT INFORMATION

- Hotel Address and Contact Information:
 - **Aloft Calgary University**
2359 Banff Trail NW Calgary, AB T2M 4L2
+1 403-289-1973 (Front Desk) or Dial '0' from your room.