

PANTAGES HOTEL

OUR CITY,
YOUR STAGE



HOTEL
GUIDE





WELCOME TO PANTAGES HOTEL

My name is Shirley, and I've been part of the team here for 21 wonderful years as a room attendant. We're lucky to be in such a convenient location, right in the heart of the city, so you're close to just about everything.

One of my favourite parts of the job is meeting guests from all over the world. Everyone has a story, and it's always a pleasure to be part of yours, even in a small way.

If you're new to Toronto, you're in for a treat. It's a vibrant and diverse city with something happening every day: festivals, food, shows, and more. I truly love it here and hope you get to explore and enjoy it as much as I do.

Wishing you a comfortable & memorable stay!

Warm regards,

A handwritten signature in blue ink that reads 'Shirley'. The script is fluid and cursive, with a large 'S' and a long, sweeping tail on the 'y'.

Shirley, Room Attendant, 21 years strong

HOTEL SERVICES



GUEST EXPERIENCE

At Pantages, your stay is our stage — and every guest is the star. Whether you're here for business, pleasure, or the standing ovation of a weekend getaway, our Guest Experience team is ready to ensure everything goes smoothly behind the scenes.

Led by our Front Desk Manager, **Paul Gordon**, our team is here to assist with anything you need, from local recommendations to in-room comforts. Consider us your personal concierge, available anytime to enhance your stay.

CHECK IN & CHECK OUT

Check-in time is 3 PM and check-out time is 11 AM. Should you require early check in or late check out, please contact our Front Desk Team for availability. Charges may apply to guarantee your early arrival or late departure. Subject to availability.

LUGGAGE ASSISTANCE

Arriving early or lingering after your curtain call? We're happy to securely store your luggage at no extra charge — so you can make the most of your time in the city, hands-free.

PARKING

While we don't offer valet or on-site parking, there are excellent options just steps from our doors:

- ▶ **Green P Parking** (20 Dundas Square): Just a 2-minute walk away, located under Dundas Square
- ▶ **Precise ParkLink** (209 Victoria Street): Across the street at St. Michael's Hospital

Prefer to plan ahead? We recommend using a parking app like **SpotHero** to reserve a spot nearby. Please note: these facilities are not affiliated with the hotel, and rates may vary.

GETTING AROUND

Getting around is a breeze. Hop on subways, buses, or streetcars by tapping your credit card, debit card, or a PRESTO card (available via the **PRESTO app**). While downtown is highly walkable, Uber is great for longer distances, and the front desk is happy to arrange any airport rides you need.

FITNESS CENTRE

Stay sharp while you're away — whether it's a morning warm-up or a post-show wind-down. Located on the 4th floor, our guest-only gym is open daily from 5:30 AM to 11:00 PM, with cardio machines, free weights, and strength equipment. Just bring your room key (and a little motivation).

COMPLIMENTARY WI-FI

Stay connected with high-speed Wi-Fi throughout the hotel.

► **Network:** pantageshotel

► **Password:** 1536pr

Whether you're working remotely or sharing your city adventures, we've made it easy.

GRAB & GO

Our lobby-level pantry at the front desk offers a curated selection of snacks and beverages, available 24/7. Perfect for pre-theatre nibbles, late-night cravings, or a quick refresh before heading out.

WATER REFILL STATION

Fill up anytime — our refill station is available 24/7 on the ground floor, just inside Stages Restaurant near the washrooms.

ICE

Contact our Front Desk Team to order ice to your room. We do not have ice machines on the guest floors.

SMOKING POLICY

Pantages is a 100% smoke-free environment. To ensure the comfort of all our guests, smoking — including vapes and e-cigarettes — is strictly prohibited throughout the property.

A cleaning fee will apply if smoking occurs in your suite or any indoor space. If you wish to smoke, please do so outside the hotel, at least 9 metres (30 feet) from any public building entrance, in accordance with the Toronto Smoking Bylaw.

LAUNDRY

Suitcase living = wrinkled clothes! For a quick clean and press, we recommend laundrytogo.com — order online, drop your clothes at the front desk, and they'll pick up and deliver in a flash. Fresh threads, ready for your next adventure! Additionally, our Signature Deluxe Suites are equipped with in-room laundry for your convenience.

LOST & FOUND

Our Front Desk Team will be glad to assist you in locating any items you may have misplaced while at the hotel.

PET POLICY

We welcome pet owners of small- and medium-sized pets to travel with their animal (an additional cleaning fee will be billed to the room). Service animals are always welcome. Additional rules apply – see Front Desk Team for full info.

BUSINESS SERVICES

Need something printed? The Front Desk is happy to help (applicable charges apply).

AEROPLAN® LOYALTY PROGRAM

STAY. EARN. REPEAT.

We're proud to partner with Aeroplan®, Canada's premier travel loyalty program. **Earn 1 Aeroplan point per dollar spent** on your hotel stay when you book directly through our website*. Just present your Aeroplan card upon check-in to start earning.

Not a member yet? Visit aeroplan.com to sign up and start collecting points toward your next getaway.

**Some restrictions may apply.*

MEETINGS & EVENTS

WELCOME TO THE THIRD, WHERE BUSINESS MEETS CENTRE STAGE

On the third floor of Pantages Hotel, discover 6,500 square feet of flexible event space designed to impress. Overlooking the historic Massey Hall, our venues include a grand 3,500-square-foot ballroom and four versatile meeting rooms — ideal for everything from executive brainstorming to elevated social gatherings.

Flooded with natural light and just steps from the subway and theatre district, our event spaces feel more like creative studios than corporate boardrooms. With views of downtown Toronto and Massey Hall next door, this is where bold ideas take centre stage.

Food is never an afterthought. Our culinary team crafts elevated menus tailored to your guests' tastes and needs — from power breakfasts to cocktail receptions and plated dinners — all part of our curated meeting packages, because great ideas deserve great snacks.

Conference Services Manager **Priscilla Bretz** is with you every step, managing everything from floor plans and tech to custom menus and last-minute pivots. You bring the vision, we'll cue the execution.

SUITE AMENITIES



Our suites have been specially designed to bring you comfort and relaxation while away from home.

If there is anything you require and do not find in your suite, please dial 0 for a Front Desk Team Member who will be happy to assist you.

IN-SUITE AMENITIES

- ▶ Complimentary high-speed Wi-Fi Internet access
- ▶ In-room movies (\$)
- ▶ Free in-room coffee/tea
- ▶ Free local calls
- ▶ Windows that open to access fresh air
- ▶ Iron & ironing board
- ▶ Hair dryer

ADDITIONAL AMENITIES IN DELUXE SUITES AND ABOVE

- ▶ Kitchen featuring microwave, cooktop, fridge & dishwasher

Should you wish to have pots & pans, a toaster or a kettle in your room, please contact the Front Desk Team to have them delivered.

MESSAGES

You'll be notified about any received message or mail by a blinking light on your telephone. To retrieve them, simply press the message speed dial button. Questions on arranging private voicemail may be done through our Front Desk Team.

AIR CONDITIONING & HEATING

Each suite is equipped with its own heating and air conditioning control thermostat, allowing manual adjustment of the temperature. To adjust the temperature, ensure the fan is on "auto". Push the up or down arrowed buttons to the desired temperature.

FORMS OF PAYMENT

Pantages Hotel accepts Canadian cash, as well as Visa, Mastercard, and American Express. Credit cards may be pre-authorized within 48 hours of arrival for room, tax & security deposit. Please note that it may take 3 or more business days for some banks to release funds back onto a credit card after departure.

HOUSEKEEPING

Our cleaning team keeps things sparkling — and we're just a call away. Need extra toiletries or a quick tidy-up? Let us know and we'll be right over.

Staying more than one night? Daily room refreshes take place between 8 AM and 3 PM unless you hang the "Do Not Disturb / Take Five" door hanger. As part of our sustainability efforts, we change sheets and towels on Day 3 — but if you'd like them sooner, just say the word.

TELEPHONE CHARGES

All local calls are complimentary, and you may dial out by pressing '9'. Long distance and international calls are billed to your suite.

► LONG DISTANCE CALLS

Dial 9 + 1 + area code + number

► OVERSEAS CALLS

Dial 9 + 011 + country code + area code + number

Contact our Front Desk Team for more information.

WAKE-UP CALLS

Personal or automated wake-up calls can be arranged with our Front Desk Team.

DINING
AT STAGES
RESTAURANT



RAISE THE CURTAIN. RAISE YOUR GLASS.

Located just off the lobby, Stages is where the city's energy meets a moment of calm. Settle in with a locally sourced glass of wine, a signature cocktail, or a thoughtfully crafted meal inspired by seasonal ingredients.

Enjoy elevated comfort food — from shareable bites to classic dishes — all made with fresh, locally sourced ingredients.

Whether you're just arriving or winding down, Stages offers a tasteful intermission from the Toronto rush.

Breakfast

- ▶ Weekdays | 7:30 AM – 11:00 AM
- ▶ Weekend | 8:00 AM – 12:00 PM

Dinner

- ▶ Daily | 4:30 PM – 10:00 PM

Walk-ins welcome. The stage is set, the wine is poured, and the cast includes you.

Visit pantageshotel.com/dine-drink to learn more.



EMERGENCIES AND NUMBERS



Our hotel is equipped with a wide range of automatically activated heat and smoke detection equipment. Should you, however, discover a fire, please vacate the area immediately and activate the nearest fire alarm in the corridor.

- ▶ Should the fire alarm sound, please listen to the instructions of the security staff
- ▶ If you are required to evacuate the hotel, use the nearest emergency stairs
- ▶ DO NOT use the elevators; the main evacuation gathering area is in the lobby of St. Michael's Hospital located across the street
- ▶ Additional fire instructions are on the back of your suite entry door
- ▶ When using stairwells, access back into hallways is restricted to crossover floors and ground floor only. All other stairwell doors are locked for guest and resident safety.

SECURITY AND GUEST SAFETY

- ▶ While in your suite, keep your door double-locked
- ▶ Do not open the door for strangers at any time

NUMBERS & HOTEL EXTENSIONS

Front Desk Team	0
Guest Services Manager	5440
Housekeeping Manager	5485
Sales Manager	5443
Stages Restaurant & Lounge	6062
Emergency	Dial 9-911

MUSEUMS
SHOPPING
GALLERIES
ATTRACTIONS



Toronto is alive with entertainment — from world-class dining and live music to acclaimed theatre, cultural landmarks, and vibrant shopping districts. Whether you're browsing boutiques, catching a show, or joining a guided city tour, you're perfectly positioned to experience the very best of downtown, day or night.

THEATRES & ENTERTAINMENT

- ▶ **Massey Hall** (Right next door)
A legendary concert venue and architectural gem — hosting world-class music, comedy, and more since 1894.
- ▶ **Ed Mirvish Theatre** (2 minute walk)
A Broadway-worthy venue hosting top musicals and theatrical productions all year round.
- ▶ **Nathan Phillips Square & Toronto City Hall** (10 minute walk)
Snap a photo with the iconic TORONTO sign, explore city events, or lace up your skates in winter.
- ▶ **CN Tower** (25 minute walk)
One of the tallest structures in the world, offering panoramic views, the Edge Walk, and dining in the sky.
- ▶ **Hockey Hall of Fame** (15 minute walk)
Celebrate Canada's favourite sport in this interactive museum experience — even if you're not a fan (yet).

SHOPPING

- ▶ **Yonge-Dundas Square** (2 minute walk)
A Toronto's version of Times Square — a buzzing hub of lights, live events, shopping, and people-watching.
- ▶ **Toronto Eaton Centre** (5 minute walk)
A premier downtown shopping destination with 250+ retailers under one stunning glass roof.
- ▶ **St. Lawrence Market** (20 minute walk)
A foodie favourite filled with fresh produce, local vendors, and gourmet eats.

SPAS

- ▶ **Elmwood Spa** elmwoodspa.com
- ▶ **Float Toronto** float-toronto.com

BARS

- ▶ **Stages Restaurant and Lounge** pantageshotel.com/dine-drink
- ▶ **CC Lounge** cconfront.com
- ▶ **The Caledonian** thecaledonian.ca
- ▶ **The Emmet Ray** theemmetray.com

COFFEE PLACES

- ▶ **Balzac's at TMU Image Arts** balzacs.com
- ▶ **Dineen Coffee Co.** dineencoffee.com
- ▶ **Mast Coffee** mastcoffee.ca
- ▶ **Mos Mos Coffee** mosmoscoffee.com
- ▶ **Qishr Coffee House** qishrcoffeehouse.com

SEE THE CITY DIFFERENTLY

See Toronto from a fresh angle — with skyline sailboats, mini landmarks, and tours that go beyond the usual.

▶ **Hop-On Hop-Off Bus Tour**

A laid-back way to see top sights like the CN Tower and Distillery District — at your own pace.

▶ **Foodie Tour**

Savour Toronto's diverse flavours with guided walks through neighbourhoods like Chinatown and Kensington Market.

▶ **Sailboat Tour on the Harbour**

See the skyline from the water aboard a sailboat — perfect for sunset views and a peaceful break from the city buzz.

▶ **Little Canada**

Explore a miniature world of iconic Canadian landmarks—including a tiny, detailed Toronto. Fun, quirky, and great for all ages.

Ask the concierge at the front desk for details, ticket info, and directions to any of these experiences!

ICONIC TORONTO SOUVENIRS

Looking for a souvenir that truly says “Toronto”? These classic picks are sweet, stylish, and unmistakably local.

► **Maple Syrup**

An iconic Canadian staple — perfect for gifting or adding a touch of sweetness to breakfast. You’ll find it in charming bottles at local markets and shops across the city.

► **CN Tower & Skyline Merch**

From mugs and magnets to art prints, these souvenirs celebrate Toronto’s iconic skyline — with the CN Tower front and center as the city’s most recognizable landmark.

► **Roots Canada Gear**

Cozy hoodies, socks, and leather goods from a beloved Canadian brand known for comfort, quality, and iconic style — a perfect way to wear a piece of Canada home.

► **Indigenous Art & Crafts**

Authentic, meaningful works created by First Nations artists — from beadwork and carvings to textiles and prints. A powerful way to honour Canada’s cultural roots and support Indigenous makers.

► **Game Day Essentials**

Show your city pride with gear from the Raptors, Maple Leafs, or Blue Jays — iconic teams with passionate fanbases and plenty of stylish swag to match.

Visit our website to find things to do near Pantages.





MASSEY HALL

MASSEY HALL

RESTAURANTS



LOCAL FAVOURITES

- ▶ **Jacobs & Co. Steakhouse** 12 Brant St. (416) 366-0200
- ▶ **Trattoria Mercatto** 220 Yonge St. (647) 352-3390
- ▶ **Jazz Bistro** 251 Victoria St. (416) 363-5299
- ▶ **Salad King** 340 Yonge St. (416) 593-0333
- ▶ **Paramount Fine Foods** 253 Yonge St. (416) 366-3600
- ▶ **Terroni** 57 Adelaide St. E. (416) 203-3093

RECOMMENDATIONS FROM THE TEAM

Toronto's culinary scene is a feast of global flavours — here are some of our staff's favorite spots to dig in!

- ▶ **The Senator** 249 Victoria St.

Toronto's oldest restaurant, is just steps away. Grab a cozy booth or pull up to the counter and enjoy classic comfort food. Fun fact: it was our GM Angela's dad's favourite hangout back in the '80s!

- ▶ **Fran's Restaurant** 200 Victoria St.

A Toronto staple, serving classic diner fare late into the night — think breakfast, burgers, and all the nostalgia. **Kathy, from housekeeping**, says it's her go-to for reliable, comforting eats every time!

- ▶ **The Chase** 10 Temperance St.

An upscale spot for fresh seafood, seasonal plates, and standout cocktails — plus a rooftop deck with city views. **Bartender Richard** calls it a favourite, often drawing inspiration for Stages from their bold flavours and flair.

- ▶ **Barberian's Steak House** 7 Elm St.

A Toronto classic serving expertly aged Canadian beef, fine wines, and timeless charm. As **Front Desk Manager Paul** puts it, "A good steak makes a good trip."

- ▶ **Gruppo Terroni** 57 Adelaide St. E.

A beloved Toronto institution serving authentic, no-compromise Italian cuisine in a warm, bustling atmosphere that feels straight out of southern Italy. It's a favourite of our **server Inga**, who loves the bold flavours and vibrant energy.

- ▶ **Dineen Coffee Co.** 140 Yonge St.

Duty Manager Eva's go-to for cozy vibes, beautiful decor, and seriously good espresso — perfect with a friend or solo.

TORONTO'S SIGNATURE EATS

Visiting Toronto? These classic Canadian eats belong on your plate.

► **The Butter Tart**

A Canadian classic — flaky pastry with sweet, ooey-gooey filling. Find award-winning versions at **Circles & Squares** (1909 Yonge St), and our GM's personal favourite at **Ba Hoi Bakery** (806 Bloor St W).

► **Peameal Bacon Sandwich**

A savoury Toronto staple made with cured pork loin, grilled and stacked on a soft bun. One of the city's most iconic versions is served at **Carousel Bakery** inside St. Lawrence Market (93 Front St).

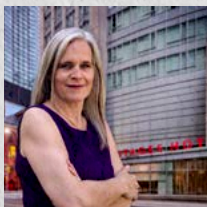
► **Poutine**

Canada's comfort food staple — crispy fries, cheese curds, and rich, savoury gravy. For a fully loaded fix, head to **Smoke's Poutinerie** at 218 Adelaide St W, just 10 minutes away and open late.





PANTAGES HOTEL



FROM ALL OF US AT PANTAGES HOTEL

Thank you for choosing Pantages Hotel. Whether you joined us for a quick getaway or a longer stay, we hope your time here was everything you imagined — and more.

From our cozy, condo-style suites to our unbeatable location in the heart of Toronto, we hope you felt right at home and inspired to explore the city's best. It's been a pleasure having you with us.

We'd love to stay connected:

- ▶ Visit our [hotel website](#) & sign up for digital updates
- ▶ Follow us on [Instagram](#), [TikTok](#), and [Facebook](#)
- ▶ Share your experience

Loved your stay? Your feedback on [Google](#) or [TripAdvisor](#) helps us grow and improve.

Toronto always has a new act to discover, and your front-row seat will be waiting when you return.

Warmly,

Angela Steeves, General Manager



200 Victoria St., Toronto, ON M5B 1V8
1.416.362.1777 frontoffice@pantageshotel.com
pantageshotel.com