

Tips for Travellers

MONTREAL

Accommodation

All rates are shown in Canadian dollars and are exclusive of any applicable taxes.

Hôtel Travelodge Montréal Centre

50 René-Lévesque Blvd. West
Montréal
Tel: 514 874 9090
Fax: 514 874 0907
Email: not found
Web: www.travelodge-mtl.com
Rate: From C\$79.00

Hyatt Regency Montréal

1255 Jeanne-Mance Street
Montréal
Tel: 514 982 1234
Fax: 514 285 1243
Email: salesmtlrm@hyatt.com
Web: www.montreal.hyatt.com
Rate: From C\$159.00

Marriott Residence Inn - Montréal Downtown

2045 Peel Street
Montréal
Tel: 514 982 6064
Fax: 514 844 8361
Email: info@residenceinn-mtl.com
Web: www.residenceinn-mtl.com
Rate: From C\$129.00

Quality Hotel Downtown

3440 du Parc Avenue
Montréal
Tel: 514 849 1413
Fax: 514 849 6564
Email: ihelp@choicehotels.ca
Web: www.choicehotels.ca/cn329
Rate: From C\$120.00

Transport

Montréal – Pierre Elliott Trudeau International Airport (YSL)

975 Roméo-Vachon Blvd North, Suite 317

Montréal, Québec Canada H4Y 1H1

+1 (514) 394-7377

www.admtl.com

- Canada Border Services Agency - CBSA (514) 633 7700
- Canadian Food Inspection Agency (514) 633 7755
- Citizenship and Immigration Canada (514) 496 1010
- Québec Immigration (514) 633 6870
- U.S. Customs (514) 636 3875
- U.S. Immigration (514) 631 2097

The airport is approximately 30 – 40 minutes from downtown. A taxi ride from the airport to downtown will cost approximately C\$ 30 – C\$ 40 depending upon the time of day.

Please note that there is currently no rail link between the airport and the downtown.

There are several shuttle bus services operating between the airport and the downtown area.

Trains

Montréal is on Via Rail's Windsor-Québec City corridor, which offers daily service to all points on this route (including Toronto). The American company Amtrak runs almost-daily service to New York City.

Public Transportation

Montréal has a world-class public transportation network operated by Société de transport de Montréal (STM) www.stm.info. The network is modern, fast, safe and inexpensive.

The cash fare is C \$2.50 for a single trip, and special monthly, weekly, and daily tourist passes are available.

Buses

The STM bus network consists of 163 daytime and 20 nighttime service routes.

Metro

The Montréal metro (underground subway) is made up of 65 stations spread out along four lines.

Taxis

Taxis can be easily hailed on downtown streets, or can be booked by calling:

- Metro Montréal Taxi Ltd (514) 270 4777
- Champlain Taxi Inc (514) 273 2435
- AAA Airport Taxi (514) 488 5887
- Aéroport Taxi (514) 488 5887

Telephone numbers and codes

The area code is (514) for the city proper.

The digit 1 must be dialled for all long-distance calls in Ontario, out-of-province calls, and for all calls to the United States and Mexico.

The international dialling prefix is 011, and is not required to call the United States.

Numbers starting with 1 (800) are free, as are most 1 (888), 1 (877) and 1 (866) numbers. Unlimited length local calls from a public payphone will cost 25 cents. A wide range of local and international phonecards can be purchased from retail outlets. Most public payphones will also accept credit cards.

Tips for Business

- Canadian business practices are virtually identical to those in New Zealand.
- Montréal business people tend to be formal, but friendly. Good manners are important (RSVPs, thank-you notes) as is punctuality.
- Canadians are similar to New Zealanders in values, history, and sensibilities. You will find that many Canadians know someone who has visited or lived in New Zealand and the attitude toward the country is overwhelmingly positive. This helps a great deal in opening doors and establishing rapport.
- Gift giving is rare outside of the nominal pen, mouse pad, or other modest marketing material.
- Courtesies: Canadian business people shake hands when they greet and when they say goodbye. It is courteous to wait to be asked to sit, and the host will likely let the guest walk through a doorway first. First names can be used.
- In restaurants each diner orders their own meal and guests are generally invited to order first.
- Business attire is usually a suit and tie. "Casual Friday" has taken hold in many businesses whereby a shirt/sweater and pants (not blue jeans) are acceptable on Fridays. Many office-based companies may adopt 'summer hours' during the months of May to August when they will close early on Fridays to allow their employees a longer weekend.
- English is the language of business outside of the province of Québec where French prevails.
- Business Hours: Most retail businesses generally open Monday – Wednesday 9:00 am – 6:00 pm, Thursday & Friday 9:00 am – 10:00 pm, Saturday & Sunday 10:00 am – 5:00 pm.
- Government hours are Monday – Friday 9:00 am – 5:00 pm.

OTTAWA

Accommodation

All rates are in Canadian dollars and are exclusive of any applicable taxes.

Chateau Laurier Hotel

1 Rideau Street
Ottawa
Ontario
Tel: 613 241 1414
Fax: 613 562 7030
Email: chateaulaurier@fairmont.com
<http://www.fairmont.com/laurier>
Rate: From C\$279.00

The Westin Hotel

11 Colonel By Drive
Ottawa
Ontario
Tel: 613 560 7000
Fax: 613 234 5396
Email: Not found
Web: www.starwoodhotels.com/westin
Rate: From C\$279.00

Ottawa Marriott

100 Kent Street
Ottawa
Ontario
Tel: 613 238 1122
Fax: 613 783 4229
Email: not found
Web: www.marriott.com
Rate: From C\$239.00

Crowne Plaza

101 Lyon Street
Ottawa
Ontario
Tel: 613 237 3600
Fax: not found
Email: not found
Web: www.crowneottawa.ca
Rate: From C\$180.00

Transport

Ottawa International Airport (YOW)

Ottawa International Airport
1000 Airport Parkway Private
Ottawa, ON K1V 9B4
Airport Switchboard 613.248.2000
www.ottawa-airport.ca/index-e.php

- Canadian Customs 613 998 3326 (7:00 a.m. to midnight)

- American Customs 613 523 8120 (5:00 a.m. to 8:00 p.m.)
- Canadian Immigration 1 888 242 2100 (8:00 a.m. to 4:00 p.m. / Mon – Fri)
- American Immigration 613 523 2105 (5:00 a.m. to 8:00 p.m.)
- Infoguide Volunteer Desk, Arrival Hall 613 248 2125 (9 a.m. - 9 p.m.)
- Infoguide Volunteer Desk, Departures Hall 613 248 2141 (9 a.m. - 9 p.m.)

The airport is less than 30 minutes from downtown. A taxi ride from the airport to downtown will cost approximately C\$ 20 – C\$ 30 depending upon the time of day.

Please note that there is currently no rail link between the airport and the downtown.

There are several shuttle bus services operating between the airport and the downtown area.

Public Transportation

Ottawa has a world-class public transportation network operated by OC Transpo. www.octranspo.com. Tickets cost C \$0.90 each and rides cost: Regular route, 2 tickets; Express route, 3 tickets; and, Rural express route 4 tickets.

Buses

Ottawa operates a fleet of modern buses that criss-cross the city in all directions.

The new Transitway is the largest project in the City's transportation history and has been embraced by residents of Ottawa. A dedicated system of bus-only roadways, the Transitway provides an exclusive rapid transit link across much of the City's urban area, with service operating 22 hours a day.

Transitway Stations are convenient transfer points located next to major shopping centres, employment areas, schools and high-density housing. The Transitway provides a rapid transit connection to the O-Train, Ottawa International Airport, the train station and inter-city bus service.

Light Rail

In 2001, a light-rail service began operating as a pilot project along a north-south corridor from South Keys, via Confederation Heights and Carleton University to the Ottawa River.

The O-Train operates along an eight-kilometre track with five stations that are fully integrated with bus service for seamless travel between systems and increased commuting options.

Future expansion plans for the OTrain include service to downtown, the Airport and an east-west connection.

Taxis

Taxis can be easily hailed on downtown streets, or can be booked by calling:

- Blue Line Taxi Co Ltd 613 238 1111
- Capital Taxi 613 744 3333
- West-Way Taxi 613 727 0101
- Claude Taxi 819 561 4907
- D J's Taxi 613 829 9900
- Metro City Service Taxi & Limousine 613 7448051
- Crystal Taxi 613 842 4111
- Airport West-Way Taxi 613 523 1234
- Executive Cabs 613 248 3558
- West Carleton Taxi Inc 613 725 7316

Telephone numbers and codes

The area code is (613) for the city proper. The (819) area code is used for Hull, Quebec.

The digit 1 must be dialled for all long-distance calls in Ontario, out-of-province calls, and for all calls to the United States and Mexico.

The international dialling prefix is 011, and is not required to call the United States, Mexico, and many Caribbean island nations.

Numbers starting with 1 (800) are free, as are most 1 (888), 1 (877) and 1 (866) numbers. Unlimited length local calls from a public payphone will cost 25 cents. A wide range of local and international phonecards can be purchased from retail outlets. Most public payphones will also accept credit cards.

Tips for Business

- Canadian business practices are virtually identical to those in New Zealand.
- Ottawa business people tend to be formal, but friendly. Good manners are important (RSVPs, thank-you notes) as is punctuality.
- Canadians are similar to New Zealanders in values, history, and sensibilities. You will find that many Canadians know someone who has visited or lived in New Zealand and the attitude toward the country is overwhelmingly positive. This helps a great deal in opening doors and establishing rapport.
- Gift giving is rare outside of the nominal pen, mouse pad, or other modest marketing material.
- Courtesies: Canadian business people shake hands when they greet and when they say goodbye. It is courteous to wait to be asked to sit, and the host will likely let the guest walk through a doorway first. First names can be used.
- In restaurants each diner orders their own meal and guests are generally invited to order first.
- Business attire is usually a suit and tie. "Casual Friday" has taken hold in most businesses whereby a shirt/sweater and pants (not blue jeans) are acceptable on Fridays. Many office-based companies may adopt 'summer hours' during the months of May to August when they will close early on Fridays to allow their employees a longer weekend.
- English is the language of business outside of the province of Quebec where French prevails.
- Business Hours: Most retail businesses generally open Monday – Wednesday 9:00 am – 6:00 pm, Thursday & Friday 9:00 am – 10:00 pm, Saturday & Sunday 10:00 am – 5:00 pm.
- Government hours are Monday – Friday 9:00 am – 5:00 pm.

VANCOUVER

Accommodation

Rates are in Canadian dollars and are exclusive of any applicable taxes.

Granville Island Hotel

1253 Johnston Street
Vancouver, British Columbia
Canada V6H 3R9
Tel: 604 683 7373
Fax: 604 6833061
Email: reservations@GranvilleIslandHotel.com
Web: www.granvilleislandhotel.com
Rate: From C\$150.00

Holiday Inn Hotel and Suites North Vancouver

700 Old Lillooet Road
North Vancouver
B.C, Canada V7J 2H5
Tel: 604 985 3111
Fax: 604 985 0857
Email: info@hinorthvancouver.com
Web: www.hinorthvancouver.com
Rate: From C\$169.00

Pan Pacific Hotel

300-999 Canada Place
Vancouver V6C 3B5
British Columbia
Canada
Tel: 604 662 8111
Fax: 604 685 8690
E-mail: info@panpacific-hotel.com
Web: www.panpacific.com
Rate: From C\$199.00

Transport

Vancouver International Airport (YVR)

- www.yvr.ca

YVR general inquiries line: (604) 207 7077

Citizenship and Immigration Canada: 1 (888) 242 2100 or (604) 666 2171 Vancouver office

Canada Customs, 333 Dunsmuir Street, 3rd Floor, Vancouver, (604) 666 0371

The airport is approximately 30 minutes from downtown. A taxi ride from the airport to downtown will cost approximately C\$ 25 – C\$ 35 depending upon the time of day. There are also several higher-priced limousine companies and flat-rate taxis that service Vancouver International Airport.

Please note that there is currently no rail link between the airport and the downtown.

There are several shuttle bus services operating between the airport and the downtown area. It is also possible to take public transportation to and from the airport from many parts of the city.

Trains, Buses, & Sea Bus

Vancouver has a modern public transportation network operated by TransLink. Customer Information (604) 953 3333 www.translink.bc.ca.

The SkyTrain is a fully automated rail system operating on two lines within Greater Vancouver. The Expo line runs along a 28-kilometre track from Vancouver to Burnaby, New Westminster, and Surrey in just 39 minutes. The Expo line has 16 elevated stations and four underground stations that are located in the downtown core. The Millennium Line trains make the same stops from Waterfront to Columbia stations, before branching north along a loop.

Coast Mountain Bus Company provide trolleys, bus and SeaBus service in Greater Vancouver, while West Vancouver Transit provides local bus service within West Vancouver, and to downtown Vancouver and the University of British Columbia. B-Line is a limited-stop service to major routes and transfer points. NiteBus operates limited service along major routes during the nighttime hours

SeaBus moves passengers across the Burrard Inlet from Waterfront station in downtown Vancouver to Lonsdale Quay in North Vancouver.

TransLink operates on a zone system with the following fares valid for SkyTrain, buses and SeaBus:

From start of service to 6:30 pm weekdays:

Zone	Adult	Concession
1	\$ 2.00	\$ 1.50
2	\$ 3.00	\$ 2.00
3	\$ 4.00	\$ 3.00

Discount fares after 6:30 pm weekdays and all day on weekends and holidays:

Zone	Adult	Concession
1, 2 & 3	\$ 2.00	\$ 1.50

Ferries

BC Ferries operates ferries between the mainland and points on Vancouver Island, the Gulf Islands and the Sunshine Coast. Reservations are essential if you are planning to take your vehicle on the ferry. The Horseshoe Bay ferry terminal is located on Highway 99 north of Vancouver and services Nanaimo, and points north on Vancouver Island. It also services the Sunshine Coast of mainland BC. The Tsawassen ferry terminal is located south of Vancouver and services Victoria, the Gulf Islands and southern points of Vancouver Island.

www.bcferries.bc.ca

BC Ferries (250) 386 3431 or 1 (888) 223 3779

BC Ferries Reservations (604) 444 2890 or 1 (888) 724 5223

Taxis

Some taxis will accept credit cards but you must phone the cab company in advance and have the card number authorized. It is customary to tip the driver 10% to 15%.

Taxis can be easily hailed on downtown streets, or can be booked by calling:

- Yellow Cab 1 (800) 898 8294 or (604) 681 1111
- Vancouver Taxi (604) 871 1111
- Black Top & Checker Cabs (604) 731 1111
- Maclure's Cabs (604) 683 6666

Telephone numbers and codes

The area code is (604) for the Greater Vancouver Area and the Lower Mainland and (250) for Victoria and the rest of the province. When in British Columbia the area code must be dialled before the local number.

The digit 1 must be dialled for all long-distance calls in British Columbia, out-of-province calls, and for all calls to the United States and Mexico.

The international dialling prefix is 011, and is not required to call the United States, Mexico, and many Caribbean island nations.

Numbers starting with 1 (800) are free, as are most 1 (888), 1 (877) and 1 (866) numbers. Unlimited length local calls from a public payphone will cost 25 cents. A wide range of local and international phone cards can be purchased from retail outlets. Most public payphones will also accept credit cards.

Tips for Business

- Canadian business practices are virtually identical to those in New Zealand.
- Vancouverites tend to be formal, but friendly business people. Good manners are important (RSVPs, thank-you notes), as is punctuality.
- In values, history, and sensibilities Canadians are similar to New Zealanders. You will find that many Canadians know someone who has visited or lived in New Zealand and the attitude toward the country is overwhelming positive. This helps a great deal in opening doors and establishing rapport.
- Gift giving is rare outside of the nominal pen, mouse pad, or other modest marketing material.
- Canadian business people shake hands when they greet and when they say goodbye. It is courteous to wait to be asked to sit, and the host will likely let the guest walk through a doorway first. First names can be used.
- In restaurants each diner orders their own meal and guests are generally invited to order first.
- Business attire is usually a suit and tie. "Casual Friday" has taken hold in most businesses whereby a shirt/sweater and pants (not blue jeans) are acceptable on Fridays. Many office-based companies may adopt 'summer hours' during the months of May to August when they will close early on Fridays to allow their employees a longer weekend.
- English is the language of business outside of the province of Quebec where French prevails. Similar to other large Canadian cities, Vancouverites speak a significant number of other languages, including Mandarin, Cantonese, Korean, Vietnamese, etc.
- Business Hours: Most retail businesses generally open Monday to Wednesday 9:00 am – 6:00 pm, Thursday & Friday 9:00 am – 10:00 pm, Saturday & Sunday 10:00 am – 5:00 pm.
- Government hours are Monday to Friday 9:00 am – 5:00 pm.

TORONTO

Accommodation

All rates are in Canadian Dollars and exclude taxes.

The Metropolitan

108 Chestnut Street
Toronto, Ontario
Canada M5G 1R3
Tel: 416 977 5000
Fax: 416 977 9513
Web: <http://metropolitan.com/toronto/>
Email: reservations@tor.metropolitan.com
Rate: From C\$133.00

The Grand Hotel

225 Jarvis Street
Toronto, Ontario
Canada
Tel: 416 863 9000
Fax: 416 863 1100
Email: reservations@grandhoteltoronto.com
Web: www.grandhoteltoronto.com
Rate: From C\$169.00

Intercontinental

220 Bloor Street West
Toronto M5S 1T8
Ontario
Canada
Tel: 416 960 5200
Fax: 416 960 8269
E-mail: toronto@interconti.com
Web: www.toronto.intercontinental.com
Rate: From C\$235.00

The Delta Chelsea Inn

33 Gerrard Street West
Toronto (Downtown)
Notario M5G 1Z4
Tel: 416 595 1975
Fax: 416 585 4375
Email: not found
Web: www.deltahotels.com
Rate: From C\$139.00 plus taxes

Transport

Lester B. Pearson Airport (YYZ)

- www.gtaa.com
- Airport Information (416) 247 7678 (Terminals 1 & 2) and (416) 612 5100 (Terminal 3)
- Citizenship and Immigration Canada 1 (888) 242 2100
- U.S. Bureau of Citizenship and Immigration Services (905) 676 2563

- U.S. Customs (905) 676 2606

The airport is approximately 45 minutes from downtown. A taxi ride from the airport to downtown will cost approximately C\$ 40 – C\$ 45 depending upon the time of day. There are also several higher-priced limousine companies and flat-rate taxis that service Pearson International Airport.

Please note that there is currently no rail link between the airport and the downtown.

There are several shuttle bus services operating between the airport and the downtown area. It is also possible to take public transportation to and from the airport using a combination of bus and subway to many parts of the city.

Subways, Buses & Streetcars (Trams)

Toronto has a world-class public transportation network operated by the Toronto Transit Commission. www.ttc.ca

Toronto Transit Information (416) 393 4636 (open from 7am to 10pm daily).

The subway is fast, clean, and safe. There are four lines which traverse the city: the east-west Bloor/Danforth line; the north-south Yonge/University/Spadina; the east-west Sheppard line; and the Scarborough Rapid Transit line. Adult one-way cash fare is C\$ 2.25. The TTC does not operate on a zone system; a single fee is charged regardless of the length of your journey. Note that exact change or TTC token or ticket is required to board all buses and streetcars (trams) and to gain access to some subway station entrances. Be sure to obtain a transfer slip if you plan to transfer to another route. Transfers are available from the drivers of buses and streetcars (trams), and from automated machines inside of subway stations.

Buses and streetcars (trams) start at 5:00 am and run to 1:30 am with reduced service on weekends and holidays.

Subway trains run from 6:00 am until 1:30am on weekends and Saturdays and on Sundays from 9:00 am until 1:30 am.

Late night buses and streetcars run approximately every 30 minutes or less on many major routes from 1:30 am until 5:00 am.

Taxis

The meter starts at C\$2.75. Some taxis will accept credit cards but you may have to phone the cab company in advance and have the card number authorized. It is customary to tip the driver 10% to 15%.

Taxis can be easily hailed on downtown streets, or can be booked by calling:

- Diamond (416) 366 6868
- Royal (416) 777 9222
- Metro (416) 504 8294
- Crown (416) 750 7878
- Beck (416) 751 5555
- Co-op Cabs (416) 504-2667
- Yellow (416) 504 4141

Telephone numbers and codes

The area code is (416) for the city proper and (905) for outlying areas. When in Toronto the (416) area code must be dialled before the local number.

The digit 1 must be dialled for all long-distance calls in Ontario, out-of-province calls, and for all calls to the United States and Mexico.

The international dialling prefix is 011, and is not required to call the United States, Mexico, and many Caribbean island nations.

Numbers starting with 1 (800) are free, as are most 1 (888), 1 (877) and 1 (866) numbers. Unlimited length local calls from a public payphone will cost 25 cents. A wide range of local and international phonecards can be purchased from retail outlets. Most public payphones will also accept credit cards.

Tips for Business

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- Business Hours: Most retail businesses generally open Monday – Wednesday 9:00 am – 6:00 pm, Thursday & Friday 9:00 am – 10:00 pm, Saturday & Sunday 10:00 am – 5:00 pm.
- Government hours are Monday – Friday 9:00 am – 5:00 pm.
- Note that there is a strong cottage culture in Toronto. July through the first weekend in September sees business activity slow considerably.

Tips from the industry

If you have any tips that you can share with your fellow industry members, please email them to educationnz@educationnz.org.nz

Information correct as at 7 September 2006.
