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# RENAISSANCE<sup>®</sup>

EDMONTON AIRPORT HOTEL



**Renaissance Edmonton Airport Hotel proudly presents**

## **A Visitor Guide**

**For guests with Autism Spectrum Disorder or other cognitive challenges.**



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## About this Guide

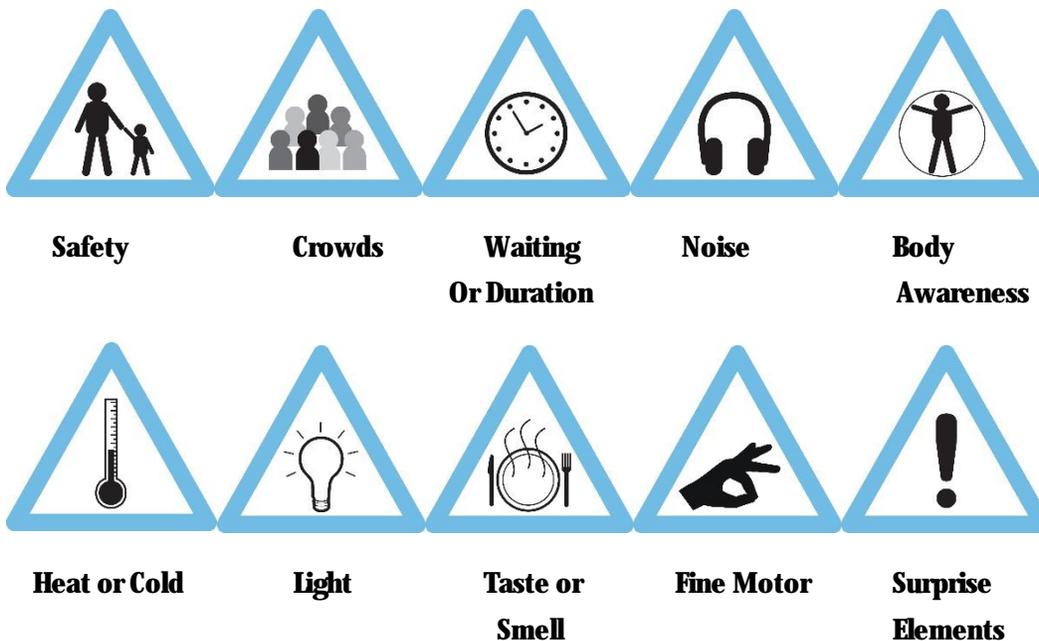
The information in this guide has been prepared by Autism Double-Checked in order to assist parents, or caregivers, of visitors with ASD when visiting Renaissance Edmonton Airport Hotel.

The objective, throughout, is to give advance information about sensory, and other, issues that may need extra consideration for visitors with ASD. The Guide gives information about the nature of these issues and some possible guidance for how to handle them.

Due to the wide variety of issues that may arise for individuals with ASD, such guidance is general in nature. If you encounter something that is not covered in this guide, please seek the help of a member of Renaissance staff.

Throughout the property, you may see signs with the Sensory Issue Advisory Triangle.

Each Advisory Triangle is cross-referred to its section within this Guide.

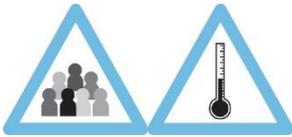


## Preparing for Your Visit



Make use of the Hotel Website at: [renaissance-hotels.marriott.com/renaissance-edmonton-airport-hotel](https://renaissance-hotels.marriott.com/renaissance-edmonton-airport-hotel)

Download and use the Social Story and the Visitors Guide from the website.



### **Crowds.**

In general terms the months of September to March are the busiest and June to August are the quietest. In general terms weekdays are busier than weekends.

***Visitors who have problems with crowds may wish to take this information into account when planning a visit.***

### **Heat or Cold.**

December to February is the coolest season. June to August is the hottest season.

***Visitors who have problems with heat or cold may wish to take this information into account when planning a visit. Visitors with heat/cold issues may wish to pack appropriate clothing based upon this information.***

## Important General Information.



**Address: 4236 36 Street, East, Edmonton International Airport, AB, T9E 0V4**

**Phone Number: (780) 488-7159**

**Website: [renaissance-hotels.marriott.com/renaissance-edmonton-airport-hotel](https://renaissance-hotels.marriott.com/renaissance-edmonton-airport-hotel)**

**Best method of booking: [Marriott Bonvoy App](#)**

**Alternative methods of booking: 1) [Marriott.com](#) 2) Call the phone number above**

**Please be certain to use Booking Code: **126** in the Special Rates box as a corporate/promo/SET#**

<b>Number of rooms:</b>	<b>213</b>	<b>Number of floors:</b>	<b>8</b>
<b>Number of pools:</b>	<b>1</b>	<b>Starbucks Kiosk:</b>	<b>1</b>
<b>Number of restaurants:</b>	<b>1</b>	<b>Number of bars:</b>	<b>1</b>

### **Nearby Airports:**

**Edmonton International (YEG)                      On site**

**Calgary International (YYC)                      280 km**

**Nearest ER:                      Leduc Community Hospital                      16 km**

**Nearest Pharmacy:                      Shopper Drug Mart, Leduc                      7.5 km**



### **Waiting or Duration.**

Normal check-in time is 4:00 pm and normal check-out time is 12:00 pm.

***Guests with flights arriving earlier, or guests with flights departing later, than normal times may request early check-in or check-out. These will be handled on a “best efforts” basis, subject to availability and cannot be guaranteed.***

Normal check-in does not normally involve long delays. With download of the Marriott Bonvoy App, it is possible to select your room location in advance, to check-in in advance and to have the App serve as your room key.

**For visitors who may have problems with even minor delays, check in via the Bonvoy app will eliminate the need for standing on the check-in line.**

### **Noise.**

Music in public areas is louder than might normally be expected in a hotel.

***For visitors with even minor sensitivity to noise the use noise-cancelling headphones is recommended.***

### **Heat.**

Outside temperatures vary, by season, between very cold and hot.

Indoor public areas are all air conditioned and the prevailing temperature is set to a level that is comfortable for people without sensitivity to heat or cold.

Rooms have thermostatic temperature control.

***When inside the building, it may help to have extra clothing layers for individuals who are sensitive to cold. For individuals who are sensitive to heat, they may need their lightest possible clothing.***

## Nearby Attractions.

<b>Edmonton International Airport</b>	<b>On-site</b>	
<b>University of Alberta Botanical Gardens</b>	<b>20km</b>	
<b>Premium Outlet Collection</b>	<b>2km</b>	
<b>West Edmonton Mall</b>	<b>30km</b>	
<b>Fort Edmonton Park</b>	<b>40km</b>	
<b>Valley Zoo</b>	<b>40km</b>	
<b>Rogers Place</b>	<b>40km</b>	
<b>Commonwealth Stadium</b>	<b>42 km</b>	

## Lost Person Help.



### Safety.

- If a family member gets lost, report to a member of Renaissance front desk staff and ask them to request an alert to all staff members who may be able to assist in searching.
- Give them as much information as possible including; gender, age, race, clothing being worn, last known location and direction of travel, if known, and communication abilities (verbal/non-verbal/understands verbal communication).
- It is recommended that you have a recent photo available on your mobile device so that you can share that with the Renaissance team.
- Stay at the front desk. This will enable the Renaissance team to locate you as soon as possible once your family member has been located.
- If you utilize an RF or GPS tracking system, inform the front desk of this, contact your service provider and ask them to cooperate with the Renaissance staff.

**Project Life Saver™** nearest Agency is in Saskatoon (appx 500 km).

**Contact:** Inquire with your supplier agency about possible coverage.

**SafetyNet by LoJack™** does not have coverage in Canada.

In normal circumstances GPS functions throughout the premises and there are no “blind spots”.

For other services, check with your provider.

## Outdoor, Entrance and Public Areas.



### Noise.

Background music in public areas is at a higher volume level than might be expected in a hotel.

***Persons with any degree of sensitivity to noise may need to use noise-cancelling headphones.***

The library is quieter than other public areas and has no speakers or TVs. It is, however, open to the lobby and, therefore, the background music is audible.

***This may be a more suitable area for those with limited sensibility but caution is still advised.***

The hotel is located on the airport site and is sound-proofed against airport noise. Outside noise will be as expected in such a location.

***Persons with any sensitivity to noise may need to use noise-cancelling headphones while outside.***

### Body Awareness.

The lobby area and the bar area feature high ceilings.

***If such areas may cause problems, it may help to practice in a similar structure near home prior to arrival***

## Rooms and Accommodations.

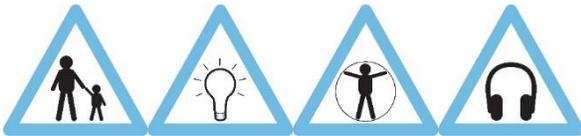
Standard Room



Suite



### General.



### Safety.

All rooms are accessed by elevator and then an internal corridor.. A room key is required in order to operate the elevator. Room keys only allow access to the floor on which that room is located. No rooms open to the exterior of the building.

***This arrangement should be helpful for those who tend to run away or wander off.***

Your room key also serves as the key to a number of unsupervised areas such as the pool and the fitness room.

***Please keep your key secure to prevent unwanted access to such facilities.***

A temporary, hanging door alarm is available for use during your stay. There is no charge for this but a deposit will be required.

A toddler-proofing kit is available for use during your stay. There is no charge for this but a deposit will be required. The kits are designed for use with typically-developing toddlers. Since they require good executive functioning and good fine motor skills, they may be helpful for children of any age with autism.

***Ask at the front desk for an alarm or toddler-proofing kit, if you feel that it may be helpful.***

China and glass drinking vessels can be changed for paper and plastic upon request (e.g. cups for coffee maker).

***If you wish this to be done, you should preferably request it prior to arrival. If that is not possible, request it at check-in.***

### **Light.**

Room lighting is operated by dimmers.

***It should be possible to achieve any lighting level desired.***

### **Body Awareness.**

Fixed, wall-mounted shower heads are standard in all rooms except for accessible rooms which have a showerhead on a hose.

***If your child requires assistance to shower and you need a hose-fed shower, request an accessible room at the time of booking.***

Cots/cribs are available on request at no additional charge. Rollaway beds are available for an additional charge. Rollaway beds are not suited to the General Queen room category.

***If you require such bedding arrangements, please call in advance.***

### **Noise.**

The quietest rooms on any floor (x) are those numbered x34 and x36. These room numbers are available from floor 3 upwards.

## Room Categories.

Category Name	Room/Suite	Bedding	Avail Connecting	Connect Category	Balcony (Y/N)	Window Lock	Floors Available	Facing	Tub or Shower	Fridge	Mwave	Coffee Machine
General King	Room	King	yes	General Queen	N	n/a	3rd to 7th	East	Shower**	yes	by request	yes
General Queen	Room	2 Queens	yes	General Queen	N	n/a	3rd to 7th	West	Shower**	yes	by request	yes
Club King	Room	King	yes	Club Queen	N	n/a	2nd and 8th	East	Shower**	yes	by request	yes
Club Queen	Room	2 Queens	yes	Club Queen	N	n/a	2nd and 8th	West	Shower**	yes	by request	yes
Suite Rooms	Suite	King			N	n/a	2nd to 7th	East	Shower**	yes	by request	yes
Accessible King	Room	King	yes	General Queen	N	n/a	3rd to 6th	West	Shower	yes	by request	yes
Accessible Queen	Room	2 Queens	yes	General Queen	N	n/a	3rd to 6th	West or SW	Shower	yes	by request	yes
Accessible Suite	Suite	King			N	n/a	2nd	West	Shower	yes	by request	yes

\*\* Please note that some rooms have a shower/tub combination. If you wish to book, or to avoid, such a combination, please make a specific request stating your preference.



## **Pool and Recreation.**



**Safety.** The pool is indoor and can only be accessed with a room key.

***This will help with safe access; however, supervision will be needed when using the pool.***

Maximum depth is 5'. Diving is not permitted. Entry is by gentle steps with handrail.

***For almost every guest there will be a safe and pleasant depth in some part of the pool.***

**Heat or cold.**

The pool is open year-round and is heated. A hot tub is also available.

***Water temperature should be good except in cases of extreme heat/cold sensitivity. If in doubt, check the temperatures beforehand.***

**Waiting or duration.**

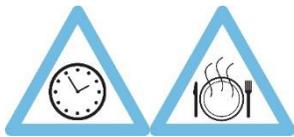
Pool hours are 7 am until 10 pm. There is no lifeguard on duty.

***Supervision will be needed when using the pool.***

**Also available, at no extra charge: Fitness room.**

## **Restaurants and Food Service.**

<b>Restaurant Name</b>	<b>Halo Bar/Bistro</b>	<b>Room Service</b>
<b>Indoor/Outdoor</b>	<b>In</b>	<b>In</b>
<b>Seating Capacity</b>	<b>200</b>	
<b>Service Hours</b>	<b>6:00 am - 1:00 am</b>	<b>6:00 am - 1:00 am</b>
<b>Service Type</b>	<b>Table Service</b>	<b>Service Trolley</b>
<b>Seating Type (%)</b> <b>Booth/Table/Hi-Top</b>	<b>20% Booth</b> <b>70% Table</b> <b>10% Hi-Top</b>	<b>Table in room</b>
<b>Cuisine</b>	<b>Casual Bistro</b>	<b>Casual Bistro</b>
<b>Wait Time – to seat</b>	<b>Immediate</b>	<b>Immediate</b>
- <b>Until entrée</b>	<b>15 – 20 mins</b>	<b>25 – 35 mins</b>
<b>Lighting</b>	<b>Spotlights</b>	<b>Room lighting</b>
<b>Sound</b>	<b>Low background music</b>	<b>Room sound.</b>



### **Waiting or Duration.**

Above wait times are likely maximum times.

***If waiting time will cause problems, room service meals may be ordered in advance for delivery at a specific time via the mobile dining feature in the Marriott Bonvoy app.***

### **Taste or Smell.**

Wheat/Gluten-free, vegetarian and vegan options are always available. Dairy/casein-free, soy-free and halal options are available on request.

***If you know that you will need very specific foods that may be unusual or difficult to obtain, contact the food and beverage manager before your arrival.***

## **Other Amenities/Facilities/Information.**

### **General.**

Airline reservation desk  
All public areas non-smoking  
Car Rental  
Gift/newsstand  
Coffee/tea in-room  
Concierge desk

Foreign exchange  
Housekeeping service daily  
Laundry on-site  
Mobility accessible rooms  
Newspaper in lobby  
Room service  
Safe deposit boxes, front desk  
Valet dry-cleaning

### **Guest Rooms & Suites.**

#### **General Room Amenities**

Air conditioning  
Alarm clock  
Bottled water: Fee  
Coffee maker/tea service  
Crib/Play Yard  
Electrical adapters  
Individual climate control  
Iron and ironing board  
Luxurious bedding - down comforters, custom duvets, cotton-rich linens  
Mini fridge  
Pillows: down/feather and foam as requested (for those who require feather-free areas)  
Pull-out sofa bed  
Rollaway bed: 15.00 CAD Per Room  
Daily  
Safe

#### **Kitchen Amenities**

Microwave oven  
Table and chairs

#### **Bathroom Amenities**

Bathrobe  
Bathroom amenities  
Hair dryer  
Whirlpool

#### **Room Entertainment**

Cable channel: CNN  
Cable channel: ESPN  
Cable/satellite TV  
Color TV  
Movies/videos  
Use of personal Netflix accounts  
Plug In Panel

#### **Business Amenities**

Electrical outlet: desk level  
Electrical outlet: dual-voltage  
Fax  
Phone feature: cordless  
Phone feature: voice mail

## **Index of Advisories.**

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**Taste or Smell**

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## **For Further Information.**

**Further information about the Autism Double-Checked program can be obtained from:**

**Autism Double-Checked LLC**

**Web:** [www.AutismChecked.com](http://www.AutismChecked.com)

**156 Seaside Avenue, Suite 250**

**Email:** [Info@AutismChecked.com](mailto:Info@AutismChecked.com)

**Stamford, CT 06902**

**Phone:** (203) 750-0000

This Guide has been prepared in order to give as much information as possible so that parents or caregivers can provide the added assistance that visitors with ASD may require. If, during a visit, you should encounter a sensory challenge that has not been addressed, please contact Autism Double-Checked, as above, and let us know of any suggested additional inclusions.