

McMASTER UNIVERSITY

Hotel McMaster Guest Directory

General Pre-Arrival Inquiries:

T. 905.525.9140 x24223

E. reserve@mcmaster.ca

Have a Question or Need Assistance?

Please contact your Guest Service Centre (Open 24/7)

North Quad Service Centre

Commons Building

905.525.9140 x 27222

West Quad Service Centre

Mary E. Keyes Residence

905.525.9140 x 24898



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McMaster University recognizes and acknowledges that it is located on the traditional territories of the Mississauga and Haudenosaunee nations, and within the lands protected by the “Dish With One Spoon” Wampum Agreement.

WELCOME TO McMASTER IN HAMILTON, ONTARIO

On behalf of our entire team, it's a pleasure to welcome you to Hamilton, and in particular to McMaster University. Our goal is to deliver the most memorable experience while we have the pleasure of hosting you.

We invite you to enjoy our beautiful array of campus properties, grounds, and amenities. If there is anything we may assist you with to make your stay more comfortable, simply let us know. Thank you for choosing McMaster University and we hope that you enjoy your stay.



Sincerely,

The McMaster Conference & Event Services Team

Breathe Easy, McMaster is Smoke-Free

McMaster University is committed to advancing health and societal well-being through research, teaching and community service. Promoting a healthy and safe environment is integral to the personal, professional and academic growth of students, faculty, staff and visitors. McMaster's commitment extends to the health and wellbeing of its students, staff and faculty, and the communities we serve.

As a smoke-free environment, the University is an environment that promotes health and wellness and ensures students, faculty, staff and visitors are not exposed to second-hand smoke.

Accordingly, McMaster University does not permit smoking, or the use of tobacco products in any University owned or leased building, on University property, in any university owned vehicle or in any vehicle while on University property,

NORTH QUAD PARKING

McMaster University Student Centre (MUSC) (Including CIBC Hall), MDCL & Classroom Parking:

1. From East Entrance (Forsyth Avenue & Sterling Street) continue onto campus for approximately 50 m.
2. Make an immediate right turn onto Stearn Drive (no stop sign or immediate street sign).
3. Steer left to park in Lot B/ C or continue to Lot D. If lots are full continue with short/long-term parking directions below.

Short & Long-Term Parking for Guests of Les Prince Hall or Hedden Hall

1. From East Entrance (Forsyth Avenue & Sterling Street) continue onto campus for approximately 50 m.
2. Make an immediate right turn onto Stearn Drive (no stop sign or immediate street sign).
3. Pass parking Lots B/C/D and turn left at 3-way stop. Continue 100m to 3-way stop.
4. At 3-way stop turn right and continue onward to the Stadium Underground Parking entrance located on the opposite side of Les Prince Hall. Turn right to enter Stadium Underground Parking.

Parking Passes

Discount parking passes are available to purchase for Hotel McMaster guests at the Guest Service Centre (open 24/7) upon check-in. Visit parking.mcmaster.ca/Rates.html to view standard parking rates and information.



1 Hour Short-Term Meter Parking (Lot Q) & Passenger Drop-Off:

1. From Cootes Paradise Road off ramp (West Campus entrance) turn left at 2-way stop.
2. On the right there is a small passenger drop-off zone in front of Mary E. Keyes Residence.
3. If this area is full, continue straight ahead to enter Bates Residence traffic circle. 1 hour short-term meter parking is located in front of Bates Residence (Lot Q). Guest parking vouchers can't be used at meter station, they must be used at gated lots.

Long Term Parking for Mary E. Keyes Guests.

From Mary E. Keyes drop-off area, continue straight to enter Bates Residence traffic circle. Continue full circle to turn around and return to the stop sign. Continue straight passing the Mary Keyes passenger drop-off area, 3-way stop and park in Lot I. Alternative parking is Lot M & P.

Lot I Short & Long-Term Parking:

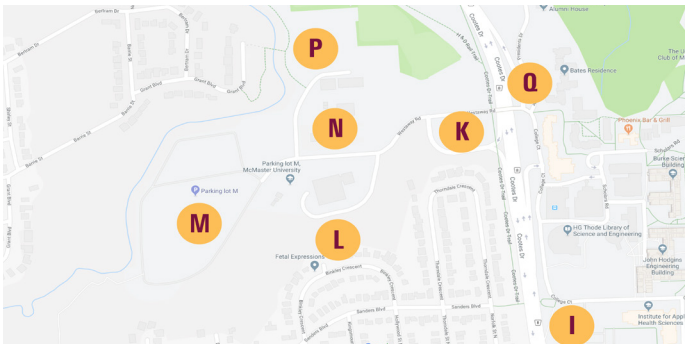
1. From Cootes Paradise Road off ramp (West Campus entrance) turn right at 2-way stop. You have the right of way.
2. Continue straight ahead and park in Lot I (right side).

Lot M & P Short & Long-Term Parking:

1. From Cootes Paradise Road off ramp (West Campus entrance) turn left at 2-way stop. You have the right of way.
2. At stop sign in front of Bates Residence turn left and travel over bridge.
3. Park in Lot M straight ahead or turn right to park in Lot P.
4. Please note the walking distance from Lot M & P to main campus. Guests are encouraged to take the McMaster Shuttle Bus to be dropped off at Mary E. Keyes Residence.

Lot M & P Summer Shuttle Bus Hours:

One shuttle bus running from 6:30am to 7pm Monday to Friday. Last bus departs at 6:50 pm. No service on Saturday, Sunday, or Statutory Holidays.



ROOM INFORMATION

Air Conditioning/Heating

The residence buildings are on central chilled water systems, which are adjusted to provide the maximum comfort for all rooms and areas.

Les Prince Hall

Press the top of the panel to flip open. The room temperature can be controlled by the fan speed on the left and temperature control knob on the right.

If the room becomes too cold, lower the fan speed or shut off completely. If the room is too warm adjust temperature selector knob to a cooler range and turn on the fan to desired speed. It is suggested that when leaving the room, leave the fan unit on low speed in cooling mode so the room is comfortable upon your return.



Mary E. Keyes Residence

Bedrooms in Mary E. Keyes Residence are controlled by thermostats located in the "B" and "C" bedrooms. The "B" bedroom thermostat controls the A and B bedrooms and part of the living room and kitchen area. The "C" bedroom thermostat controls the C and D bedrooms and the remainder of the living room and kitchen areas. Please adjust to your comfort level.



Hedden Hall

Please adjust fan speed to your comfort level.



EMERGENCY PROCEDURES

EXIT, SORTIE, AUSGANG, SALIDA, DEGUICHI =

In Case of Fire Use Stairway for Exit - Do Not Use Elevator



Fire/Smoke/Explosion

1. Pull fire alarm located at stairwell door.
2. Leave immediately by nearest/safest exit—take your keys.
3. Go to the closest parking lot.

If Door is Hot - It's Unsafe to Evacuate or You Have a Mobility Impairment

1. Stay put.
2. Call security, tell them your location, and hang a sheet out your window.
3. Use wet towels or sheets to seal bottom of doors.
4. Stay low near window—open window for air.

Emergency Lockdown

1. Exit the building if safe to do so.
2. If unable to leave:
 - Close, lock, and barricade door
 - Cover the windows
 - Turn off the lights
 - Lay on the floor, under furniture if possible
 - DO NOT answer the door
 - Wait for Police or security to assist you out of the building

For Your Safety

Do not allow persons you don't know follow you into your building. Anyone authorized to enter the building will have an access card allowing entry. Ask to see McMaster employee identification if uncertain someone is a McMaster employee.

If you notice a suspicious activity or person(s), please notify the Service Centre 905.525.9140 x24223 or 905.522.4135 for Security Services 24/7.

Mobility Disability - Temporary or Permanent

Contact your Conference/Reservations Officer (905.525.9140 x24781) and a fire protocol will be established.

Ambulance/Medical/Security

905.522.4135 or 88 (university line)
Available through MUSST app.

AMENITY INFORMATION

ATM

ATM's can be found at the following locations:

MUSC: Take stairs closest to Union Market to enter Gilmour Hall hallway (continue past landing), machine is on the right side (CIBC). There is another ATM beside La Piazza in front of the entrance to the building.

Mary E. Keyes Residence: Lobby beside room 123.

DBAC: Turn left & down the stairs from the main entrance to the RBC branch (RBC).

MDCL: First floor lobby.

Woodstock Residence: First floor lobby.

Business Centre

For your convenience iPads, mail, fax, and photocopying are available at the Guest Service Centres.

Check-Out

Check-out time is 10:00 am or earlier. All guests are required to return access card and key(s) to the Guest Service Centre.

Coffee

Coffee and other refreshments can be found at various locations across campus including MSU the Grind, Tim Hortons, Starbucks, and Union Market.

Fitness Centre

Guests are welcome to purchase a \$10 daily gym pass to the Pulse Fitness Centre located in the David Braley Athletic Centre. Hours of operation are 6am-9:30pm on weekdays and 8:30am-4:30pm on weekends. 905.525.9140 x27644 |

<https://rec.mcmaster.ca/programs/pulse-fitness-centre>



Fridges

Deluxe mini fridges are available for rent monthly through Conference & Event Services. Please email reserve@mcmaster.ca at least 7 business days before your arrival to request a fridge.

Housekeeping

Housekeeping schedule with bed and bath linens refreshed is as follows:

Standard Service (conference) | Every 3rd Day

Hotel McMaster | Once Per Week, If Staying that Long

Daily housekeeping services are provided in corridors, common rooms, and washrooms of the facility.

AMENITY INFORMATION

Internet

A unique user ID (MAC ID) and password will be provided upon check-in for Internet access across the McMaster campus. Select the “Reznet-WiFi” network to login in residence. Instructions to connect to Wi-Fi: mcmaster.ca/uts/network/wireless.

An Ethernet cable is available at the Guest Service Centre for hardwire plug in. If you need assistance with your Wi-Fi connection, please visit one of our Service Centres and our housing assistants will be pleased to help.

Laundry Facilities

Laundry facilities are located in the following areas:

- Hedden Hall | Room B114
- Les Prince Hall | Room 105
- Mary E. Keyes Residence | Room 212

Laundry rooms are accessible 24 hours a day and are equipped with washing machines, dryers, irons, and ironing boards. Laundry machines are operated by a card system. Cards may be obtained from the Guest Service Centres along with instructions on how to load the cards with money.

Locked Out?

Did you forget your key in your room? The Guest Service Centres provide lockout keys upon request. Please return the lockout key to the desk within 20 minutes.

Lost & Found

Contact the Guest Service Centre for assistance with lost/found items within residence. For items lost/found on McMaster’s main campus, contact McMaster Security Services. 905-525-9140 x27093 or seclost@mcmaster.ca.

Mail Services

Incoming mail/packages may be picked up at the Guest Service Centres. Guests will be notified by email upon receipt of mail/packages. Outgoing mail with correct postage can be dropped off at the Guest Service Centres and will be sent out Monday through Friday.

Noise Concerns

Please contact the Guest Service Centre to report excessive guest noise.

Construction: We apologize for any machinery noise and ask for your patience as we grow our McMaster infrastructure to better serve you, our students and community!

Photocopy & Fax

Fax and photocopying services are available at each Guest Service Centre. Incoming Fax \$0.50 /page. Please ensure fax sender includes guest's full name, residence building, and room number.

Sender can send direct fax to:

- Woodstock Hall | 905.529.3319
- Mary Keyes Service Centre | 905.527.8861

Photocopies: First 5 pages are complimentary followed by \$0.50 /page onward.

Security

In case of emergency, contact McMaster Security Services:

Call 905.522.4135 (Emergency Line)

Dial "88" from any university phone or residence intercom phone

- Press the "Security" button from any campus pay phone (no charge dial)
- Press "Emergency" button from any Assistance phones on campus (red pole with blue lights).

Smoking

The McMaster University premises are subject to the Smoke-Free Ontario Act and the University encourages delegates to contribute to a smoke free environment across campus.

Taxi

Taxi and Uber services are both available as transport options in Hamilton.

- Blue Line Taxi | 905.525.2583
- Hamilton Cab | 777.777.7777

Vending Machines

Vending machines are situated in the following areas:

- Hedden Hall | Basement, beside elevators
- Les Prince Hall | First floor common lounge, room 102
- Mary E. Keyes Residence | First floor lobby, beside room 124

ON & OFF-CAMPUS DINING

Visit hospitality.mcmaster.ca/hours.html for current hours of operation.

Booster Juice

- McMaster University Student Centre (MUSC)
- David Braley Athletic Centre (DBAC)

The Grind Café

TwelvEighty Bar & Grill- MUSC Basement

The Phoenix

Sit-down Pub in Heritage Building

La Piazza Food Court

McMaster University Student Centre



Pizza Pizza

McMaster University Student Centre (MUSC) La Piazza

Tim Hortons (Coffee & baked goods, no sandwiches)

- MDCL: Café One
- McMaster University Student Centre (MUSC) La Piazza (Coffee only)
- McMaster University Student Centre (MUSC) Storefront

TwelvEighty Bar & Grill

McMaster University Student Centre(MUSC) Basement

Williams Fresh Café

Health Sciences Centre 1st & 2nd floor

OFF-CAMPUS EATERIES

Main Street West

Starbucks
Gino's Pizza
Yogurtys
Subway
Taco Del Mar
Williams Fresh Café
Pink's Burgers
Quick Chik

Westdale Village

Please visit this link for more details.
westdalevillage.ca/welcome

Delivery

Delivery available from just-eat.ca

OFF-CAMPUS ESSENTIALS

Alcohol

- Beer Store | 55 Cootes Drive, Dundas | 905.628.2311
- LCBO | 119 Osler Drive, University Plaza | 905.628.2042

Bank

- Bank of Montreal | 81 King Street West, Dundas | 905.628.2283
- CIBC | 1015 King Street West | 905.572.3333
- RBC | DBAC McMaster University | 905.557.0662
- Scotiabank | 999 King Street West | 905.525.2640
- TD Canada Trust | 938 King Street West | 905.525.5111

Dry Cleaners • Langley Parisian | 1009 King Street West | 905.527.1607

Grocery

- Fortino's | 1579 Main Street West | 905.308.9045
- Food Basics | 845 King Street West | 905.523.5044

Gas • Esso | 1445 Main Street West | 905.523.7770

Mechanic • Active & Green Ross | 1289 Main Street West | 905.523.4323

Medical Needs

- University Center Pharmacy | MUSC
- My Little Health Bot | Mary E. Keyes Residence, Woodstock Hall
- Shopper's Drug Mart | 1341 Main Street West | 905.525.9003

Mall

- LimeRidge Mall | 999 Upper Wentworth Street | 905.387.4455
- Maplevue Mall | 900 Maple Avenue, Burlington | 905.681.2900

Shuttle Service • Airways Transit | 905.689.4460

Taxi

- Blue Line Taxi | 905.525.0000
- Hamilton Cab | 905.777.7777
- Uber via the Uber App

Walk-in Clinic • The Main Street West Urgent Care Clinic | 690 Main Street West | 905.521.2100 x72000



Campus Store

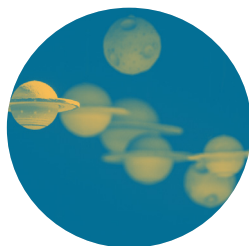
No visit to McMaster is complete without a trip to the McMaster Campus Store! Here you will find unique gifts, McMaster souvenirs and executive gifts for conference speakers. Just in case you forgot your phone charger or travel power adapter, the Campus Store has you covered! The Campus Store has a computer department that carries a full range of cords, adapters, headphones, and more.

campusstore.mcmaster.ca

Planetarium

McMaster is excited to offer a Planetarium where images of stars, planets, and constellations are projected on the inner surface of a dome. Private shows are geared toward educating the audience about the Earth and its relationship to the Solar System and the rest of the Universe. Shows are primarily facilitated by graduate students and postdoctoral fellows of the Department of Physics and Astronomy at McMaster and occasionally by faculty.

physics.mcmaster.ca/planetarium



Museum of Art

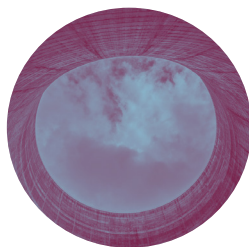
Explore changing exhibitions of historical, modern, and contemporary art at the McMaster Museum of Art on campus. On view this summer in the Museum's five galleries: Gordon Bennett, Be Polite; Basin - The TH&B Artist Garden; video work by Rebecca Belmore titled MARCH 5, 1819; The Midnight Sun Camera Obscura Project; and others.

museum.mcmaster.ca

Nuclear Reactor Tour

Nuclear Reactor offers complementary tours of the nuclear reactor facility. Each tour is conducted by a trained guide or MNR staff member and is approximately one hour in duration.

mnr.mcmaster.ca



*All prices are subject to availability & HST

HAMILTON DAY EXPERIENCES & NIGHT LIFE

Adventure Village

Enjoy miniature golf, batting cages, and other attractions in a family oriented amusement park.

580 Van Wagners Beach Road | 905.549.9444 |

adventure-village.com/



African Lion Safari

Come 'face to face' with over 1,000 exotic birds and animals that roam free in the large Game Reserves. Live animal shows, Misumu Bay Wet Play, a full day of family fun! 1386 Cooper Road | 519.623.2620

lionsafari.com/

Art Gallery of Hamilton

Founded in 1914, the Art Gallery of Hamilton is Ontario's third largest public art gallery. Its permanent collection features over 9000 works of art. 123 King Street West | 905.527.6610 |

artgalleryofhamilton.com/

Augusta Street

Looking to enjoy a beer on the patio? Enjoy a wide variety of beers and pub food in a laid-back and intimate stretch of pubs along the Augusta British Pub district.

Bowling

University Lanes | 101 Osler Drive,
Suite 114, Dundas | 905.627.0711 |

universitylanes.ca/



Canadian Warplane Heritage Museum

Home to over 40 military jets, propeller-driven aircraft, and helicopters on display. The Canadian Warplane Heritage Museum is a Canadian aviation museum located at the John C. Munro Hamilton International Airport.

9280 Airport Road, Mount Hope | 905.679.4183 | warplane.com/

Dundurn Castle

Discover mid-19th century Hamilton by visiting the magnificent home of Sir Allan Napier MacNab. He built his “fort on the water” that would become known as Dundurn Castle in 1835. The castle, with its picturesque setting, dozens of rooms, plumbing system, and embellishing dovecote, embodied MacNab’s aspirations for a more modern Hamilton.

610 York Blvd | 905.546.2872 | hamilton.ca/dundurn/

Farmers’ Market

Originally founded in 1837, the indoor market has over 60 vendors with local and international products. Choose from quality meats, poultry, fish, eggs, deli, cheese, fresh pasta, produce, prepared foods, specialty sauces, plus artisans and fresh flowers. 35 York Blvd | 905.546.2096 | hamiltonfarmersmarket.ca/



Hess Street Village

Looking to enjoy a night out on the town? Each restaurant/bar in Hess offers a unique experience! There are a wide variety of bars and restaurants with live music, outdoor patios, dancing, and DJs. Some bars have age restrictions and dress codes on different nights, it’s usually best to call ahead and ask for their policies on that night.

James Street North

Located in the heart of downtown Hamilton, James St. North offers a world of culture - art, food, and shopping. Come out and enjoy the unique flavours of art and food on James St North.

Locke Street

Close to the escarpment in south-west Hamilton, Locke Street offers an exciting mix of shops and restaurants. Find unique home furniture, art, fresh gardening ideas, spas, as well as casual and fine dining restaurants.

lockestreetshops.com/

Movie Theatres

Silvercity Ancaster | 771 Golf Links Road, Ancaster | 905.304.5888
Landmark Cinemas 6, 2 King St W, Jackson Square | 905.526.8131

Yuk Yuk’s Comedy Club

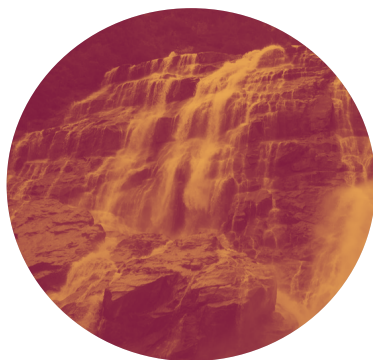
Stand-up comedy, live and un-cut.

120 King Street West. #540 | 1.855.350.5233 | yukyus.com/hamilton

HAMILTON WATERFALLS, WATERFRONT & SCENIC TRAILS

Waterfalls

Hamilton is home to more than 100 waterfalls and cascades, most of which are on or near the Bruce Trail. Webster's Falls is the closest to McMaster. If you're able to make the trip to East Hamilton, one of the most beautiful waterfalls in Hamilton is Albion falls. waterfalls.hamilton.ca



Spencer Gorge/Webster's Falls Conservation Park

Spencer Gorge spans the escarpment and contains 2 of Hamilton's most well-known waterfalls, Webster's and Tews falls. This conservation area also features Dundas Peak's cliff-side views of Hamilton, Dundas, and Spencer gorge.

Directions departing from University Main Entrance (University Avenue):

1. Turn right onto Main Street West
2. Turn right onto Cootes Paradise Drive
3. Continue onto Cootes Paradise Drive, becomes King Street West then Brock Road
4. Turn right onto Harvest Road
5. Turn right onto Short Road
6. Short Road turns slightly left and becomes Fallsview Road. Approximately 15 minute drive from campus. conservationhamilton.ca/spencer-gorgewebsters-falls/

Confederation Beach Park

Located along Lake Ontario, Confederation Beach Park is a beautiful lake front trail that's perfect for gatherings or picnics! The 4.3km trail is perfect to go for a walk, run, rollerblade and bike that connects to the Burlington Ship Canal. Cool off at Wild Waterworks outdoor waterpark or go mini-putting and rock-climbing at Adventure Village. Hungry? Get something to eat at the infamous Hutch's or Barangas on the Beach.

680 Van Wagners Beach Road, Hamilton | 905.547.6141 ext 2. <http://conservationhamilton.ca/conservation-areas-2/confederation-park/>



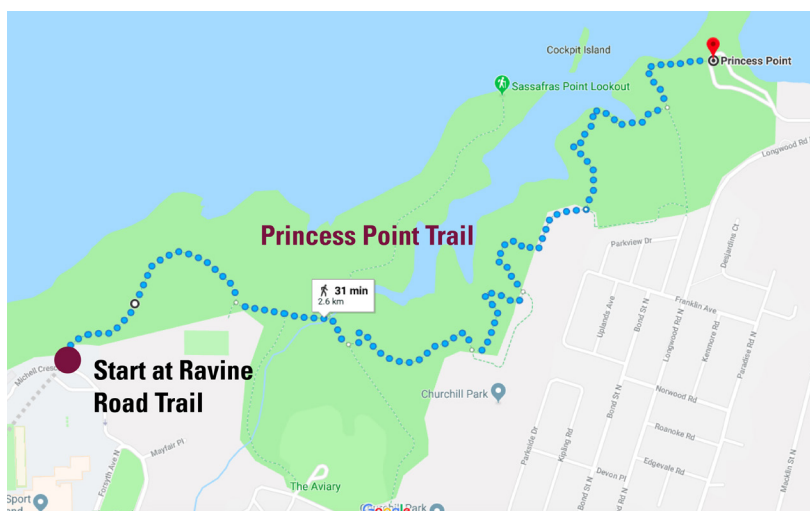
COOTES PARADISE TRAILS

Established in 1927, Cootes Paradise Sanctuary is home to a wide variety of flora and fauna including a thriving population of Swans, Red Knots, Cormorants, Great Blue Herons, and in recent years, Bald Eagles. Featuring over 320 hectares of marshland, 16 creeks, and 25 km of shoreline, Cootes Paradise is Royal Botanical Garden's largest and most diverse sanctuary. We invite you to explore the beautiful trails!

Chegwin Trail & Ravine Road Trail:



Princess Point Trail:





Bayfront Park

Located on the Hamilton Waterfront, the waterfront trail passes through this 40-acre park. Enjoy a leisurely stroll, run, rollerblade, or bike ride on the asphalt pathway throughout the park. Gravel and crushed stone along the lower shoreline offer visitors a quieter, more restful waterfront journey, as well as close proximity to fish and waterfowl. Park at 200 Harbour Front Drive.

Pier 4 Park

West of Bayfront Park, this trail and boardwalk offers a great view of the waterfront and dock. Enjoy William's coffee, ice cream, or rollerblade in the rink. Free Salsa Dancing offered every other Tuesday in July and August. Park at 47 Discovery Drive.



Hamilton Brantford Rail Trail

Across from McMaster University, by Ward Ave and Emerson Street, is the Hamilton Burlington Rail Trail. This trail runs from near McMaster University, through the Dundas Valley Conservation Area and into Brantford Ontario (a length of 32 km). The trail extends from Brantford to Paris and then into Cambridge for an overall length of 77 Km.

Royal Botanical Gardens (RBG)

Explore the largest botanical garden in Canada. Four distinct formal gardens are contained with 1100 hectares of nature reserve. The ever changing seasons, blooms, and natural phenomenon make each visit a new experience. Enjoy the magnificent and historical plant collection, the Mediterranean Greenhouse, and the 27 km of nature trails.

680 Plains Rd W, Burlington | 905.527.1158 | rbg.ca/





Thank you for
visiting McMaster
University!

We hope to see you
again soon.



Housing &
Conference Services