



level
PORT MOODY

WELCOME PACKAGE

Guest Services

gs_portmoody@stayinglevel.com
604 979 6200

Sales

vancouver@stayinglevel.com
778 328 4600

EXPERIENCE THE SUITE LIFE AT PORT MOODY

Welcome to Level Port Moody!

This Welcome Package includes everything you need to know during your stay. It is a great resource to assist you with caring for your suite and will answer some of your questions.

We encourage you to speak with a team member via phone or email if you have further questions. You can contact our Guest Services team at gs_portmoody@stayinglevel.com or [604 979 6200](tel:6049796200)

CHECK-IN

You will receive an email 48 hours before your arrival with check-in information. This email will contain important arrival instructions and access details.



RENT PAYMENT

We have made it extremely easy to make all payments. You will receive a personalized link to pay your security deposit and first month's rent. All subsequent rent payments will be automatically charged to the card you provide through the link.

DURING YOUR STAY

NEIGHBOURHOOD

Nestled in idyllic Port Moody, you'll find Level Port Moody. From outdoor enthusiasts exploring the scenic trails to foodies delighting in local eateries, Port Moody offers diverse experiences. Click [here](#) for a map of our neighbourhood.

AMENITIES

Discover unparalleled lifestyle amenities at Level Port Moody.

- Click [here](#) for an overhead map on how to find the amenities.
- Click [here](#) for the Gym Rules.
- Click [here](#) for the Children's Playroom Rules.

FOBS/DOOR ACCESS

Please note you have been provided two different fobs for access:

- The parkade clicker/fob will give you access to the parkade gates
- The cage door into the parking area, all amenities and all amenities in our sister building.
- The tear drop or circular shaped fob will give you access to the lobby entrance, elevators, garbage room, and your suite.

When leaving your suite please ensure you tap your fob once the door is latched shut to ensure it locks.

HOUSEKEEPING

On your designated housekeeping day, please ensure that the "Do Not Disturb" sign is off the door. During the service, our housekeeping team will replace linens and terry, clean the bathroom and living areas, and refresh basic amenities such as toilet paper, paper towels, and facial tissues. We also provide a one-time welcome amenity of shampoo, conditioner, body wash, dishwasher detergent, and laundry detergent, but guests are responsible for purchasing additional supplies as needed. To ensure the most effective service, please tidy away as many personal items as possible beforehand as our team will not tidy or move your belongings. Kindly note, our team does not wash dishes, but they will either add the dirty dishes to the dishwasher or put away the clean dishes if the cycle is completed during their visit.

PARKING*

Parking is offered for one-month minimum, based on availability, and assigned to guests who have registered for parking. Each guest who registers for parking is allocated a stall number, exclusively theirs. We ask that you please respect your neighbours and only park in your designated stall. Parking rental payments are due with rent and may be paid in a lump sum in the same transaction as your monthly rent payment.

If someone has parked in your stall, please email Guest Services a photo of the vehicle and stall number. Refer to your accommodation agreement for more information. Vehicles and (or) guests found in breach of parking rules may have their vehicle(s) towed at the owners' expense.

**Secondary parking spaces may be rented based on availability.*

**Parking rates are based on availability and subject to change at any time without notice.*

Click [here](#) for the Level Parking Map.

VISITOR PARKING*

Please be advised that visitors parking must abide by the following:

- 24-hour maximum stay
- No double parking
- Vehicles must be insured and operational
- No trailers

**Vehicles that do not follow these rules or restrictions may be towed at the owner's expense.*

STORAGE & BIKE LOCKERS

Please contact your on-site caretaker for storage/bike locker availability and rates. Each guest registered for a storage or bike locker must be allocated a unit by their on-site team.

Guests are responsible for using their lock. Please keep your locker secured and do not store any flammable or combustible materials. Place all contents in an airtight container(s) to protect your items from water or moisture damage.

Level Hotels & Furnished Suites is not responsible for any lost or stolen items from the storage and or bike room(s). Refer to your Storage/Bike Locker agreement for additional information.

PAYMENT

Storage and bike locker rental payments are due with rent and may be paid in a lump sum in the same transaction as your monthly rent payment.

MAINTENANCE REQUEST

If you notice any deficiencies or require a service request in your unit, please email gs_portmoody@stayinglevel.com. In the body of the email, provide details of the issues/concerns, and if possible, a photo or video outlining the problem.

In a building emergency (i.e., fire or flood), please call 1 800 686 6619.

RULES

BALCONIES

Balconies are not to be used as storage space. No BBQs, bikes, or any similar items that would crowd the balcony and become a safety hazard are not to be stored. This will result in a breach of your tenancy. Please speak with your on-site caretaker for additional information on what can be placed on your balcony.

QUITE HOURS

Please be considerate of your surrounding neighbours while listening to music, watching T.V., or entertaining guests. Please limit the volume emitted from your suite during the quiet hours of 10:00 PM to 09:00 AM.

PETS

All pets must be kept on a leash in common areas. Pet owners are responsible for any cleaning required or associated with their pets to maintain a clean community (i.e., urination, sickness, etc.).

SOUND TRANSMISSION

The most effective method of reducing sound transmission complaints is eliminating the amount of sound being generated from your home. When closing doors or windows refrain from slamming or banging them shut. Be mindful of neighbours below you when wearing heels or hard-soled shoes.

COOKING IN YOUR HOME

Be mindful when cooking with pungent ingredients as they may produce smells that can be invasive to your surrounding neighbors. Please use proper ventilation while cooking to alleviate strong cooking smells.

SMOKE-FREE ENVIRONMENT

Level Port Moody is a SMOKE-FREE environment. No smoking is allowed on the property, common areas, parking garage, or within 15 feet of any entry point. Smoking in your unit and on your patio/balcony is strictly prohibited (this includes cigarettes, marijuana, e-cigarettes, and cigars).

GARBAGE ROOM

The garbage room is located on P1. Please ensure that all garbage, recycling, and cardboard are organized and disposed of in the garbage room ONLY. If you are unsure of which bin to use, please refer to the signage in the garbage room and instructions for how to use the compactor.

CHECKING OUT

CHECK-OUT PROCEDURE

At the end of your stay, we want you to be prepared for the checkout procedure. Guests should ensure the unit is prepared for the final condition inspection – this means they must remove all personal belongings. The unit is to be returned in the same condition the unit was handed over, otherwise, Level may keep some or all a deposit to cover cleaning or repair costs.

MOVE-OUT CHECKLIST

- Remove and dispose of all garbage and personal items from the unit
- Leave fobs on counter
- Check-out time is 10:00am

SECURITY DEPOSIT RETURN

Once Level has received the guest's forwarding address, they have 15 days to: return the deposit(s) or request that the guest agree in writing to any deductions and return the difference to the tenant.

THANK YOU

We truly appreciate you choosing Level Port Moody and hope you enjoy your stay. If there is anything we can do to help make your time with us more comfortable, please do not hesitate to reach out.



CHICAGO | LONG BEACH | LOS ANGELES | SEATTLE | VANCOUVER

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