



level
RICHMOND

WELCOME PACKAGE

Guest Services

gs_richmond@stayinglevel.com
604 343 3660

Sales

vancouver@stayinglevel.com
778 328 4600

LIVE LIKE A LOCAL IN RICHMOND

Welcome to Level Richmond!

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_richmond@stayinglevel.com or [604 343 3660](tel:6043433660)

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

Richmond is as comfortable as it is contemporary. Located approximately 20–30 minutes south of Downtown Vancouver, Richmond is a family-friendly city offering an array of restaurants, the scenic splendour of the great outdoors, and several historic sites to see. Click [here](#) for a map of our neighbourhood.

AMENITIES - Club Riva at 5399 Cederbridge Way. Click [here](#) for the Amenities Rules and Guidelines

FOBS/DOOR ACCESS

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

- The parkade clicker/fob will give you access to the parkade gates.
- The black fob will give you access to all amenities.
- The white fob will give you access to the lobby entrance, elevators, 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 Richmond's 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.*

EV CHARGING

We offer EV drivers the flexibility to choose how they charge their cars. Our first-class charging experience ensures drivers get the charge they need, when and how they want it. Click here for "Get Started with SWITCH". Download the app and get started.

STORAGE & BIKE LOCKERS

We offer guests the opportunity to rent either a bike or storage locker. The locker sizes are:

- Small \$35: 35 " X 19"
- Medium \$50: 62" X 20"

Each guest registered for a storage locker must be allocated a specific unit by their on-site team. Guests are responsible for providing their locks. Please keep your locker secured, and do not store any flammable or combustible materials in your locker. Please make sure all contents are in an airtight container(s) as this will assist in protecting your items from water or moisture damage.

Bikes are only permitted in the underground parkade and storage room. Please use the parkade gate to bring your bicycle into the building. Be advised that the Level is not responsible for any lost or stolen items from the storage.

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.

GARBAGE AND RECYCLING

The garbage/ recycling room is located in the southeast corner of the P1 parking garage, next to the garage gate. See map [here](#).

We strive to be as green and earth-friendly as possible. This will take a collaborative effort from not only our on-site team members but also from our guests. If you have any questions about recycling, please refer to garbage room signage or speak to your caretaker.

We kindly request that guests follow all posted garbage and recycling rules. Guests found misusing this area will be subject to a back charge and possible breach of their tenancy.

- All household waste is to be thrown into the garbage compactor.
- All cardboard MUST be flattened and slid into the bin labelled "Cardboard" through the front-loading slot.
- All organics must be put into the Organics Bin (please be sure to close the lid on this bin to reduce odours in the Garbage Room and Parkade).
- Recycling containers are cleaned and placed in the appropriate bins.

Household waste only is to be deposited into the garbage compactor. Any non-household waste is to be disposed of off-site, by the guest, to the necessary processing depot. (i.e. Computers, furniture, storage containers, televisions, etc.)

MAINTENANCE REQUESTS

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

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

GOOD NEIGHBOR ETIQUETTE

It is our goal to make your living experience beyond enjoyable and with your help we can make an elevated living experience for you and your neighbours!

Quiet Hours

Please be considerate of your surrounding neighbours while listening to music, watching TV, or entertaining guests. We ask that you limit the volume emitted from your suite during the quiet hours of 10:00PM to 7:00AM.

Cooking in Your Home

Please be mindful when cooking with pungent ingredients as they may produce smells that can be invasive to your surrounding neighbors. Please make sure to utilize proper ventilation while cooking as this will assist in alleviating strong cooking smells.

Sound Transmission

The most effective method of reducing sound transition complaints is by 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.

Smoke-Free Community

Level is a SMOKE-FREE community. 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.)

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 the 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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