




A B I G A I L ' S  
H O T E L

GUEST INFORMATION

# WELCOME!

elcome to Abigail's Hotel and to the beautiful city of Victoria, also known as the "City of Gardens".



You are presently situated in the capital city for the province of British Columbia and are surrounded by rich history and culture that I hope you will explore first-hand during your stay here.



Victoria is one of the oldest cities in the Pacific Northwest, with European settlement beginning in 1841. Our Parliament Buildings, located approximately four blocks away, were completed in 1897 and we host the second oldest Chinatown in North America (San Francisco has the oldest).



Not only are you in a special city, you are also in a special hotel. Our size of 23 rooms, coupled with our heritage status, is unique to Victoria. We believe that a distinctive atmosphere exists at Abigail's that is created by blending the romance and charm of the past with the comforts and convenience of the present.

As the General Manager of this intimate boutique hotel, please know that our entire service team is committed to providing you with a truly pleasant experience. Your well-being and enjoyment is our number one priority. If there is anything that we can do for you during your time with us, please do not hesitate to ask.

Thank you for your patronage and I wish you a wonderful stay.

Sincerely,

Allison Fairhurst  
General Manager



# A WORD ON REVIEW SITES

The emergence of travel related review sites has had a profound impact on how people organize their travel and select their accommodation. The power of such sites is that they make it easier to obtain truth and transparency about a product or service. This is particularly noticeable when compared to traditional advertising which has been known to mislead or distort perception to the unfortunate detriment of consumers. The reality is that peer review has always been more influential than any other form of direct advertising and I believe everyone is more willing to believe feedback from someone we know or can relate to than to any piece of marketing material published directly by a company. Usually if one follows the “review momentum” you can get a good understanding of a product or service; which is not only efficient in terms of ease of access, but also effective in terms of guiding you to a suitable decision. Furthermore, the more people that use these sites, the more accurate they get.

However, as most people know, the internet can also contain negatives. For starters, it is permanent. One blemish or bad day (which we all have) can haunt a product or service for eternity, which is unfortunate as no amount of correction or improvement will erase that blemish. Second, and even more terrifying, is that the internet offers anonymity and removes a layer of personalization and courtesy that exists in physical presence. It seems that sometimes this *veil of anonymity* can turn people into creatures of criticism that they would not otherwise become if they were talking to someone in a face-to-face manner. With respect to this point, I highly encourage all of our guests to be vocal with us. If you have any concerns or issues during the duration of your stay, please let us know so we can take immediate action. We take our service delivery very seriously and believe that we are responsive to criticism and feedback; please don't be shy!

Finally, the kindest compliment a guest can give us is the gift of a referral. Either directly in-person or online through public review websites. If you had an enjoyable stay with us and think that someone else may benefit from hearing about your experience, we would greatly appreciate it if you would take the time to post a review of us on any of the following sites: **TripAdvisor.com** or **Google.com**. These sites are a valuable source of business for our property and allow us to compete effectively against our much larger and well-funded competition. We would value your honest, balanced and objective commentary.

Thank you,

Allison Fairhurst  
*General Manager*



# EMERGENCY PROCEDURES

## IN CASE OF FIRE

Chances are that you will never be involved in a hotel fire but please take a few minutes to read this page as it will prepare you in the event that such an emergency should arise.

### UPON ARRIVAL

Before entering your room, look around and establish the fire exit routes which you would take in the event of a fire. Also, please locate and confirm the position of the fire alarm and extinguisher on your floor.

We have one fire alarm near the main stairwell on each floor. We also have one extinguisher per floor. Additionally, Fireplace rooms in the Main House have an extinguisher in each room. Our Main House has three stairwell exits and our Coach House has two stairwells.

### IF YOU DISCOVER A FIRE

1. Pull the nearest fire alarm
2. If possible, close all doors around the fire area in order to keep the fire from spreading
3. Telephone Guest Services to report the fire by pressing “0” on your phone
4. Use a fire extinguisher to fight small fires only, AVOID LARGE FIRES at all costs
5. If at all possible, exit the building you are in as soon as possible using a stairwell

### IF YOU HEAR AN ALARM

A continuous bell signifies for you to evacuate your room immediately. Take your room key with you, as you will need it to gain access later after the “all clear” has been given. With your hand, test the door to the hallway to see if it is hot or cool. Inch the door open if it is cool. Close the door quickly if there is smoke in the hall. If the hallway is clear of smoke and fire, head for the nearest exit. If the hallway is smoky or dark, lower yourself to the ground and hug the walls as you make for the exit. Keep as low to the floor as possible. Check the exit door for heat prior to opening. If the stairwell is safe then exit down to the street level.



## IF YOUR EXIT IS BLOCKED

Go back to your room. Should your stairwell start to fill with thick smoke and your exit turns out to be unsafe, return to your room. Telephone Guest Services (“0”) and advise them of your location and situation.

## IF YOU CAN’T LEAVE YOUR ROOM

Stay there. If you cannot exit, it is the safest place to be. Stuff wet towels under the door to stop the smoke from seeping in. Remove all drapes from the windows, fill your bathtub and keep plenty of water in the tub and have ice buckets and wastebaskets nearby for carrying water. Signal your presence by hanging a wet bed sheet out of your window, this will inform the Fire Department your room is occupied. Stay calm, do not hurry.



# HOTEL INFORMATION

## OVERVIEW



- A Guest Service Representative is available at the front desk twenty-four hours a day to ensure attentive and personalized service. If there is anything we can do for you, please do not hesitate to ask
- We are happy to arrange your dinner or excursion reservations, share some local insights about what to do in and around Victoria, or provide maps, brochures and directions. Ask us about shopping, dining, sightseeing, wine-tasting tours and adventure activities.
- Abigail's is entirely non-smoking both indoors and outdoors. This is the result of a city wide by-law that prohibits smoking within seven meters of all doorways, windows or air intakes.
- Please adjust the room thermostat to your comfort. 22 degrees Celsius is approximately 72 degrees Fahrenheit. There is an extra blanket in your closet should you need it. If desired, we also have non-feather pillows available for your comfort.
- All of our rooms have air-conditioning that is operated by a remote. Please ask the front desk for the air-conditioning remote if it is not already in the room.
- We are committed to various environmentally friendly programs for recycling and water conservation. Linen is changed when a guest leaves or every three days, unless you request otherwise. All leftover/used soaps, shampoos and linens are donated to an organization that distributes them to impoverished locations around the world.
- The front and back doors of the hotel are locked from approximately 10:00 pm to 6:00 am. Inside of those hours, please ring the door-bell and a Night Auditor will let you in.
- Abigail's Hotel offers complementary wireless internet. Please see the information card for your room's password. There is also a

complimentary high-speed internet station off the lobby, available twenty-four hours a day.



- If you need to send or receive a fax, please ask the front desk.
- Please enjoy your welcome gift of freshly baked cookies.
- Check-out time is 11:00 am. Luggage storage is available for your convenience.
- Breakfast is served in the Dining Room daily with seasonal timing that runs between 7:00 am to 10:00 am daily. Please inform us of any dietary restrictions or allergies. Guests are asked to sign up for one our breakfast seating's from 7:00am – 9:30am. Guests may also enjoy their breakfast in their room, delivered in a basket for an additional \$15.00. Please call the Front Desk if your wish to order this service. For early risers, ask about our breakfast to go service!
- We are a licensed facility so wine, high-balls and beer is available for purchase.
- Our Gift Shop is open 24 hours a day. Cold sodas, water and some wonderful small gifts are available, as well as our signature mugs and robes.
- Complimentary slippers, eye masks, ear plugs, sewing, dental and shaving kits are available upon request from the Front Desk.



# HISTORY

Originally built in the 1930s as a Tudor revival-style apartment building, Abigail's was previously known as "The Bessborough" apartments.



The apartments were named after Vere Brabazon Ponsonby, ninth Earl of Bessborough, who was the Governor General of Canada from 1931 until 1935. Abigail's is derived from the half-timbered houses of the 16th and 17th centuries with irregular shapes, steeply pitched roofs, multi-paned windows and rough-hewn materials. The Bessborough was originally an eight-suite luxury apartment building.



Contrary to popular belief McClure Street, where Abigail's is located, has no connection with the well-known architect Samuel Maclure. McClure is one of the famous explorer streets named after Robert John Le Mesurier McClure.

In 1985 The Bessborough was completely renovated, converting it into a seventeen room Bed and Breakfast Inn. The exterior had been restored to its original Tudor architecture and it was designated as a Heritage Building in the Historic Registry for the City of Victoria.

In 1998 the "Coach House" was completed alongside the main house with six luxury guestrooms. All Coach House rooms feature king-size beds, wet-bars, wood burning fireplaces and jetted tubs.

Upgrades, room refreshes and other major amenity changes are continuously pursued on an annual basis. Despite the changes, we have been careful to preserve the heritage atmosphere of this unique building. European furnishings with antiques, rich fabrics and warm colours, fresh flowers, fine art and stained glass – our interior design helps to create that 'special experience' that remains respectful of the beauty and luxury of our history, blended with the sophisticated modern comforts of the present.

**Abigail's is a labour of love that we hope you enjoy.**



# HOTEL POLICIES

## NO SMOKING POLICY

Abigail's Hotel is a 100% non-smoking building both inside and outside of our property. This is the result of a city wide by-law, that prohibits smoking within seven meters of all doorways, windows or air intakes. Anyone found smoking in their rooms or in our common spaces will be subject to a \$200 penalty charge and may be liable for additional fees in the event their rooms go out of service for treatment and cannot be resold.

## CHECKING IN / CHECKING OUT

Check-in time is 3 pm. Check-out time is 11 am. Our ability to accommodate requests for early check-in or late check-out is based on hotel occupancy and our staffing levels during that particular day, please notify the Guest Service Representative of your request as soon as possible.

## HOTEL RATES AND BOOKING POLICIES

- Rates are based on double occupancy and a \$30 charge applies for each additional guest thereafter
- We do not accept reservations from individuals under the age of 21
- All room rates are quoted in Canadian funds and are subject to local taxes
- A credit card is required upon booking and the first night's stay is charged at check-in

## CANCELLATION POLICY

- Abigail's has a 7-day cancellation policy. Cancellations made within 7 days of arrival will be charged one night's room & tax.

Our cancellation policy exists to protect our customers as well as the hotel. Unlike industry practice, Abigail's does not believe in 'overselling' its rooms whereby certain properties factor in a cancellation contingency and continue to sell more rooms than they actually have. Sometimes this practice works for them, other times guests arrive from distant locations only to find they must be escorted to another property – which, as you can imagine, is disastrous. To hedge our exposure from not overselling rooms, we must give ourselves a cancellation notification period that allows for a reasonable 'booking window' to re-sell a cancelled room.



# DINING/BREAKFAST



## BREAKFAST AT ABIGAIL'S

Abigail's is famous for its gourmet three-course breakfasts. Our menu changes daily and can be reasonably customized to accommodate specific dietary concerns. Daily features include a choice of either a "Light," "Sweet," or "Savoury" option with additional sides of a starch and protein. Abigail's breakfast is included in your room rate. Subject to seasonal availability, Abigail's will always try to use local and organically sourced products as its first choice.



## BREAKFAST TIMES

Breakfast is served from 7:00am – 10:00am. Guests are asked to sign up for one of our breakfast seating's between 7:00am - 9:30am. Please contact the Front Desk to reserve your seating, based on availability on a first come first serve basis.



## BREAKFAST IN BED

We also offer a Breakfast in Bed Basket for an additional \$15.00. Guests who wish to have breakfast delivered are asked to make arrangements with the Front Desk by 11:00 pm the night before.



## APPETIZERS

A complimentary evening snack is available in the lobby starting at 4:00pm. This is usually a freshly made soup or cheese and crackers or other light plate.

Appetizer plates are available for purchase and include charcuterie, local cheeses, vegetables and chef creations.

Dessert plates are also available for purchase and include an assortment of sweet treats made in-house by our chefs.

They can be customized for dietary needs and food allergies. **Must be ordered at least 24 hours in advance.**

Cost - \$22.00

Abigail's also offers a beer and wine service, hosting a fine selection of local beers and Canadian wines (surcharges applicable).

## OTHER DINING

Abigail's food service extends only to breakfast and evening appetizers. There are many award winning and fantastic restaurants within short walking distance of the hotel that we would be happy to recommend.

## FREQUENTLY ASKED QUESTIONS

### DO YOU HAVE SMOKING ROOMS/FLOORS?

No. Abigail's (and the Province of British Columbia) is 100% non-smoking inside our buildings/rooms and within seven meters of all exterior doorways, windows or air intakes.

### DO YOU HAVE GUEST ROOMS WITH DOUBLE BEDS?

One of our rooms has two double beds. The remainder of our 23 rooms are either King or Queen-sized beds.

### IS IT CUSTOMARY TO TIP/PROVIDE GRATUITIES IN CANADA?

Gratuities are completely up to your own personal discretion; they are appreciated but certainly not expected or required.

In restaurants, it is often customary to tip approximately 15% on the total bill before tax and up to 20% for exceptional service. Please note that often in restaurants there will be an automatic gratuity for larger groups (usually 6 or more) so be sure to read your bills closely if you're dining with a large party.

Unlike tradition in our industry, Abigail's pools all tips and distributes them to staff based on hours worked. We do this out of fairness to our "back of the house", who work equally hard to ensure your experience is delightful.

### DO YOUR GUESTROOMS HAVE A TABLE AND DESK SUITABLE FOR MEETINGS WITH CLIENTS?

Our guestrooms were designed for luxury and comfort with a focus on fulfilling your recreational needs. Most rooms have a small desk for your personal use, but for formal/true workspace we would recommend making alternative arrangements.



## WHO OWNS ABIGAIL'S?

Abigail's is privately owned by a local family. The day to day operations are run by General Manager, Allison Fairhurst.

## DOES ABIGAIL'S HAVE A RESTAURANT?

No, Abigail's food service extends only to breakfast, appetizer and dessert plates. There are many award winning and fantastic restaurants within short walking distance of the hotel which we would be happy to recommend.

## IS ABIGAIL'S HAUNTED?

Sadly, no. We appreciate this limits our ability to market ourselves to various niche markets throughout North America but we simply cannot claim that we've seen any ghosts or had anything unusual happen on our property that warrants the notion. If anything, Abigail's is haunted by the ghost of romance. (On second thought, the answer to this question seems to depend on which staff member you ask!)

## DOES ABIGAIL'S ALLOW CHILDREN?

We are an adult oriented, special occasion property whereby the majority of our guests come for romance, rest and relaxation. As such, only children ages 13 and up are able to stay at the hotel.

## DO WE HAVE COOKING FACILITIES IN OUR GUEST ROOMS?

No. We've never aspired to cook while on vacation, nor would we expect our guests to.

## WHAT TIME IS CHECK-IN?

Our standard check-in time is 3:00 pm.

## WHAT TIME IS CHECK-OUT?

Our standard check-out time is 11:00 am.

## CAN I REQUEST A LATE CHECK-OUT?

Late check-out is based upon availability and is not something that we can guarantee. Our housekeepers typically finish their day by 3:30pm and late check-outs significantly impact their ability to complete their day in time.



## CAN I STORE MY LUGGAGE FOR THE DAY ONCE I'VE CHECKED OUT OF THE HOTEL?

Absolutely! We provide complimentary luggage storage available any time after you check-out.

## WHAT ARE THE COMPLIMENTARY GUEST AMENITIES OFFERED BY THE HOTEL?

Our complimentary amenities include wireless high-speed Internet access, complimentary faxing/photocopying, free local phone calls, filtered bottled water and freshly baked cookies in your room upon check-in and parking at our rear parking lot.

## ARE YOU A PET FRIENDLY HOTEL? IF SO, WHAT KINDS OF PETS DO YOU ALLOW?

No pets of any kind are permitted to stay at Abigail's.

By Canadian law, licensed Service & Guide Dogs are permitted at the property, however, the service dog must comply with the Guide Dog & Service Act of British Columbia

- We require written confirmation and a copy of the license in advance.
- Therapy and emotional support dogs are not permitted.

## DO YOU HAVE WIRELESS HIGH SPEED INTERNET ACCESS?

Yes, Abigail's offers complimentary high-speed Internet access in all public areas and guest rooms.

## DO YOU HAVE A FITNESS CENTER OR POOL?

Unfortunately, we do not have a fitness center or pool, however we are conveniently located just a block and a half away (under a 5 minute walk) from a YMCA facility which has drop-in rates and access to all varieties of workout equipment and facilities, including a pool.

## HOW FAR IS ABIGAIL'S FROM MAJOR VICTORIA ATTRACTIONS?

Abigail's is extremely well located and in close proximity to most of the major Victoria attractions and neighbourhoods. Below are estimated travel distance and time for some of Victoria's most popular destinations:

- Victoria's Inner Harbour – approximately 3 blocks away – 10 minute walk
- Royal British Columbia Museum – approximately 3.5 blocks away – 15 minute walk
- Parliament Buildings – approximately 4.5 blocks away – 15-20 minute walk
- Craigdarroch Castle – approximately 1.6 kms away – 25 minute walk or 5 minutes by car
- Government House – approximately 1.6 kms away - 25 minute walk or 5 minutes by car
- The Butchart Gardens – approximately 23 kms away – 30 minutes by car/taxi/bus

## IS ABIGAIL A REAL PERSON? HOW DID THE HOTEL GET ITS NAME?

No, Abigail is not a real person. There are a few commonly accepted theories on how the hotel got its name:

1. The name Abigail is believed to mean “source of joy” (Biblically)
2. Also in the Bible, Abigail was a hostess known to be faithful and honourable
3. Words starting with “A” are located at the front of the phone book (i.e. the ‘marketing theory’)

We have a painting of our mythical Abigail hanging behind the front desk in our lobby.



## OUR GREEN COMMITMENT

Abigail's is striving to be environmentally aware. In an effort to preserve and protect the beauty of Victoria, Vancouver Island and our environment we participate in the following green initiatives:

- We partner with a not-for-profit organization that recycles the soap left behind by guests for use in impoverished countries / areas of need
- We have switched our shampoo, conditioner and body wash to a dispenser based solution which allows us to minimize the use of miniature plastic bottles and wasted/unused product which is difficult to reclaim
- We encourage guests to participate in our optional towel exchange program (described below)
- We keep our cleaning products as natural and environmentally acceptable as possible
- We buy local as often as possible, minimizing the fuel consumption of potential suppliers
- We use energy saving LED and CFL lights in almost all of our fixtures
- We provide complimentary in-room filtered water in refillable glass bottles

Although we are a small property we do believe that we can make a difference in our environmental impact and we are continually on the lookout for further improvements to adopt.

### TOWEL/LINEN EXCHANGE - COVID-19 UPDATE

- Due to new health and safety protocols from the Province of BC and WorkSafe BC, rooms will only be serviced for stays of 4 or more nights.
- If you require service during your stay, a basket of fresh towels, linens and amenities will be placed outside the room.



## LOCAL SERVICES

### INTERNET ACCESS

We offer complimentary wireless internet. Please ask the Front Desk Innkeeper for the pass code. There is also a guest computer with full internet access available in our lobby.

### FAX SERVICE

Fax service is available at the Front Desk. Please ask the Innkeeper for assistance.

### LAUNDROLOUNGE LAUNDRY & DRY CLEAN SERVICE

1309 Cook Street at Yates

250-382-4622

Drop off or do-it-yourself coin-operated laundry.

### WET CLEANER NON-TOXIC DRY-CLEANING

1019 Cook Street

250-381-2221

Pick-up with same or next day delivery. For same day service, please arrange with Front Desk before 9:30am.

### FOREIGN CURRENCY EXCHANGE

637 Humboldt Street at Government

Summer Hours (April 15 – September 22)

Mon thru Wed: 8:30am – 7:00pm

Thu - Fri: 8:30am – 10:00pm

Saturday: 10:00am – 9:00pm

Sun & Holidays: 10:00am – 7:00pm

Winter Hours (September 23 – April 14)

Mon thru Thu: 8:30am – 6:00pm

Friday: 8:30am – 7:00pm

Sat, Sun & Holidays: 10:00am – 6:00pm





## DENTIST / EMERGENCY

100 – 1964 Fort Street at Foul Bay

250-595-3377

Dr. John Bjornson – General Practice and Emergency Service

## DOWNTOWN VICTORIA URGENT AND PRIMARY CARE CENTRE

1107 Pandora Ave

250-519-3870

Walk in clinic however call ahead when possible.

Open 8:00am – 8:00pm 7 days a week. No appointment necessary.

## MARKET ON YATES

903 Yates Street

250-381-6000

Full service grocery store, open 7:00 am to 11:00 pm seven days a week.

## 7-ELEVEN CONVENIENCE STORE

Corner of Quadra and Yates Street

Open 24 Hours, seven days a week.



# IN-ROOM INFORMATION

## TELEPHONE INSTRUCTIONS

### EMERGENCY

Police, Fire, Ambulance: Dial 9 + 911 (no charge)

### LOCAL CALLS

Within local calling (250) prefix Dial 9 + 250 + number (no charge)

### INTERNAL CALLS

Front Desk/Room-to-Room Dial 0 (no charge)  
Call front desk to be transferred

### MESSAGE WAITING

To retrieve messages Press \*440 (no charge)  
When message light is lit

### LONG DISTANCE CALLS

*Within Canada & US*  
Dial 9 + 1 + Area Code + number (charges vary)

*International*  
Dial 9 + 011 + country code + area code + number

### TOLL FREE CALLS

Dial 9 + 1 + 800 + seven digit number (no charge)

### DIRECTORY ASSISTANCE

Local directory assistant Dial 9 + 411 (\$1.00 per call)

Our Guest Service Representatives at the front desk are happy to call a taxi, make dinner or tour arrangements for you.



## AIR CONDITIONER INSTRUCTIONS

- All of our in-room air conditioners are remotely operated by a small white remote, usually found on your desk, dresser or fireplace mantle. If you are unable to find your remote, please contact our front desk.
- The blue button on the remote turns the unit off / on. You should hear an audible beep to signify that the unit has received your command. When turning off, allow a few seconds for the unit to shut down.
- The other buttons on the remote control fan speed and temperature.
- If you have any questions or concerns, please do not hesitate to contact the front desk.

## JET TUB INSTRUCTIONS



- In Consideration of our other guests please do not use the jets after 11:00 pm or before 7:00 am as these systems can generate a fair amount of noise.
- Please fill the tub past the jet level before turning them on
- To start the jets, use the touch pad on the edge of the tub. This pad is water sensitive so make sure your fingers are dry.
- Some rooms also contain a timer switch near the light switch in the bathroom to enable the jets.
- Press the timer button on and then the jet button and enjoy!

## FIREPLACE INSTRUCTIONS



- Please refrain from using your fireplace on days of high-wind
- Please partially open a window before lighting a fire
- The flue is locked in the open position
- Please keep screen and/or glass doors closed after fire is lit for optimum fire safety
- Only burn fire-logs one at a time
- Please do not burn anything other than a fire-log in the fireplace
- Your fireplace is cleaned and rebuilt daily
- Two complimentary logs are provided every day, for extra logs please contact the Front-desk and a \$5.00 charge per log will apply.

# ATTRACTIONS / ACTIVITIES

## POPULAR AREAS OF INTEREST



### BEACON HILL PARK & DALLAS ROAD

Victoria's largest park is just three blocks south of Abigail's Hotel at the foot of Quadra Street. Wander around the beautiful flower gardens, duck ponds and wild daffodil fields. Cross Dallas Road for wonderful oceanfront walkways.



### INNER HARBOUR/SONGHEES WALK

Government and Belleville Street

Approximately a 10 minute walk from Abigail's Hotel is Victoria's Inner Harbour which is home to many attractions such as the Royal BC Museum, Robert Bateman Centre, Victoria Maritime Museum, and the British Columbia Legislature. Many musicians and artists showcase their talents to thousands of spectators here during the summer months. Watch the float-planes, ferries and boats come and go while walking around Victoria's lively harbour. Cross the Johnson St. Bridge to continue along the Songhees waterfront.



### OLD TOWN

Old Town was built up between the 1860s and the 1890s. This is the oldest section of Victoria. It encompasses a number of popular shopping districts, including Market Square, lower Johnson Street, lower Yates Street, Chinatown and Bastion Square. Market Square is a block of particularly charming heritage shop fronts surrounding an open public square where festivals and other events are held throughout the year.



### ROYAL BC MUSEUM

675 Belleville Street

1-888-447-7977 — [www.royalbcmuseum.bc.ca](http://www.royalbcmuseum.bc.ca)

The Royal BC Museum is one of the foremost cultural institutions in the world. Since 1886, British Columbia's provincial museum has displayed artifacts, documents, and specimens of BC's natural and human history.



## ROBERT BATEMAN CENTRE

470 Belleville Street

250-940-3630 – [www.batemancentre.org](http://www.batemancentre.org)

Located in the former Steamship Terminal, this is the largest exhibit of original works by legendary Canadian artist, Robert Bateman.



## EMILY CARR HOUSE

207 Government Street

250-383-5843— [www.emilycarr.com](http://www.emilycarr.com)

Emily Carr House is the former home of Emily Carr who is one of Canada's greatest and most loved artists who is famous for her landscape and native paintings of Western Canada.



## CRAIGDARROCH CASTLE

1050 Joan Crescent

250-592-5323— [www.craigdarrochcastle.com](http://www.craigdarrochcastle.com)

Craigdarroch Castle is a beautiful historic Victorian-era mansion, built in the 1890s by wealthy BC coal baron Robert Dunsmuir. It is now owned by the Craigdarroch Castle Historical Museum Society and is almost totally funded by its 150,000 annual visitors.



## FORT RODD HILL & FISGARD LIGHTHOUSE

603 Fort Rodd Hill Road

250-478-5849

[www.fortroddhill.com](http://www.fortroddhill.com) and [www.fisgardlighthouse.com](http://www.fisgardlighthouse.com)

Fort Rodd Hill and Fisgard Lighthouse are national historic sites just 20 minutes from Abigail's Hotel. Fort Rodd Hill is a coast artillery fort built in the late 1890s to defend Victoria and the Esquimalt Naval Base. Fisgard Lighthouse, built in 1929, is Canada's first west coast lighthouse.



## THE BUTCHART GARDENS

800 Benvenuto Avenue

1-866-652-4422 — [www.butchartgardens.com](http://www.butchartgardens.com)

Since 1904, the world famous The Butchart Gardens is fifty-five acres of wonderful floral display, offering spectacular views as you stroll along meandering paths and expansive lawns.

## BUTTERFLY GARDENS

1461 Benvenuto Avenue

1-877-722-0272 — [www.butterflygardens.com](http://www.butterflygardens.com)

An indoor tropical paradise, that showcases brightly coloured fish, tropical birds, hundreds of ornate plants, and hundreds of varieties of butterflies.

## GOLDSTREAM PROVINCIAL PARK

Highway #1

[www.goldstreampark.com](http://www.goldstreampark.com)

Just 25 minutes by car from Abigail's Hotel, Goldstream Provincial Park lies amid the splendour of Southern Vancouver Island's old-growth temperate rain forest and is home to the salmon run October-December. Hardy hikers can enjoy a rugged climb to the top of Mount Finlayson for a magnificent view.

## EAST SOOKE REGIONAL PARK

A huge protected forest with miles of hiking trails along the beautiful south facing beaches and rocky shores of the Juan De Fuca Strait. Amazing scenery! Take a pack, picnic or a beach blanket. From short walks to five hour hikes. 45 minutes west on Highway 14 and turn left onto Gillespie Road.

## NATIVE HERITAGE CENTER (45 MINUTES NORTH OF VICTORIA)

200 Cowichan Way, Duncan BC

250-749-8119

Explore the legends, pageantry and creativity of the First Nation's People. Watch totem carvers, weavers and artists.



## HATLEY CASTLE & ROYAL ROADS UNIVERSITY

20 minutes west on Highway 14

Built in 1908 by former BC Premier and Lieutenant Governor James Dunsmuir, the Castle has been a dormitory for cadets, military college and training facility for the RCMP. It is now home to Royal Roads University and has beautiful Italian and English gardens.

# OCEAN ADVENTURES

## EAGLE WING—WHALE WATCHING

Fisherman's Wharf

250-384-8008— [www.eaglewingtours.com](http://www.eaglewingtours.com)

Eagle Wing Tours offers an exclusive, educational, and eco-friendly experience for the discerning traveler! The opportunity of a lifetime to see Orcas (killer whales), gray whales, eagles, sea lions and porpoises. Free shuttle pick-up arrangement from the lobby.

## BC WHALE TOURS

1234 Wharf St

250-590-5030— [www.bcwhalewatchingtours.com](http://www.bcwhalewatchingtours.com)

Experience the rugged beauty of the West Coast with BC Whale Tours. Enjoy all the wildlife and adventure the Salish Sea has to offer in the comfort of their state-of-the-art vessels. The knowledgeable crew make each and every trip an inspiring and educational experience.

## OCEAN RIVER SPORTS

1630 Store St

250-381-4233 – [www.oceanriver.com](http://www.oceanriver.com)

Outdoor adventure experts. Retail Store, kayaking school, kayaking and adventure tours, kayak, canoe and SUP rentals.

## HARBOUR AIR SEAPLANES—AIR TOUR

950 Wharf Street

250-385-2203— [www.harbour-air.com](http://www.harbour-air.com)

Sightseeing by float plane – everything from the panoramic views of the rugged West Coast, whale watching, and day trips to Vancouver.

## VICTORIA HARBOUR FERRY—INNER HARBOUR FERRY TOUR

1234 Wharf Street

250-708-0201— [www.victoriaharbourferry.com](http://www.victoriaharbourferry.com)

Victoria Harbour Ferry tours are renowned for their informative tours, friendly skippers and being lots of fun. Discover Victoria's waterfront and enjoy their 45 minute tours. Tours leave every 15 minutes in the summer and close-down for the winter.



## VICTORIA MARINE ADVENTURE CENTRE

950 Wharf Street -250-995-2211

Day trips depart from this marina in the Inner Harbour for seaplane rides, sport fishing, to whale watching, boat rentals and kayaking.

## KELP REEF ADVENTURES

Fisherman's Wharf

250-386-7333 – [www.kelpreef.com](http://www.kelpreef.com)

Experience sea kayaking at its best. Paddle with us outside the harbour and along the coastline to see harbour seals and river otters, or sit back and enjoy a leisurely kayak while you explore the protected waters of the harbour and Selkirk waterway. Tour the city from a new perspective and have chance encounters with great blue herons, bald eagles and many species of migrating seabirds.

## ADAM'S FISHING CHARTERS

250-370-2326— [www.adamsfishingcharters.com](http://www.adamsfishingcharters.com)

Experience saltwater fishing along Vancouver Island's coastline with the seasoned pro's from Adam's Fishing Charters. The picturesque coastline of Southern Vancouver Island is world renowned for its diversity of gamefish and natural beauty.

## BLACKFISH WILDERNESS EXPEDITIONS

1327 Beach Drive

250-216-2389— [www.blackfishal.com](http://www.blackfishal.com)

Offers kayaking, sailing training courses, tours, and crewed sailing charters of the Gulf and the San Juan Islands. Offer day and half day "Introduction to Sail" cruises.





## OTHER OUTDOOR ACTIVITIES

### GOLFING

#### **Cordova Bay Golf Course**

5331 Cordova Bay Road  
250-658-4444

#### **Bear Mountain Golf Course**

1999 Country Club Way  
250-744-2327

#### **Olympic View Golf Course**

643 Latoria Road  
250-474-3673

#### **Highland Pacific**

450 Creed Road  
250-478-4653

### CYCLING

#### **Cycle BC Rentals & Tours**

685 Humboldt St  
250-380-2453

#### **The Pedaler Cycling Tours**

321 Belleville St  
778-265-7433



## HORSE-DRAWN CARRIAGE TOURS

### **Tally Ho Carriage Tours**

250-514-9257— [www.tallyhotours.com](http://www.tallyhotours.com)

Victoria's original horse-drawn carriage tours and horse-drawn wagon tours since 1903.

### **Victoria Carriage Tours**

250-383-2207— [www.victoriacarriage.com](http://www.victoriacarriage.com)

Take a tour through the streets of Victoria in a traditional and decorative carriage.



## WALKING TOURS

### **Discover the Past Tours**

250-384-6698— [www.discoverthepast.com](http://www.discoverthepast.com)

Year-round guided walking tours of Victoria by historian and author John Adams. Include Ghostly Walks, Chinatown and neighbourhood tours.



## ZIPLINE ADVENTURES

### **Adrena Line Zipline Adventure Tours**

5128C Sooke Rd

250-642-1933 – [www.adrenalinezip.com](http://www.adrenalinezip.com)

Experience an exhilarating ride up to 60km/hr as you soar up to 150ft off the ground on 8 scenic ziplines ranging from 150ft to 1000ft long. (Open Seasonally)



### **Wildplay Element Park**

1767 Island Highway, Bldg #15

250-590-7529 – [www.wildplay.com/victoria](http://www.wildplay.com/victoria)

Fun for the whole family! Elevated obstacle courses set in a beautiful Douglas Fir forest. Combining ziplines, suspended bridges, scramble nets and swinging logs. (Open Seasonally)

# ART GALLERIES



## ALCHERINGA GALLERY

665 Fort Street

250-383-8224— [www.alcheringa-gallery.com](http://www.alcheringa-gallery.com)

Tribal art from the Canadian Northwest, Papua New Guinea and Aboriginal Australia. Amazing masks, carvings and other fascinating items.

## ART GALLERY OF GREATER VICTORIA

1040 Moss Street

250-384-4101— [www.aggv.bc.ca](http://www.aggv.bc.ca)

Opened in 1951, the gallery possesses notable works by artists such as Emily Carr, and has Canada's most significant collection of Asian art. It is also home to the only authentic Japanese Shinto Shrine in North America.



## EAGLE FEATHER GALLERY

904 Gordon Street

250-388-4330— [www.eaglefeathergallery.com](http://www.eaglefeathergallery.com)

Traditional and contemporary native artwork with resident artists working onsite.



## MADRONA GALLERY

606 View Street

250-380-4460— [www.madronagallery.com](http://www.madronagallery.com)

A historic and contemporary fine art gallery showcasing art from both established and emerging Canadian artists.

# THEATRES

## VICTORIA CONSERVATORY OF MUSIC

907 Pandora Avenue

250-386-3511

[www.vcm.bc.ca](http://www.vcm.bc.ca)

The VCM is home to two fine performance halls, and proudly presents diverse and vibrant public performances ranging from classical to popular, early music to opera, and solo performances to theatre that the whole community can experience.

## THE MACPHERSON PLAYHOUSE

#3 Centennial Square, 600 Pandora Avenue

250-386-6121

[www.rmts.bc.ca](http://www.rmts.bc.ca)

## THE ROYAL THEATRE

805 Broughton Street

250-386-6121

[www.rmts.bc.ca](http://www.rmts.bc.ca)

## THE BELFRY THEATRE

1291 Gladstone Avenue

250-385-6835

[www.belfry.bc.ca](http://www.belfry.bc.ca)

The Belfry is a Victoria BC based Theatre that produces contemporary plays from the international repertoire with an emphasis on new Canadian work.

## LANGHAM COURT THEATRE

805 Langham Court

250-384-2142

[www.langhamcourtheatre.bc.ca](http://www.langhamcourtheatre.bc.ca)



# TRANSPORTATION ARRANGEMENTS

## GETTING TO THE BUTCHART GARDENS

### **With a Car**

- Head north on Blanshard St (turns into Hwy 17 or Patricia Bay Hwy) for approximately 20 minutes
- Turn left at Keating Cross Rd
- Follow for roughly 10 minutes until the end where you will find the entrance and admission gates

### **With a Tour Company**

Companies, such as CVS Cruise Victoria, offer hourly bus tours to the Gardens throughout the Summer, and select departure times in the Fall through Spring. Check with the front desk for current schedules.

### **With City Transport**

The number 75 bus goes to The Butchart Gardens. Depending on the time of year or day of the week, a transfer may be necessary from a bus departing downtown. Check with the front desk for current schedules.

## CAR RENTAL

### **Budget Car & Truck Rental**

757 Douglas St  
250-953-5300 - [www.budget.com](http://www.budget.com)

### **National Car & Truck Rentals**

767 Douglas St  
250-386-1213 - [www.nationalcar.ca](http://www.nationalcar.ca)

## TAXI SERVICES

### **Blue Bird Taxi**

250-382-2222 - [www.taxicab.com](http://www.taxicab.com)

### **Yellow Cab of Victoria**

250-381-2222 - [www.empresstaxi.com](http://www.empresstaxi.com)



## BUS TRAVEL

### **BC Ferry Connector**

*Operated by Wilson's Transportation*

700 Douglas St ( Victoria Bus Depot )

778-265-9474 – [www.bcfconnector.com](http://www.bcfconnector.com)

### **Tofino Bus**

866-986-3466 - [www.tofinobus.com](http://www.tofinobus.com)

### **West Coast Trail Express**

250-477-8700 - [www.trailbus.com](http://www.trailbus.com)

## LIMOUSINE TRAVEL

### **Alpine Limousine**

250-474-2448 - [www.alpinelimo.ca](http://www.alpinelimo.ca)

### **LA Limousines**

250-391-9000 - [www.lalimo.ca](http://www.lalimo.ca)

### **Regent Limousine Service**

250-380-1911 - [www.regentlimousine.bc.ca](http://www.regentlimousine.bc.ca)



## AIR TRAVEL

### **Air Canada**

1-888-247-2262 - [www.aircanada.com](http://www.aircanada.com)

### **Alaska Airlines / Horizon Air**

1-800-252-7522 - [www.alaskaair.com](http://www.alaskaair.com)

### **Harbour Air Seaplanes**

250-384-2215 - [www.harbour-air.com](http://www.harbour-air.com)

950 Wharf St

### **Helijet**

1-800-665-4354 - [www.helijet.com](http://www.helijet.com)

79 Dallas Rd

### **Westjet Airlines**

1-800-538-5696 - [www.westjet.com](http://www.westjet.com)

## AIRPORT SHUTTLE BUS

Currently suspended

## FERRY TRAVEL

### **BC Ferries**

250-386-3431 - [www.bcferries.com](http://www.bcferries.com)

### **Black Ball Ferry Line ( Coho )**

250-386-2202 - [www.cohoferry.com](http://www.cohoferry.com)

### **Victoria Clipper**

250-382-8100 - [www.clippervacations.com](http://www.clippervacations.com)

### **Washington State Ferries**

888-808-7977 - [www.wsdot.wa.gov/ferries](http://www.wsdot.wa.gov/ferries)

