

Hotel and Vancouver Information

Parking

Both valet and self-parking are available at our downtown Vancouver hotel.

Pet Friendly

We offer amenities for guests staying with their four-legged friends. These include food and water bowls, blanket, dog treats and walking maps for the waterfront area near the hotel. Please contact Reservations for more details and rates.

Gift Cards

Pan Pacific Vancouver Gift Cards make ideal presents and are redeemable for dining, accommodation and hotel services. For more information, contact us at accounting@panpacificvancouver.com, or call [604.662.8111](tel:604.662.8111), ext. 4077.

Currency

Shops and venues take Canadian currency. You can exchange currency at Canadian banks or foreign exchange brokers. For our registered guests, we're also happy to exchange currency at our Front Desk on the Lobby Level.

Customs

All persons entering Canada must fill out a declaration for Canada Customs. Each visitor over the age of 19 may import, duty free, a maximum of 40 ounces (1.1 litres) liquor or wine, or 288 ounces (8.5 litres) of beer or ale, up to 50 cigars, 200 cigarettes and 8 ounces (200 grams) of tobacco. Please refer to the Canadian government's website.

Electricity

Outlets and voltage (110 volts) is the same as the U.S. For guests from other countries, adapters are required for electrical appliances.

Emergency

Ambulance, Fire and Police can be reached by dialing 911.

Medical

Vancouver has numerous medical clinics and within walking distance of the hotel. For registered guests, we also have a doctor on call.

Smoking

All guest rooms, suites and public areas within the hotel are non-smoking, in accordance with Provincial legislation.

Taxes

When purchasing goods in British Columbia, 12% taxes are applied (7% PST + 5% GST). Groceries, prepared food such as restaurant meals, children's clothing, books & magazines are only subject to 5% GST. The purchase of alcohol in restaurants is subject to 10% PST and 5% GST.

Hotel room accommodations are subject to taxes and fees of 17.5%* comprising of:

1.5% DMF Fee (Destination Marketing Fee)
3% MRDT (Municipal and Regional District Tax)
8% PST (Provincial Sales Tax)
5% GST (Goods and Services Tax)

* Taxes as of September 1st 2015

Time Zone

Vancouver's time zone is Pacific Standard Time.

Tipping Guidelines

Feel free to tip in proportion to your satisfaction with the service. Tips are seldom added to bills, and you will be informed if they are included as part of your tour package in Vancouver. Occasionally, Vancouver restaurants will add a service charge, in which case there is no need for an additional tip, unless the service is exceptional.

The following rates are merely a guideline:

15 % on meals / beverages

CAD1 for each piece of luggage carried by a porter

CAD2 per day for chambermaids if your hotel stay is for more than two or three days

Visa Requirements

For entry requirements regarding travel visas for Canada, contact Immigration Canada at 1-888-242-2100 (in Canada) or visit their website at www.cic.gc.ca. For travelers outside Canada, please contact the nearest Canadian Embassy, High Commission, or consulate in your region.

International Visitors

Travelers to Vancouver must have a valid passport and may require other documentation such as visas. Check with the nearest Canadian Consulate / Embassy well in advance of travel and visit Canadian Government web site at www.cic.gc.ca for details.

GLBT Visitors

The Pan Pacific is pleased to be a TAG-approved (gay-friendly) hotel. Vancouver is home to western Canada's largest gay population, with an active and vibrant GLBT community. Same-sex marriage is legal in BC. Couples getting married don't need to be residents of Canada; a marriage license and a civil ceremony are the only requirements to become legally married in Vancouver.

Frequently Asked Questions

1. Do you have a shuttle service? What are other transportation options?

For personalized sedan & limousine services including: transfers to/from the Vancouver Airport, transportation to Whistler and Seattle, private tours, corporate functions, VIP service, event/party/wedding transportation and all your Lower Mainland needs, contact our Concierge team for reservations and rates.

Legacy Limousine Services, our exclusive transportation provider's for the Pan Pacific Vancouver. For reservations contact Legacy Limousine Services at 604.312.0500 or 1 (866) 618-5466 (limo) or make an online reservation at www.legacylimousine.ca.

Canada Line YVR (Rapid Transit) to Pan Pacific Vancouver

Take the Canada Line to Waterfront Station. The hotel is at Canada Place, one block from the station towards the harbour. The Canada Line is Vancouver's new rapid transit rail link connecting YVR to downtown Vancouver in 26 minutes and to downtown Richmond in 18 minutes. It's a fast and easy way to travel to Vancouver's city centre. You can conveniently access trains from both the International and Domestic Terminals. Canada Line's YVR-Airport station is centrally located between our International and Domestic Terminals.

2. Are there taxis readily available at the hotel and airport?

The Pan Pacific Vancouver has the largest taxi hub in downtown Vancouver. Taxis are readily available throughout the day at the hotel and the Vancouver Airport. A taxi from to/from the airport is approximately CAD40.00 - CAD45.00 CAD (depending on traffic). The taxis take Canadian and U.S funds, and credit cards for payment.

3. What are the check-in and check-out times?

Our standard check-in time is 4pm and check-out is at 12 noon. If you require an earlier arrival time, it is based availability. The front desk can certainly store your luggage. With regards to a later departure, again it is based on availability on the day of departure. It is best to request upon check-in and the front desk agent will notify you if they can assist with a later check-out. They will certainly do their best to accommodate you.

4. Is there parking available?

Yes. You can utilize our valet parking, or self-park in the garage below the hotel. There is direct covered access to the hotel via parking garage elevators. More info can be found here.

5. Is there a place to store luggage?

We certainly have a place where luggage can be stored. If at check-in your room is not yet ready, our front desk will store your luggage in a secured area. If at check-out you require your luggage to be stored until you are ready to depart, our bell desk will store the luggage in a secured area on the Ground Level. This service is available for hotel guests only.

6. What is the pet policy?

Pets must be kept on a leash in any public area of the hotel. In accordance with local regulations, pets (except service dogs) are not permitted in the restaurants/bars, patio terrace, meeting rooms, fitness club, spa, gift shops, and pool areas. Pets should never be left unattended in the guestroom/suite. Owners should keep pet noise to a minimum, so other guests aren't disturbed. The pet fee is CAD40.00 per stay, CAD15.00 per additional pet, maximum 2 pets.

7. Do you have a minimum age requirement to reserve a hotel room?

Guests must be 19 years of age or older to reserve a room.

8. Do you have any special programs or policies relating to children?

Children 18 and under stay free when sharing a guestroom with an adult. This applies to all room only offers. A surcharge may apply when reserving packages that have other inclusions. We also offer children's menus through in-room dining and our Oceans 999 Restaurant and Coal Harbour Bar.

9. What is the distance to the cruise terminal?

As we are located atop the Canada Place Cruise Ship Terminal, guests that are arriving or departing from this terminal just need to walk through the terminal and take one elevator into the hotel.

10. What are the pool hours of operation?

The hours of operation are from 6am to midnight daily, with adults only after 10pm.

The outdoor salt water swimming pool is heated to 85 degrees Fahrenheit and is located outside on our 8th-floor terrace. The pool is 17 meters (56 feet) in length, 5.7 meters (19 feet) in width, and 1.22 meters (4 feet) in depth.

The hot tub is heated to 105 degrees Fahrenheit.

There is also a dry sauna located in both men's and women's change room.

11. Is drone flying permitted? Drone flying is prohibited at the Canada Place complex and areas around Canada Place.