



A CITY-DEFINING ICON ROARS BACK TO LIFE

With its priceless downtown position, rich character and history, impressive conference spaces, inspiring (and evolving) food & beverage experiences, and legendary Fairmont service, Fairmont Royal York is the essential Toronto hotel. Currently undergoing a grand-scale transformation, the renovation is revitalizing the iconic landmark, elevating it into a new era of luxury.

As the transformation unfolds, it's our promise to ensure our guests continue to have an exceptional stay. To better prepare for your next visit, we've provided answers to some frequently asked questions by our guests.





FAIRMONT ROYAL YORK TRANSFORMATION FAQ

Q1: WILL YOU BE ABLE TO HEAR CONSTRUCTION NOISE FROM HOTEL GUEST ROOMS?

A1: Construction takes place in the lobby weekdays between the hours of 8 a.m. to 5 p.m. Temporary walls are installed in the main lobby to ensure our guests' safety and provide an aesthetically pleasing experience showcasing contemporary works of art that reflects the character, soul, and massive energy of Toronto today – with subtle winks to heritage throughout this exhibition.

Q2: WHICH AREAS OF THE HOTEL ARE BEING RENOVATED?

A2: The transformation will include revitalized common areas including a new lobby bar, grand meeting spaces, a completely redesigned Fairmont Gold offering, and reimagined dining venues with original culinary concepts. New and unique services, including enhanced check-in processes, will be introduced to provide guests an elevated and luxurious experience.

Q3: HOW WILL THE LOBBY SPACE CHANGE?

A3: We are embarking on the next era of Fairmont Royal York, with a focus on our cherished lobby to enhance the guest experience. The transformation will include a new lobby bar, keeping in theme with the former lobby clocks; new dining venues; the Guest Registration area will be relocated to welcome natural light from Front Street; and the entire lobby will be refreshed with new fixtures, carpeting, paint, furniture and décor.

Q4: WHICH AREAS ARE CURRENTLY OPEN AND AVAILABLE TO GUESTS STAYING AT THE HOTEL DURING THE RENOVATION?

A4: While some areas of the hotel are undergoing renovation, four of our dining venues – Library Bar, Benihana Japanese Steakhouse & Lounge, Piper's Pub and York's Café – have expanded their offerings as well as hours of service to provide an enhanced guest experience.

Avenues (A) level has also been converted to an inviting lobby and reception area during this transition period. In addition, Xerox is available to guests with any print or graphic design needs. The new entrance is located next to the east elevator bank.

In honour of the hotel's storied history and destination, guests are also encouraged to explore a special exhibition, which pays homage to the great city of Toronto and its residents. Installed on the Lobby (L) level, the exhibition displays a curated collection of contemporary artworks that reflect the character, soul and energy of the city.



Q5: WILL GUESTS STILL BE ABLE TO USE THE MAIN ELEVATORS?

A5: Both the east and main elevators remain fully functional. Our main elevators on the lobby level will be receiving a refurbishment, completed in phases, to minimize any guest impact.

Q6: WHERE WILL GUESTS BE ABLE TO MEET, RELAX/CONGREGATE IF THE MAIN LOBBY IS NOT AVAILABLE?

A6: Avenues (A) level has transitioned into a temporary lobby space/reception area with an inviting and comfortable feel, including seating areas for our guests to meet and congregate.

Q7: WHEN IS THE LOBBY ANTICIPATED TO REOPEN?

A7: The lobby is scheduled to open summer 2019.

Q8: WHEN IS FAIRMONT GOLD ANTICIPATED TO REOPEN?

A8: A portion of the new Fairmont Gold is now open, with modern, residential-style rooms and suites and an exclusive Fairmont Gold Residents Lounge located on the 18th floor. Guests can now book this exclusive accommodation with service directed by internationally recognized and highly trained concierge experts, “Les Clefs d’Or” (The Golden Keys). The remainder of the Fairmont Gold rooms will be revealed this spring.

Q9: WHERE WILL GUEST REGISTRATION BE LOCATED AND HOW CAN GUESTS ACCESS IT?

A9: Guest Registration has moved to the Avenues (A) level and include Check-in/Check-out, Concierge, Guest Services and all Luggage Storage. The Main, East, and West entrances remain accessible with wayfinding signage to direct guests to the Registration Desk.

Q10: WILL VALET PARKING STILL BE OFFERED?

A10: Yes, valet parking continues to be offered at the hotel’s East entrance.

Q11: WHAT WILL HAPPEN TO THE CLOCK IN THE LOBBY?

A11: The current lobby clock is being kept safe in storage. Stay tuned for further information regarding the addition of an exciting new clock experience.



Q12: WILL GUESTS STILL BE ABLE TO TAKE PHOTOS IN THE PUBLIC AREAS?

A12: As many of our popular photo locations are currently being transformed, we encourage our guests to explore the special artwork exhibition on the Lobby (L) level, which pays homage to the great city of Toronto and its residents through a specially curated collection.

Q13: WILL THE IMPERIAL BALLROOM AND MAIN MEZZANINE (MM) LEVEL CONFERENCE ROOMS STILL BE AVAILABLE FOR EVENTS DURING THE LOBBY RENOVATIONS?

A13: The Imperial Ballroom and Main Mezzanine level conference rooms remain open.

Q14: WILL ANY HISTORIC ELEMENTS OF THE LOBBY CHANGE WITH THE RENOVATION?

A14: All teams involved in the restoration of the hotel are committed to the preservation of the historic and architectural foundation of the property. Historic hotel characteristics have been identified and we are working hard to preserve their legacies. Throughout the transformation, historical elements such as ceiling, pillars and mosaic tile flooring will remain fully intact.

Q15: WHAT WILL BE THE DESIGN STYLE OF THE LOBBY?

A15: Inspired by a journey from Toronto's past through its present, the new lobby and arrival experience will bring Fairmont Royal York roaring back to life. The design will respect the illustrious past and certified historic architectural elements of the hotel, while extending that story into a bold and modern new chapter. The material choices and palette are inspired by the train and train station, which will be seen in metal details and velvet textiles. The revitalized lobby will differentiate new additions from the existing historic finishes but notable elements such as the mural above the Front Street entry, travertine clad columns and walls, and basketweave marble flooring will be preserved.

Q16: WILL THE LOBBY CONSTRUCTION IMPACT GUESTS DINING IN THE LIBRARY BAR?

A16: There will be minimal disruptions to our guests dining in Library bar.



Q17: ARE THERE ANY FUTURE PLANS TO CHANGE OWNERSHIP/ MANAGEMENT OF THE HOTEL OR ADD ANY RESIDENTIAL UNITS?

A17: Fairmont Hotels & Resorts will continue to manage the hotel. KingSett Capital continues to be the ownership group of Fairmont Royal York.

Q18: WHAT DINING OPTIONS ARE AVAILABLE TO GUESTS DURING THE TRANSFORMATION?

A18: Two new dining concepts will be introduced summer 2019 in the lobby area. In the interim, we have four alternate dining venues to provide a selection of offerings throughout the day, including 24 hour in-room dining.

1. **Library Bar** - Lobby Level
 - Breakfast à la Carte *Daily* 7 a.m. – 10:15 a.m.
 - Lunch *Monday to Friday* 11:30 a.m. – 4 p.m.
 - Afternoon Tea *Saturday & Sunday* 12 p.m. – 2:45 p.m.
Reservations Required
 - Dinner *Daily* 4 p.m. – 1 a.m.

2. **Piper's Pub** - Avenues Level
 - Breakfast Buffet *Daily* 7 a.m. – 11 a.m.
 - Lunch *Saturday & Sunday* 12 p.m. – 4 p.m.
 - Dinner *Daily* 4 p.m. – 12 a.m.

3. **Benihana Japanese Steakhouse and Lounge** - Avenues Level
 - Dinner *Tuesday to Saturday* 5:30 p.m. – 10 p.m.

4. **York's Café** - Avenues Level
 - Breakfast/Pastries/Light Fare *Daily* 6:30 a.m. – 12 p.m.