

A photograph of the Fairmont Pacific Rim rooftop pool and lounge area. The pool is surrounded by lounge chairs and palm trees. In the background, there is a modern hotel building with large glass windows and a white umbrella over a table.

REOPENING FAQ

FAIRMONT PACIFIC RIM

We are excited to welcome you back to Fairmont Pacific Rim! Caring for you is our top priority and our focus remains on continuing to welcome each of you with the thoughtful service and unforgettable experiences for which our hotel is renowned. To learn more about the extensive measures we are taking to safeguard, protect and care for our valued guests and employees, visit [ALLStayWell.com](https://www.fairmont.com/ALLStayWell.com).

Please find the list of amenities open for your enjoyment:

Food & Beverage:

- **In-Room Dining** will be available Monday – Wednesday for breakfast service from 7:00am – 11:00am and for dinner service from 5:00pm – 11:00pm. From Thursday – Sunday service is available from 7:00am – 11:00pm.
Phone orders only.
- **giovane café + eatery** is open for in-café and patio seating (*weather permitting*). Available from 6:00am – 6:00pm, dining options include in-restaurant or take-out through Ritual and Tock.
- **The Lobby Lounge and RawBar** is now open offering hand-crafted cocktails and signature menu items including rave-worthy 100% Ocean Wise sushi creations. Hours of operation are from 11:00am – 10:00pm Sunday – Wednesday and from 11:00am – 12:00am Thursday to Saturday.

Health Club & Pool Facilities:

- The **rooftop pool**, located on the sixth floor of the hotel is open daily from 10:30am – 6:15pm. Due to physical distancing, pool deck capacity restrictions are in place, and advance reservations are required upon check-in.
- The **Health Club** is open daily from 6:30am – 10:00pm.

Other services and amenities:

- Complimentary wellness kit and bottled water in guest rooms.
- Laundry service is available upon request.
- The minibar has been temporarily removed from guest rooms but items are available upon request.

Please note the following services remain temporarily closed:

- giovane market and Willow Stream Spa retail boutique
- Botanist and Botanist Bar
- Willow Stream Spa
- Valet services
- BMW House car service & BMW bike service