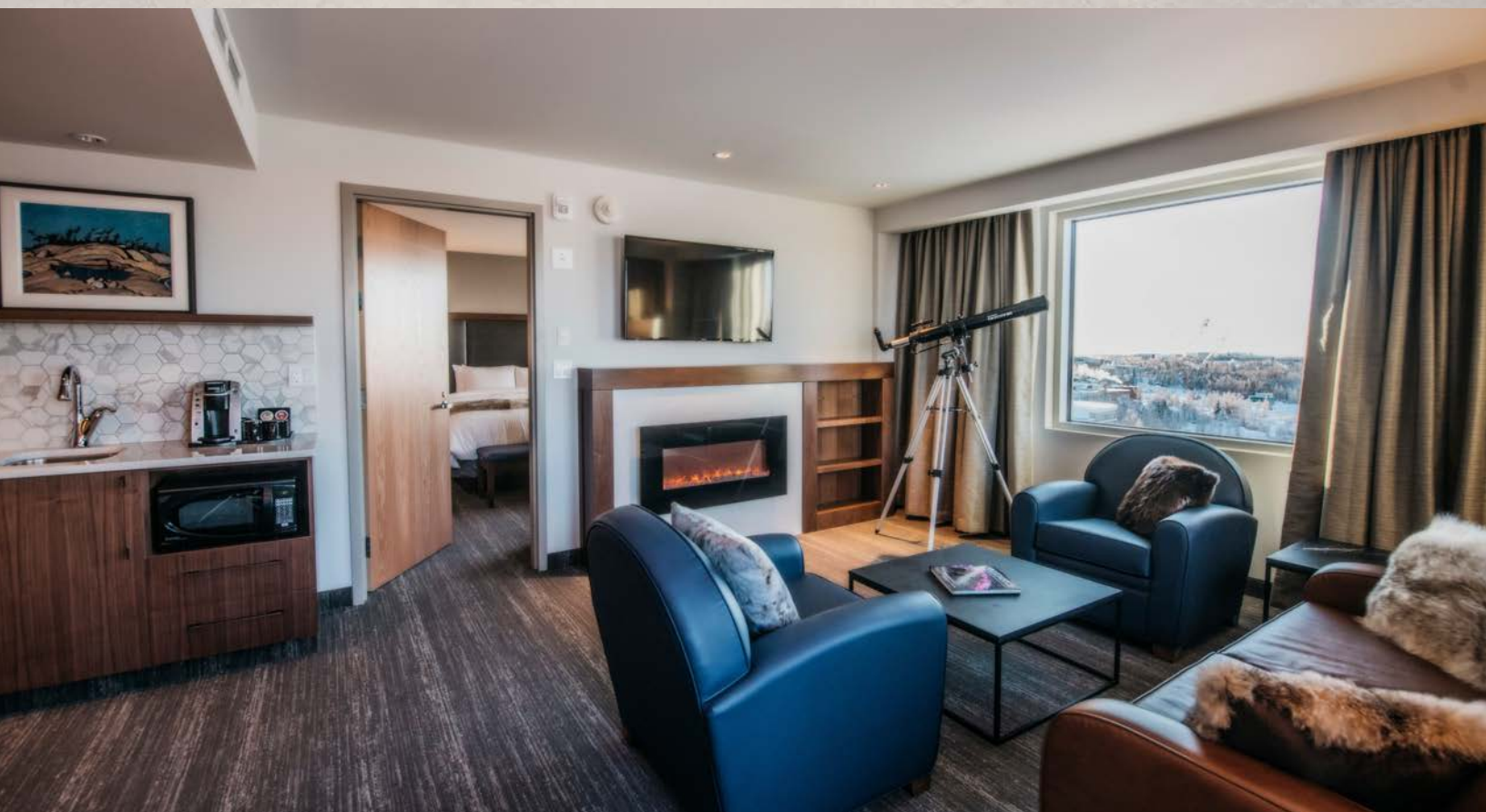




# HOTEL SERVICES DIRECTORY

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THE EXPLORER HOTEL

4825 - 49 AVENUE  
YELLOWKNIFE, NT | X1A 2R3  
PHONE: 867.873.3531  
[WWW.EXPLORERHOTEL.CA](http://WWW.EXPLORERHOTEL.CA)

# TEMPORARY HOURS & INFORMATION

## **Room Service Hours**

8:00 a.m. to 8:00 p.m.

## **Trader's Grill Hours**

Breakfast - 8:00 a.m. to 11:00 a.m.

Lunch - 11:00 a.m. to 2:00 p.m.

Dinner 5:00 pm to 8:00 p.m.

## **Trapline Lounge Hours**

Open Daily from 4 p.m. to 9 p.m.

## **Complimentary Shuttle**

Various Departures/Arrivals - Please call Front Desk for details.

Updated: August 2020



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# WELCOME

Dear Valued Guest,

We are very pleased to welcome you to The Explorer Hotel.

Our intention is to provide each guest with the level of personal service found only in the finest hotels. To achieve this, we endeavor to anticipate your needs as much as possible with a wide variety of services and our team which is ready to attend to your requests.

You will find the many services we provide outlined in this directory. However, should any question or problem arise, please call the reception and we will be happy to assist you.

Your comfort is our most important concern.

Please make yourself at home, explore the uniquely northern character of our wonderful City of Yellowknife, and most of all, enjoy your stay at The Explorer Hotel!

Karl H. Schaefers  
General Manager  
The Explorer Hotel



# ARRIVE AN EXPLORER GUEST DEPART AN EXPLORER FRIEND RETURN AS EXPLORER FAMILY

*Right in the middle of all the action,  
The Explorer Hotel is located in the heart of  
Yellowknife. We are blocks away from Old Town,  
restaurants, museums, concert venues and pretty  
much everything northern.*





# Photographer Stories



## OUR PHOTOGRAPHER ANGELA GZOWSKI

We asked our photographer to share her stories behind our photographs. You will enjoy this collection in our Deluxe Rooms and Aurora Signature Suite.

### AURORA

Aurora Borealis dancing in the sky shortly after midnight along the Ingraham Trail in Yellowknife, NT. Yellowknife is one of the top places in the world to view the lights. The Yellowknife area is so conducive to aurora viewing because of its relatively flat topography, coupled with few geographical obstructions. This allows for a higher chance of clear weather, particularly in the winter, and therefore a much higher viewing probability.



### REINDEER HERD

I visited Inuvik and Tuktoyaktuk and was given the opportunity to visit the herd by Lloyd Binder; son of Otto Binder, the famous reindeer herder who passed away in 2016. Binder's family owns the herd along with the Inuvialuit Regional Corporation.

I asked to go out to see the herd and Lawrence Amos, one of the herders, took me out on his snowmobile. He was going to check on the reindeer, which they do daily, as well as harvest one of the reindeer. It was about an hour ride out on what was the coldest day of my visit. I felt like my knees were going to fall off. Lawrence lent me his polar bear mitts halfway through. It was pretty magical. There was a lot of fog, which Lawrence told me was a new thing, and he figured it was because of climate change. It was so beautiful, seeing this huge group of animals with all these frost-covered trees and the reindeer roaming through them.





# Photographer Stories



## TIPÍ

B. Dene adventures (located in Dettah, NT) is a traditional Dene culture camp and tour provider that's owned and operated by Bobby Drygeese. The camp does nature walks, hand game demonstrations, fishing, hunting and food preparations for moose and other animals, and most importantly, lessons on the language and history of the Dene People. This image shows a fire going inside one of the Tipis at the camp.



## SNOWSHOEING

Snowshoes have been used traditionally for hunting in the winter by Indigenous peoples of the North. Snowshoes were made for easier mobility and helped the hunters stay above the thick and deep snow. Nowadays many people use snowshoes for a variety of activities and increased mobility in the snow. Materials used to make these snowshoes were traditionally spruce trees, babiche and moose hide. These snowshoes were photographed at Aurora Village - a popular tourist destination about 20 minutes outside Yellowknife. During the snowshoe experience, you'll learn about the local traditions of the land, as well as the wildlife and plant life. Keep your eyes open, and you'll likely see paw or hoof prints in the snow!



## SUNSET

Folk on the Rocks is a 3-day annual music festival in Yellowknife, NT, located along the shore of the City's Long Lake. This wonderful event has been taking place over 30 years now! After a day in the sun photographing the festival I pulled over on the side of the road as I was heading home and captured this image of the sun starting to set around 1 am on the pristine lake.



# Photographer Stories



## FLOAT PLANE

Float plane along the dock in Old Town Yellowknife, NT. These planes provide access to many of the remote locations around the North. Food, people and supplies are delivered to the communities across the NT from these planes.



## VALLEY

Norman Wells in the traditional slavey language is Tłegóhtı meaning "Where there is oil". I had the chance to fly over these spectacular mountains in a Helicopter during my trip there. The town is situated on the north side of the Mackenzie River and provides a view down the valley of the Franklin and Richardson mountains.



## HUSKIES

Happy Huskies after a sledding adventure with Arctic Chalet in Inuvik, NT. Arctic Chalet is owned and operated by Judi and Olav Falsnes. I really enjoyed exploring the Mackenzie Delta in the traditional traveling style - dog team. During this adventure I learned some dogsledding commands - "CHEE" means turn right and "CHA" means turn left!



# Photographer Stories



## CABIN

This shack located in Yellowknife's Old Town has been around since I was a kid. Like this one, many of the old historic shacks from Yellowknife's early days are still standing, with some still being used as living spaces. I absolutely love the collection of random local items and memorabilia that adorn the exterior wall of the building, such as the mining helmets, moose antlers, snowshoes and old paddles.



A man in a dark suit and tie stands by a large window, looking out at a snowy cityscape. He is holding a mug. The room has a fireplace, a framed picture of a couple, and a lamp.

# HOTEL INFORMATION

## **AIRPORT**

A complimentary airport shuttle is available from 4:30 a.m. to midnight. Please dial "0" to speak to a Guest Service Agent for details on the schedule which depends on arrivals and departure schedules.

## **ATM**

An ATM is located in the elevator lobby on the first floor.

## **BREAKFAST**

Wake up to a delicious buffet or a la carte selections. Refer to the Dining section of the directory for restaurant hours.

## **BUSINESS CENTER**

The business center is located on the first floor and includes computer and printing services. Copying, scanning and faxing services are available through the front desk.

## **CHECK-IN AND CHECK OUT**

Check-in begins at 4:00 p.m. and check-out is at 11:00 a.m. In the event you need to make arrangements to extend your stay or require a later check-out time please dial "0" to contact a Guest Service Agent.

## **CREDIT CARDS | PAYMENT OPTIONS**

The Explorer Hotel accepts the following major cards: American Express, MasterCard and Visa. We offer our international guests UnionPay, Alipay and Wechat as payment options.

## **DOCTOR**

For medical assistance of any kind please dial "0" to contact a Guest Service Agent. In the event of a medical emergency please dial 911.

## **EMERGENCIES | EMERGENCY EXITS**

For emergencies of any kind please contact the front desk. Refer to the placard on your guest room door for emergency procedures, instructions and the nearest exit.

## **FIRE**

Please refer to the placard on our guest room door for fire emergency evacuation instructions.



# HOTEL INFORMATION

A woman wearing a blue winter jacket with a fur-lined hood, a white knit beanie, and dark pants is sitting on a dark leather bench. She is holding and reading a brochure. The background shows a modern hotel lobby with a large white sculpture of a polar bear and a patterned rug.

## FIRST AID

Please dial "0" to contact a Guest Service Agent for any first aid needs.

## FITNESS CENTRE

Our fitness centre is located on the main floor and is available 24 hours a day. Accessible with your guest room key.

## HOUSEKEEPING SERVICE

Please dial 0 to contact a Guest Service Agent for any housekeeping requests such as housekeeping service, extra pillows, blankets or towels and forgotten toiletries.

## ICE MACHINE

In efforts to reduce energy consumption the ice and beverage machines are available on the main floor. Ice is also available from the Trapline Lounge.

## IRONS AND IRONING BOARDS

An iron and ironing board are both located in the closet of your guest room.

## INTERNET

High speed wired and wireless internet is complimentary for all hotel guests. Please refer to the Internet Instructions section of this directory.

## LOST AND FOUND

Please dial "0" to contact a Guest Service Agent for assistance.

## MAIL AND PACKAGES

Mail and/or packages which have been shipped to the hotel may be retrieved by dialing "0" to contact a Guest Service Agent. We will contact you upon receipt of any mail and/or packages. Outgoing mail may be left with the front desk to be sent out.

## PARKING

The Explorer Hotel provides complimentary parking for hotel guests. All vehicles must be registered with the front desk upon arrival.

## RESERVATIONS

Please dial "0" to contact a Guest Service Agent for any reservation needs.

## RECYCLING

Recycling bins are located in every guestroom of this hotel. Please help us in our effort to reduce the amount of waste we produce by recycling!



### **24 HOUR ROOM SERVICE**

Dial 7121 or press room service on your phone for your 24 hour room service. Please see the Room Service Card for the complete menu.

### **SAFETY DEPOSIT BOX**

Each guest room is provided with a personalized coded safety deposit box to protect your valuables.

### **SHUTTLE TRANSPORTATION**

The Explorer Hotel provides complimentary shuttle service that goes to and from Yellowknife Airport. It runs from 4:30 a.m. to midnight. It runs on the hour and half-hour. Dial 0 to speak to a Guest Service Agent for details on the schedule which is dependent on arrivals and departures.

### **TAXI SERVICE**

Please dial "0" to contact a Guest Service Agent to arrange for transportation.

### **TELEPHONE SERVICES**

Please refer to the Telephone Services section of this directory.

### **TELEVISION INFORMATION**

Please refer to the TV Guide Services section of this directory.

### **UMBRELLAS**

Available at the Front Desk for your use during your stay and are subject to availability.

### **WAKE-UP CALLS**

Please dial "0" to contact a Guest Service Agent to arrange a wake-up call. For your added convenience a clock radio with an alarm feature is located on the night stand in your room.



## **HOTEL INFORMATION**





# DINING



## TRADER'S GRILL

Dining at Trader's Grill is an unforgettable experience. Executive Chef Gregor Zundel specializes in elevated Northern Canadian cuisine, including Arctic Char, premium steaks (aged for at least 28 days) and seafood. You'll enjoy your meal while basking in the warmth of our large fire pit or enjoying the views of Yellowknife's stunning wilderness.

### Breakfast

Monday - Friday | 7:00 am - 11:00 am

Saturday | 8:00 am - 11:00 am

Sunday | 8:00 am - 9:30 am

Sunday Brunch | 9:30 am - 1:30 pm

### Lunch

Monday - Saturday | 11:00 am - 2:00 pm

### Dinner

Monday - Sunday | 5:00 pm - 9:00 pm

## IN-ROOM DINING

We offer 24 hour in-room dining. Please see the Room Service Card for the complete menu.

## TRAPLINE LOUNGE

Enjoy a drink or meal at The Explorer Hotel's Trapline Lounge, one of the best lounges in Yellowknife. You'll love relaxing with a locally micro-brewed pint while you sit by our warm fireplace. Or you can enjoy innovative pub fare while catching the game on one of our TVs.

### Hours

Monday - Sunday | 2 pm - 11 pm





# LOCAL SERVICES

## AIRPORT TRANSPORTATION

Air Canada	1.888.247.2262
Air Tindi	867.669.8260
Canadian North	867.873.6111
First Air	867.669.8514
Westjet	1.888.937.8538

## VISITOR INFORMATION

Visitor Information Centre	867.873.4262
NWT Tourism	1.800.661.0788
Weather Information	867.873.2734

## CAR RENTALS

Budget	867.920.9209
Hertz	867.766.3838
National	867.920.2970

## PLACES OF WORSHIP

Anglican Church   4907 - 52 Street	867.873.4517
Calvary Community Church   5502 - 50th street	867.873.4017
Church of Christ   516 Range Lake Road	867.873.3875
Church of Jesus Christ of Latter day Saints   5016 - 52 Street	867.873.3045
Jehovah's Witness   Niven Subdivision	867.873.8854
Lutheran Church   Northern United Place	867.873.3809
Pentecostal Tabernacle   5013 - 49 Street	867.873.4590
United Church   Northern United Place	867.873.6291
St. Patrick Parish   52nd Avenue & 52nd Street	867.873.4880





# TELEPHONE INSTRUCTIONS



Emergency ..... Dial 9-1-1  
Front Desk ..... Dial 0  
Local Calls ..... Dial 9 + Number  
Long Distance Calls ..... Dial 9 + 1 + Area Code+ Number  
Retrieve Your Message ..... Press Message Button, press 7 + Room Number  
Room to Room ..... Dial 7 + Room Number  
Wake Up Call ..... Dial 0







# INTERNET INSTRUCTIONS

The Explorer Hotel provides complimentary high speed wired and wireless internet for all hotel guests. To connect please use the following instructions.

## WIRELESS

- Open your wireless properties on your computer or mobile device and choose to connect the wireless network titled "Explorer Hotel Guest Access."
- You will be asked to enter a password that was provided to you upon check-in.
- Internet will now be available.

## WIRED

- Make sure your network card is configured to obtain an IP address automatically. This is a default setting.
- Plug the ethernet cable from the wall jack to your computer.
- Internet will not be available.







# YOUR MEETINGS & EVENTS

You'll like the space we have to offer. We have plenty of it with approximately 6000 square feet of flexible meeting space. In fact, we are the largest convention centre North of 60 equipped with the latest technologies, equipment, innovative catering menus and dedicated Event Manager on-hand to ensure your event is a success.

## CATERING AND EVENTS FACILITIES

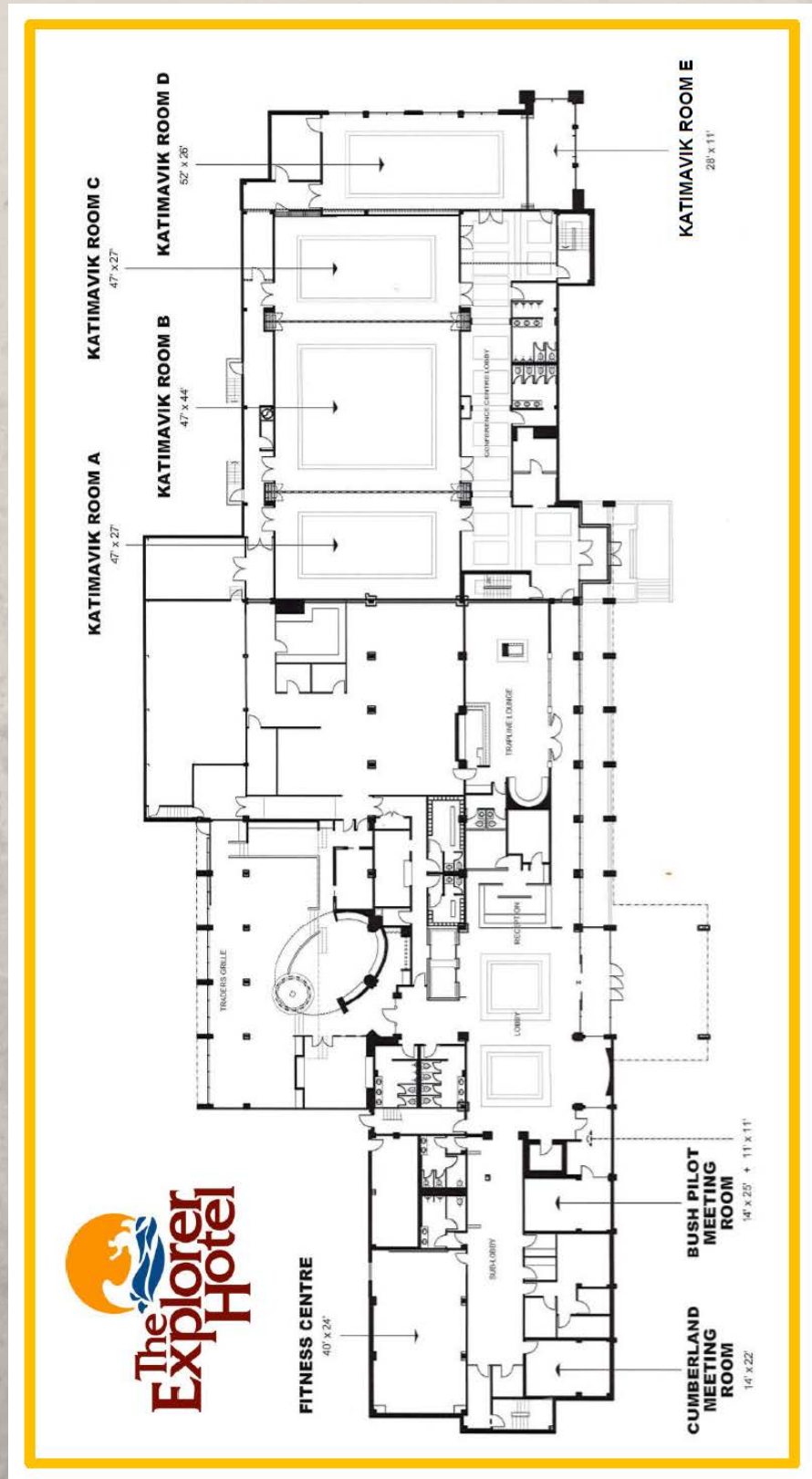
- 4 ballrooms that may be used individually or combined to accommodate up to 550
- 3 meeting rooms that accommodate 6 to 20

## CONFERENCE AND MEETING SERVICES

- Natural light in pre-function areas
- Large windows with natural light in Katimavik D and Katimavik E
- Wireless connectivity
- Dedicated Event Manager for each event
- Clustered location of meeting rooms to facilitate breakout and parallel meetings
- Complimentary parking
- Tailor made menus to meet the specific needs of every meeting
- On-site audiovisual

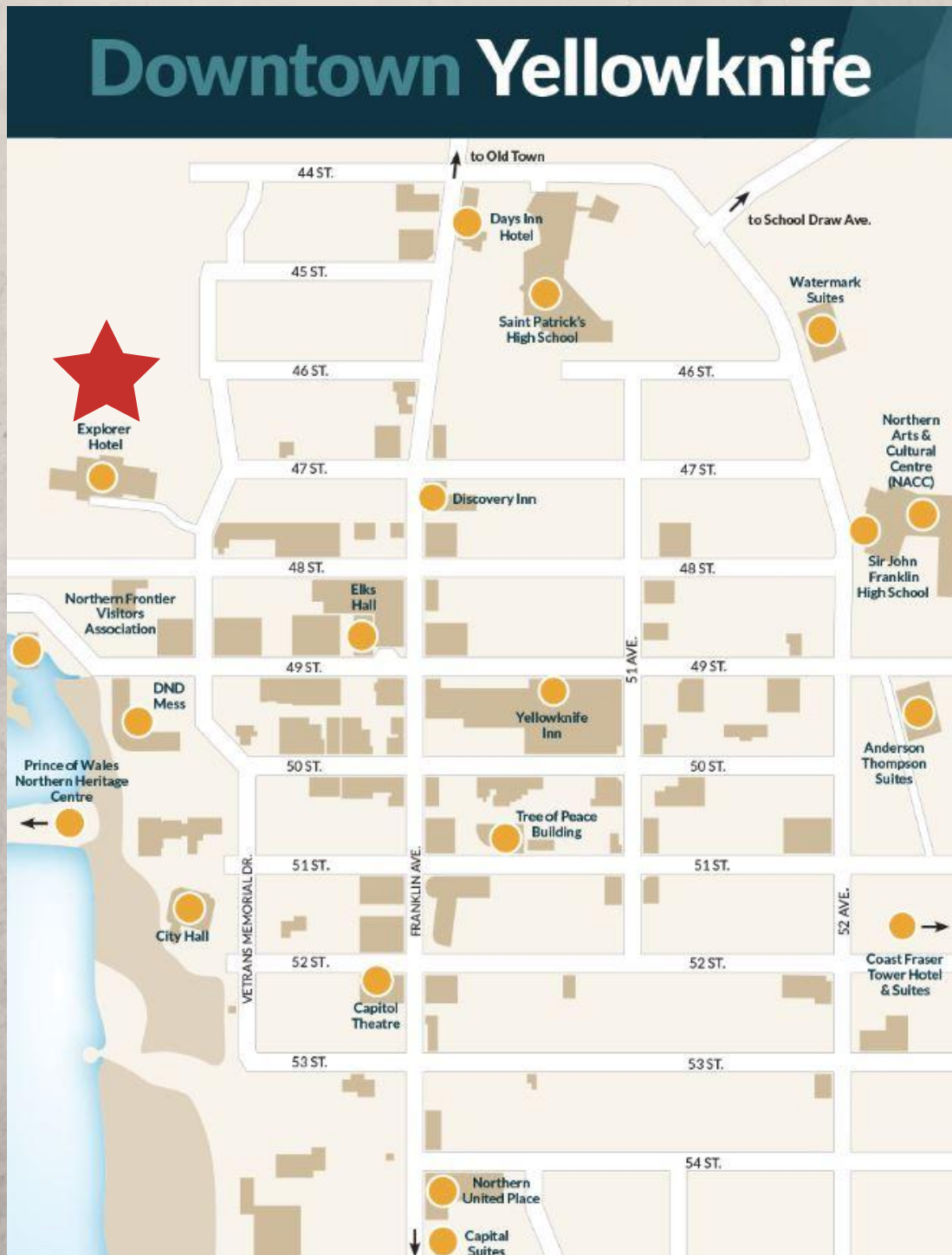


# Our Hotel LAYOUT





# Our Location AREA MAP





# STAYING IN IQALUIT



Come stay with us at the Frobisher Inn, conveniently located in Nunavut's capital city of Iqaluit. Our warm and cozy rooms, boasting great amenities such as complimentary WiFi, flatscreen TV, and, in select rooms, a fireplace, and kitchenette, are the perfect base for exploring the sights and sounds of our Arctic city.

Nunavut is a land of adventure and magic, where the beautiful Northern Lights dance over snow-covered mountains and traditional ways of life remain vibrant and strong. We are the perfect base for exploring this enchanting and awe-inspiring land that we are proud to call our home. After a day of exploring, sit back and enjoy a delicious meal in one of our top-rated restaurants.

If you are visiting Iqaluit on business or as part of a group event, then rest assured that our elegant event venues, group room blocks, business centre, and top-of-the-line AV equipment will ensure that your meeting or special occasion will be a stunning success.

Frobisher Inn  
Astro Hill Complex  
Iqaluit, Nunavut X0A 0H0  
Canada Phone: 867.979.2222  
Toll Free: 877.422.9422  
[reservations@frobisherinn.com](mailto:reservations@frobisherinn.com)