



WELCOME TO

KITCHENER

Information about Kitchener, Ontario, Canada is plentiful and can be found easily on the Internet. Recommended sites include:

www.kw-visitor.on.ca
www.ontario.worldweb.com
www.city.kitchener.on.ca
www.city.waterloo.on.ca
www.theaud.ca

Below is a summary of important information as you prepare to attend the 2009 HomeSense Skate Canada International. This ISU Grand Prix event will be held in Kitchener, Ontario, Canada from November 19 - 22, 2009. Much of this information has been taken from www.kw-visitor.on.ca.

KITCHENER: AN OVERVIEW

Kitchener is a vibrant, confident and cosmopolitan community, located in the Region of Waterloo, in the heart of southwestern Ontario. It is part of one of the most diverse and dynamic economies in North America, built on the foundations of entrepreneurship, innovation and education.

Every year, Kitchener plays host to thousands of business travelers, individuals and families who come to sample our city's unique blend of history, hospitality and progress. Citizens, visitors and corporate residents are offered a rich urban life, balanced with a never-ending list of cultural and recreational activities. The city is literally alive with festivals, events and activities all year.

Continuous efforts to recognize the diverse needs of all citizens, combined with many economic and cultural successes, has earned Kitchener the reputation of being one of the most prosperous and livable cities in the country. That reputation reflects a vibrant, cosmopolitan community and the distinct ability to combine the best of two worlds – first-rate big city services and small town hospitality, friendliness and pride. The people are its strength and, as a result, the City is strongly committed to providing opportunities that both enhance and contribute to the quality of urban life for residents.

The City of Kitchener is proud to be a part of, and contribute to, a region whose population is growing at more than twice the national rate. And more impressively, has one of the lowest unemployment rates in the province of Ontario. Kitchener's economic prosperity is matched only by the exceptional quality of life. The population is estimated to be approximately 450,000 people.

THE ARENAS

The venue for the 2009 HomeSense Skate Canada International is the Kitchener Memorial Auditorium Complex (The Aud), located at 400 East Avenue, Kitchener, Ontario, N2H 1Z6. Information can be found on their website <http://www.kitchenerkiosk.com/kitchener-tour/Aud.php>.

The Dom Cardillo Arena (the main competition arena) is the home of the OHL team the Kitchener Rangers and encompasses 19,200 square feet with total seating for up to 7,100 people. The ice surface is 190' x 85' (25.9m x 57.9m).

The Kiwanis Arena is an additional arena within the venue, which can be utilized as unofficial practice ice prior to the event. The ice surface is 200' x 100'. For further information contact Skate Canada at 2009hssci@skatecanada.ca.

THE HOTELS

Delta Kitchener Waterloo hotel (Skating Family and ISU)

105 King Street East

Kitchener, ON N2G 2K8

Phone: 519.744.4141

Single or Double Room - \$130 + applicable taxes (CAD)

Delta Kitchener Hotel is located in downtown Kitchener, one block from the Farmers Market and three blocks from Centre in the Square, one hour from Toronto and about two hours from Detroit and Buffalo. This full-service, 201-room hotel, has also just renovated its guest rooms and exterior.

Amenities such as dual-line telephone with voicemail and data port, coffee and tea maker, hairdryer, iron/ironing board and television with in-room movies are also provided. Active choices include squash courts, aerobics, sauna and whirlpool, sundeck, bowling lanes, indoor mini-golf, table tennis, billiards, video games and an atrium pool.

The hotel also has free self parking, a video arcade, dry cleaning service, laundry service, gift/sundry shop and shopping adjacent to the hotel. Centre Point Lounge has light fare and the Bistro 105 has fine dining. It is an 8 to 10 minutes bus ride to The Aud.

The Waterloo Inn & Conference Centre (Coaches, Chaperones, Media, Television)

475 King Street North

Waterloo, Ontario, N2J 2Z5

Phone: 519.884.0220

Single or Double Room - \$135 + applicable taxes (CAD)

Located in the heart of Waterloo County with easy access to major attractions and cities in southwest Ontario and St. Jacobs County, the Waterloo Inn provides the following amenities: bar and lounge, restaurant, indoor pool, meeting rooms, non-smoking rooms, wheelchair accessibility, elevators, business center, fitness center, free outdoor parking, high speed internet access, wireless data connection, additional onsite facilities, teen entertainment, barber/beauty shop, gift shop, night club, pharmacy, health club, florist.

For parents and guests that may be interested in accommodations during this ISU Grand Prix event, please contact Kitchener-Waterloo Tourism:

Tel: 519.745.3536 or +1.800.265.6959

E-mail: kwtourism@golden.net

VISITOR INFORMATION

AIRPORT

Toronto Pearson International Airport

(1 hour from Toronto to Kitchener-Waterloo)

Pearson International Airport is a large international airport that has three terminals for most major airlines. Car rental agencies are located at the airport.

Buses and vans will be providing transportation for the officials and teams to and from the Toronto Pearson International Airport. To assist in the scheduling of buses, accurate and complete arrival and departure information (including traveler names, flight numbers and times, etc.) must be provided to Skate Canada by the deadline. This information is to be provided on the appropriate form 05-B and 05-C distributed with the announcement.

LANGUAGE

English is the predominant language of Kitchener, although both English and French are the official languages of Canada; most government services are available in either language. There are also large ethnic populations – German (26,000), Portuguese (14,000) and Polish (8,000) to name a few and these languages are prominent in many neighbourhoods.

MONEY - CURRENCY

Commonly used small coins are the 1-cent ("penny"), 5-cent ("nickel"), 10-cent ("dime") and 25-cent ("quarter") pieces. The two main coins are the \$1 gold-colored coin, commonly called a "loonie" (the loon is the bird engraved on one side), and the \$2 silver- and gold-toned coin (the "toonie"). Paper bills come in \$5, \$10, \$20, \$50, \$100, and \$1,000 denominations. The Canadian dollar is not equal in value to the U.S. dollar - it has fluctuated in recent years between 80 and 90 percent. For most accurate currency conversions refer to <http://www.bankofcanada.ca/en/rates/exchange.html>.

TAXES

On most purchases, both the provincial sales tax (PST) of 8 per cent and the 5 per cent federal goods and services tax (GST) apply. There is no GST on most grocery items but restaurant meals are taxed with both GST and PST. PST is not charged on reading materials. Visitors to Ontario may be eligible for tax rebates. Rebate forms are available at the airport. For more info, call (613) 991-3346 (for GST) or (800) 668-5810 (for PST).

Tax forms can also be found at the Kitchener-Waterloo Tourism office on 191 King Street West, Kitchener, or by calling (519) 745-3536 or 1-800-265-6959.

GRATUITY

Tipping in restaurants is at the customer's discretion but the customary (and expected) amount is 15 percent. Many restaurants automatically add a gratuity (tip) to the bill for large groups (six to eight or more). It is also customary to tip bellhops, luggage handlers and taxi drivers at your discretion.

LIQUOR LAWS

The minimum legal drinking age in Ontario is 19 years. Bars and restaurants must stop serving alcohol by 2 a.m.

SMOKING BY-LAW

There is a smoking by-law in the Waterloo region. It is illegal to smoke inside a closed public building such as a business or restaurant.

BUSINESS HOURS

Most office hours are 9 a.m. to 5 p.m., Monday to Friday. Most shops are open 10 a.m. to 5:30 or 6 p.m., Monday to Saturday. Many store hours are extended to 8 or 9 p.m. on Thursdays and Fridays, and most stores are open Sundays 12 noon to 5 p.m.

TIME ZONE

Eastern Time (ET) is five hours behind Greenwich Mean Time (GMT).

WEATHER

Temperatures for November range from a minimum of -10 degrees Celsius to a maximum high of +3 degrees Celsius.

TELEPHONE

The emergency number for all health, safety and crime emergencies is 911. Dial 411 for an operator to aid with locating a number. Dialing 0 will also get you an operator for general assistance.

Pay phones cost 50 cents (two quarters, or a combination of dimes and nickels) per call. Phones do not give change, but will return coin(s) if the call is not completed. Phone credit cards for multiple calls are also available in many convenience stores.

ELECTRICITY: 110 V - AC

MEASUREMENT SYSTEM: International Metric System of Weights and Measures

PASSPORTS AND ID

Ensure you have included proper identification for yourself and any children travelling with you, including any documents you may require, for example, a passport, a visitor's visa, a birth certificate, baptismal certificate, citizenship card and a record of landing. Parents who share custody of their children should carry copies of the legal custody documents.

Under U.S. law, all travelers (including Canadians) departing the United States by air to **any** destination (including Canada) must present a valid passport (or a NEXUS card for return to Canada only). International visitors to the U.S., who are planning to visit Canada as well, require valid passports and may require visas.

Those who DO NEED a visitor visa must obtain one from a Canadian mission abroad BEFORE coming to Canada.

For more information on visiting Canada and applying for a visitor visa, please call Citizenship and Immigration at 1-888-242-2100 or see "Applying for a Visitor Visa" on the Citizenship and Immigration Web-site www.cic.gc.ca.

Helpful phone numbers:

Canadian Citizenship & Immigration
1.888.242.2100

Canada Customs & Revenue Agency
1.800.461.9999

FINANCIAL SERVICES AND BANKING HOURS

Regular banking hours are Monday to Friday from 10am until 5pm (some branches until 8pm). Many banks are open Saturdays until 3pm, and closed Sundays and holidays. Most banks have 24-hour instant banking machines.

Travelers' cheques in Canadian dollars are the best way to carry currency. They are accepted everywhere. Major credit cards are also honored in most business establishments.

The U.S. dollar has a favourable exchange rate in Canada. Most stores will give a good rate of exchange on the U.S. dollar, however, it is best to exchange any foreign currency to Canadian dollars upon arrival in Canada. This can be done at a bank or foreign exchange service.

EMERGENCY SERVICES:

Kitchener-Waterloo & Cambridge Police	519.653.7700
Ontario Provincial Police (OPP)	+1.800.265.2525
Deaf Emergency Callers (OPP)	+1.888.310.1133
Royal Canadian Mounted Police (RCMP) (24-hour service)	519.571.6640
Crime Stoppers	+1.800.222.8477

HOSPITALS:

Grand River Hospital

835 King Street West, Kitchener
Switchboard 519.749.4300
Emergency 519.749.4242
Patient Inquiry, 8:30am to 4:30pm 519.749.4211

St. Mary's General Hospital

911 Queens Boulevard, Kitchener
Switchboard 519.744.3311
Patient Inquiries, 8:30am to 9:00pm (519) 749-6400
*Please Note: Both hospitals have 24-hour-a-day emergency rooms.

GETTING AROUND

Grand River Transit (GRT)

15 Charles Street West, Kitchener, ON N2G 1H3
Tel: 519.585.7555 (in-town buses)
519.585.2370 (out-of-town buses)
Web-site: www.region.waterloo.on.ca

Taxis

United Taxi 519.743.6323
City Cabs 519.742.4408
Waterloo Taxi 519.886.1200