Hilton Garden Inn™
Ottawa Airport

Thank you for choosing the Hilton Garden Inn Ottawa Airport for your next visit to the Capital! We are pleased to share some information about our hotel with you in preparation of your stay!

The Hilton Garden Inn Ottawa Airport features 324 newly renovated guest rooms, thoughtfully designed for comfort and convenience.

Guest Room Information:

- A limited number of adjoining rooms are available and will be assigned on a first-come, first-served basis.
- Our Queen-bedded rooms can accommodate up to four guests.
- Rollaway beds are available in limited quantities and can be requested based on availability. Additional charges apply.
- All guest rooms include:
  - Mini refrigerator
  - Microwave
  - Coffee and tea maker
  - Work station with ergonomic chair
  - Hairdryer
  - Iron and ironing board
  - Blackout curtains
  - Quadruple-paned windows help minimize exterior noise and provide a more comfortable stay.

Please note that while every effort will be made to accommodate group requests, the hotel cannot guarantee that all guest rooms within a group will be located on the same floor.

Hotel Check-In & Check-Out Information:

- Check-in begins at 3:00 PM. To ensure your room is ready upon arrival, we recommend planning your travel accordingly.
- Check-out time is 11:00 AM (EST). While we understand that a later departure may be helpful, late check-outs cannot be guaranteed and are subject to hotel occupancy levels.
- If you arrive before check-in, we will be happy to make every effort to accommodate an early arrival. Should your room not yet be available, complimentary luggage storage will be provided until your room is ready.
- Please note that all guests must present a valid government-issued photo ID and a credit card at check-in. A credit card authorization for a security deposit will be required unless all room charges and incidentals are being covered directly by the company.

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Hilton FOR THE STAY™

Hotel Check-In & Check-Out Information:

Any reservation cancellations or modifications must be made by the cancellation deadline specified in your group agreement and/or reservation confirmation email.

- Reservations cancelled after the applicable deadline will be subject to a one-night room and tax charge.
- Guests who check in and choose to depart earlier than their confirmed departure date will remain responsible for the full cost of the reserved stay.
- The applicable cancellation and modification deadline, including the exact date and time, is provided in each guest's reservation confirmation email.

We encourage guests to review their confirmation details carefully and contact the hotel with any questions regarding their reservation.

Hotel Amenities:

- Complimentary Wireless High-Speed Internet & Local Calls
- Remote Printing station
- 24 Hour Shop located next to the front desk
- 24 Hour ATM Machine
- Complimentary Outdoor Parking during your stay
- Complimentary Airport Shuttle [Limited Hours] ~ Not Wheelchair Accessible
- Access to Major Public Transportation Routes
- Quick Taxi/Uber Drive to Downtown Core
- Ice Machines Available on Guest Floors
- On-Site Coin Operated Laundry Facilities. Detergent available for purchase at The Shop
- Complimentary Morning Coffee & Tea in lobby area
- On-Site Restaurant
- Indoor pool open between 07:00 AM-11:00 PM
- Digital Check-In with Keyless entry
- Complimentary Loyalty Program
- 100% non-smoking facility (fees applied if not adhered to)

Parking Information:

Guest Parking

Complimentary on-site surface parking is available for all registered hotel guests. Upon check-in, guests are required to register their vehicle at the Front Desk and obtain a parking pass. The parking pass must be displayed on the vehicle dashboard throughout the stay.

Please note that vehicles without a valid parking pass are subject to towing at the owner's expense.

Motor Coach Parking

Complimentary on-site parking is available for motor coaches. To ensure a smooth arrival and departure experience, we kindly ask motor coach drivers to contact the Front Desk upon arrival to arrange a designated parking location and confirm scheduled pick-up and drop-off times.

Hilton FOR THE STAY™

The Garden Grille & Bar:

Enjoy a variety of dining options during your stay at the Hilton Garden Inn Ottawa Airport.

Breakfast

- Monday – Friday: 6:00 AM – 10:30 AM
- Saturday & Sunday: 6:00 AM – 1:00 PM

Lunch

- Monday – Friday: 11:30 AM – 2:30 PM

Happy Hour

- Monday – Friday: 2:30 PM – 5:00 PM

Dinner and Call & Collect

- Daily: 5:00 PM – 11:00 PM

Dining hours are subject to change. Please contact the hotel directly for the most up-to-date information.

AIRPORT SHUTTLE:

We are pleased to offer a complimentary airport shuttle service, which we share with our neighbouring hotel. The shuttle operates daily from 7:00 a.m. to 11:00 p.m.

Hotel to Airport:

The shuttle runs on a scheduled basis every 30 minutes from 7:00 a.m. to 12:00 p.m. After 12:00 p.m., service is available on demand. Guests simply need to advise the Front Desk that they require transportation to the airport.

Airport to Hotel:

Once guests have collected their luggage, they are asked to call 613-288-9001, Ext. 1 (Shuttle) to request a pick-up. The Front Desk will then contact the driver, who will meet guests at Pillar 14 in the Arrivals area.

Please note that the shuttle is unavailable during the driver's scheduled break times:

- 12:00 p.m. – 12:30 p.m.
- 7:00 p.m. – 7:30 p.m.

Hilton HONORS™

Guests enrolled in our Hilton Honors program, staying, and paying for their stay are entitled to earn Hilton Honors points, if meeting the criteria set on the terms and conditions of the program. Those staying as part of a master bill, are not entitled to receive points as points are only earned from charges to your guest room receipt.

www.hilton.com/en/hilton-honors/terms/

Not a member? Scan the QR code below to join!