Re: Operational Letter for Proposed Passage Gastown Pod Hotel at Unit 300, 150 Water Street, Vancouver, BC

To Whom It May Concern,

Hollytree Hospitality Corporation proposes to operate Passage Gastown Pod Hotel at Unit 300, 150 Water Street in Gastown, Vancouver. Passage will be a professionally managed short-term hotel providing accommodation for visitors to Vancouver in a combination of compact sleeping pods and larger pod accommodations. The hotel will have a maximum capacity of 122 guests.

Passage Gastown Pod Hotel is intended to provide an affordable and comfortable alternative between a traditional hostel and conventional hotel. Our guests are expected to include leisure travelers, business travelers, digital nomads, students and other short-term visitors to Vancouver. The average guest stay is anticipated to be approximately two nights.

The hotel is expected to employ approximately 10–15 full-time and part-time staff. The property will be staffed 24 hours per day, seven days per week, with employees working across front desk and guest services, housekeeping, management and general operational support.

The hotel will include a 24-hour staffed front desk, shared washrooms and showers, guest lounge and social areas, coworking space with high-speed Wi-Fi, luggage storage, lockers, bicycle storage and complimentary coffee and tea. A rooftop patio will also be available as an amenity for registered hotel guests. No restaurant, food service or alcohol service is proposed.

The hotel will operate 24 hours per day, seven days per week. Primary guest check-in will take place between approximately 3:00 p.m. and 11:00 p.m., with check-out generally occurring between 7:00 a.m. and 11:00 a.m. The front desk will remain staffed overnight to assist with late arrivals and other guest needs. Staff will generally work in three shifts: 7:00 a.m.–3:00 p.m., 3:00 p.m.–11:00 p.m., and 11:00 p.m.–7:00 a.m.

Guests will have the option to complete digital pre-check-in and access guest accommodation areas using either a physical key card or an electronic key card on their mobile phone. The main building entrance will have a buzzer connected to the 24-hour front desk to assist late-arriving guests, guests who have lost their key card and others requiring access assistance.

Guest pods will be serviced between stays, and shared washrooms and common areas will be cleaned regularly throughout the day. Hotel linens and laundry will be processed off site by a commercial laundry partner, with service anticipated approximately three times per week. Garbage and recycling will be removed from guest and common areas daily and placed in designated bins. Routine deliveries will primarily consist of linens, housekeeping supplies and other general hotel supplies and will be coordinated to minimize disruption to neighboring businesses and pedestrian activity.

The rooftop patio is proposed to operate from 8:00 a.m. to 10:00 p.m. and will be managed as an accessory amenity for hotel guests. Background music and occasional guest events may

take place on the patio; however, no food or alcohol service is proposed. Hotel quiet hours will be from 10:00 p.m. to 7:00 a.m., and staff will actively manage guest conduct and respond to any noise or neighbourhood concerns.

Given the hotel's downtown Gastown location, we anticipate that most guests will arrive by walking, public transit, taxi or ride-hailing services. The hotel will also lease parking spaces within the parking garage adjacent to the building for hotel-related parking needs.

During construction and tenant improvements, construction deliveries will be coordinated with the contractor and building management and will use approved building access and loading areas. Deliveries will be scheduled and managed to minimize impacts on neighboring businesses, pedestrians and traffic.

No specific by-law relaxation has been identified as part of this Operational Letter. Should a relaxation be required as part of the Development Permit application, the applicable requirement and supporting rationale will be provided to the City.

Passage Gastown Pod Hotel will be operated by **Hollytree Hospitality Corporation**. The principal contacts for the operation are:

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Sincerely,

Hollytree Hospitality Corporation
Passage Gastown Pod Hotel