

# WELCOME

## Welcome to Navy Gateway Inns & Suites

Thank you for Choosing NGIS, we're so glad to have you as our guest!

### Our MISSION

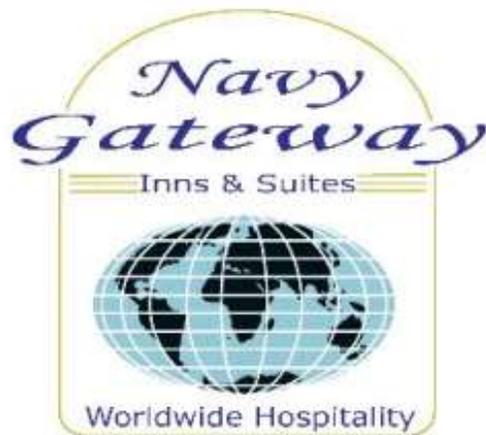
Provide quality, affordable lodging and hospitality services, which contribute to mission accomplishment and quality of life for a mobile Defense community.

### Our VISION

**Navy Gateway Inns & Suites** is **YOUR** preferred lodging choice.

### Our BRAND PROMISE

Creating comfortable guest services for those we serve: Today and Tomorrow.



### GUEST SATISFACTION

Please take a moment and complete a guest comment card located at the front desk, or the electronic survey sent after check out.

Your feedback is appreciated —Thank You

# LOCAL BASE INFORMATION

## NAVAL WEAPONS STATION YORKTOWN-CHEATHAM ANNEX, WILLIAMSBURG, VA

Naval Weapons Station Yorktown-Cheatham Annex is the Navy's premier weapons facility. Located in the Historic Triangle—Yorktown, Jamestown and Williamsburg, Va.—It is operated by a professional team of more than 3,000 highly-trained officers, enlisted personnel and civilian employees. These dedicated men and women operate and maintain the installation with tremendous skill and a great deal of pride. The foundation of our nation's freedom is a strong Navy, ready to defend democracy and carry out our country's commitments around the world. You can look with great pride upon the Sailors and civilians of WPNSTA Yorktown-Cheatham Annex, whose commitment to freedom and service to our nation is second to none.

Welcome to Navy Gateway Inns & Suites, Cheatham Annex. It is our pleasure to welcome you as our guest and we wish you a pleasant stay.

Our staff is committed to providing the highest level of customer service and we pledge to do our personal best to make your stay an enjoyable one.

Front Desk Associates are available 24 hours a day, 7 days a week at (757) 847-9511 (dial 0 on your room phone) to provide additional help or information during your stay.

The Guest Services Directory is provided to familiarize you with the services and amenities we offer at NGIS. If you have any concerns, comments, or suggestions feel free to contact the front desk.

We look forward to seeing you again!

Sincerely,  
*Vickie Jackson*  
General Manager

Branch Medical/Dental Center  
757-953-8454

Navy Housing Office  
757-847-7806

Chapel  
757-887-4711

Tickets & Travel  
757-887-4609

Child Development Center  
757-887-4733

Fitness Center  
757-887-7453

Barber/Mini Mart  
757-887-0690

Navy Exchange  
757-887-3582

Fleet & Family Support Center  
757-887-4606

Command Duty Office  
757-268-6250

Deer Cove Golf Course  
757-887-6539

Pass/ID Gate  
757-887-7339

# GUEST SERVICES

## NAVY GATEWAY INNS & SUITES

**We are** committed to providing our guests with comfortable and safe lodging accommodations. We offer the following information for your awareness and convenience to ensure your stay is enjoyable, and that we meet your expectations!

**Check-In.** Guests may check in at any time if a room is available. Check-in time is 3:00 p.m.

**Check Out.** 11:00 a.m. Early check-in and late checkout may be granted whenever possible.

**Community Activities and MWR Dining.** For more information, please visit the MWR website at <https://www.navymwr.org/links> or scan this QR code:



**Forget Something?** Complimentary items may be picked up at the front desk: razors, shaving cream, toothbrush, and toothpaste.

**Heating and Air-Conditioning System.** Some thermostat settings are centrally operated by the Public Works Department with indoor temperatures between 66 and 78 degrees. Individual room thermostats should be set no higher than 78 degrees per DoD and Navy regulations.

**Housekeeping Services.** Housekeeping services are provided 7 days a week. Linens are changed upon request or every 7th day. Amenities and bed/bath linens are available upon request.

**Maintenance.** Please let us know if your guest room requires maintenance service. Our Front Desk will provide assistance. Dial 0 from your guest room phone.

**Payment Options.** American Express, Discover, MasterCard, Visa, check/debit card, and traveler's checks. Personal checks are not accepted. NGIS no longer accepts cash. A form of payment is required at check-in. All guests must provide a valid credit card and government identification card at check-in.

**Personal Mail.** NGIS cannot receive personal mail. Please contact the Post Office or your local command if you have mail needs.

# STAY CONNECTED

## WIFI Instructions

**Internet Access.** Complimentary wireless internet is provided in all guest rooms. For connection instructions, please refer to the Wi-Fi section in this directory.

1. Turn on your wireless-enabled laptop, tablet, smart-phone, or other device.
2. Choose "gowifi" from the list of available wireless networks.
3. Launch your web browser, and you will automatically be directed to the Wi-Fi homepage.
4. Select the plan that works for you.
5. Read the terms and conditions and accept to activate your internet connection.

For additional support, please contact the Technical Support number below. For unresolved internet connectivity issues (open tickets), please provide your Trouble Ticket Number to the Front Desk upon checkout.

## ACCEPTABLE USE POLICY

By using Navy Gateway Inns & Suites Internet Access, you agree to our Acceptable Use Policy. This means you will act legally, responsibly, and be considerate of others. We reserve the right, but do not bear the responsibility, to prohibit any conduct; communication; or content which, in our sole discretion, is determined likely to be unlawful or harmful to others.

Please contact Viasat's free 24/7 technical support team. Phone: 866-353-1607  
Email: Support @gowifi.com

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## Telephone & Voicemail Instructions

Local calls: No Charge      Toll Free: No Charge      Continental US: No charge

Overseas/International Rates: Available at the front desk

NOTE: All calls will be added to the guest's bill before checkout

### Dialing

To dial the Front Desk: Press 0

Local Calls: 9+1+ Area Code + Number

Long Distance Calls: 9+1+ Area Code + Number

Toll Free: 9+1+8 + Number

International: 9+ 011+ Country Code + Number

Emergency: 911

Room-to-Room Dialing: Call the Front Desk to transfer

To call Room to Room: Dial the five-digit extension

Voice Mail: Dial 8000 and follow prompts

Wakeup Call: Dial 8000, option 8 and follow prompts. Time must be entered in a 24-hour format

Snooze option for five minutes press 1 or 10 minutes by pressing 2

Please contact Viasat's free 24/7 technical support team. Phone: 866-353-1607  
Email: Support @gowifi.com

# DISASTER PROCEDURES

**Evacuation Planning:** Advance planning is imperative to ensure the safety of our guests. When disaster conditions exist, an evacuation order may be called during Condition of Readiness (COR) 3. The goal is evacuate early to locate safe lodging accommodations outside the affected area. NGIS guests will be directed to vacate to a designated building. If you must prepare to evacuate, you should do the following:

- Secure your room.
- Disconnect electrical appliances.
- If you have to leave your room - Do not walk through moving water.

**Hurricane:** A tropical storm, which has intensified to 75 mph and has high tides, strong winds, and heavy rainfall. There are 5 categories of hurricane intensity.

**Evacuation Routes:** Evacuation route is located on the back of your door

**Earthquake:** If you are indoors when shaking starts:

- “DROP, COVER AND HOLD ON.” If you are not near a strong table or desk, drop to the floor against an interior wall and cover your head and neck with your arms.
- Avoid windows, hanging objects, mirrors, tall furniture, large appliances and cabinets filled with heavy objects.
- Do not try to run out of the structure during strong shaking. If you are in bed, stay there and cover your head with a pillow.
- Do not use elevators. If you use a wheelchair, lock the wheels and cover your head.

**Tornadoes:** Go to the lowest building level. If there is no basement, go to the center of a small interior room on the lowest level (closet, interior hallway) away from corners, windows, doors, and outside walls. Put as many walls as possible between you and the outside. Get under a sturdy table and use your arms to protect your head and neck. Watch out for flying debris. Flying debris from tornadoes causes most fatalities and injuries.

Check for injuries. Do not attempt to move seriously injured people unless they are in immediate danger of further injury. Get medical assistance immediately. If someone has stopped breathing, begin CPR if you are trained to do so. Stop a bleeding injury by applying direct pressure to the wound. Have any puncture wound evaluated by a physician. If you are trapped, try to attract attention to your location.

**Flash Flooding:** Flash floods can occur within a few minutes or hours of excessive rainfall, a dam, or levee failure.

Listen to the radio or television for information.

Be aware that flash flooding can occur. If there is any possibility of a flash flood, move immediately to higher ground. Do not wait for instructions to move.

Be aware of stream, drainage channels, canyons and other areas known to flood suddenly. Flash floods can occur in these areas with or without typical warnings such as rain clouds or heavy rain.

# TELEVISION CHANNEL LINEUP

<u>No.</u>	<u>Channel</u>	<u>No.</u>	<u>Channel</u>	<u>No.</u>	<u>Channel</u>
2	MTVZ	40	SyFy	231	ESPN News
3	CBS HD	41	E!	232	ESPNU
4	WSKY	42	TBS	233	NBA
7	CW	43	Animal Planet	236	Bloomberg
8	CNN HD	49	ION	259	Hallmark
9	Lifetime	54	Univision	301	HBO
10	NBC	55	AMC	302	HBO2
12	ESPN HD	57	TruTV	304	HBO FM
13	ABC HD	59	History	307	HBO CM
14	FOX	60	ESPN 2	361	Starz
15	PBS	61	BRAVO		
16	FX	62	Travel HD		
17	Cartoon Net	63	FOX Sports 1		
18	USA	64	FOX News		
19	FREEFORM	65	Golf		
22	MTV	66	TNT		
23	MSNBC	67	VH1		
24	Weather HD	68	Food		
25	CNBC	71	Nat'l Geo		
26	HLN	105	Nick Jr.		
27	HGTV	107	WHRO		
28	A&E HD	108	PBS Kids		
29	Nickelodeon	112	ZUUS		
30	TLC	113	Antenna TV		
31	Discovery	117	WAVY Bounce		
32	Comedy Central	124	Explore Hampton		
33	CMT		Roads		
34	NBCSN	210	Encore		
35	Comcast Sports	211	Turner Classics		
36	BET	214	MLB Network		
37	TVLand	220	Sports Network		
38	Disney	224	NFL Network		
39	MASN	230	ESPN Classic		

# ROOM EQUIPMENT INSTRUCTIONS

The television in your room was preset at installation and is controlled by one of the two remotes shown below. Disconnecting any cords will cause the loss of the picture, sound and channels. If you wish to install personal electronic equipment, use the available unused jacks. For your convenience, the TV remotes have been programmed for the power, channel and volume buttons.



# DINING OPTIONS FOR ON AND OFF BASE

## NWS Yorktown

Galley ..... (757) 887-7140  
Subway ..... (757) 887-2730  
The Depot Rec Center ..... (757) 887-4555  
Twin Pin Bowling Center ..... (757) 887-4207

## Cheatham Annex

4<sup>th</sup> Street Grille/  
Internet Café ..... (757) 887-7514

Aberdeen Barn  
1601 Richmond Road

Whaling Company  
494 McLaws Circle

Capitol Pancake House  
802 Capitol Landing Road

Kyoto Japanese Steak House  
1621 Richmond Road

Pierce's Bar-B-Que  
447 E Rochambeau Drive

Duke of York Hotel Restaurant  
508 Water Street

Maurizio's Italian  
264 McLaws Circle

Anna's Brick Oven Pizza  
2012 Richmond Road

Nawab Indian Cuisine  
204 Monticello Avenue

Istanbul Turkish Restaurant  
1784 Jamestown Road

Istanbul Turkish Restaurant  
1784 Jamestown Road

Mystery Dinner of Williamsburg  
5351 Williamsburg, VA 23185

# OTHER INFORMATION AND SPECIAL NOTICES

## NGIS conveniences

**Lobby coffee service** - 24-hour single-service coffeemaker available to guests

**Ice machine location** - Bldg. 532, In the laundry room.

Please use the ice buckets provided in your room to obtain the ice.

**Laundry facility location** - Bldg. 532, Check- in.

The laundries are free of charge for registered NGIS guests.

- Please clear the lint trap after each use and keep the areas clean
- Return all hangers to the room when you are done
- Use only liquid HE detergents, no powders, in the energy-efficient machines
- Please take all items with you when you leave the laundry room; unattended items are always at risk

**Smoking/tobacco use area** - The smoking area is between bldgs. 535 and 534. Please use all tobacco products in the designated smoking area.

All tobacco products must be used outside and at least 50 feet from the building.