

# WELCOME

## Welcome to Navy Gateway Inns & Suites

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

### Our MISSION

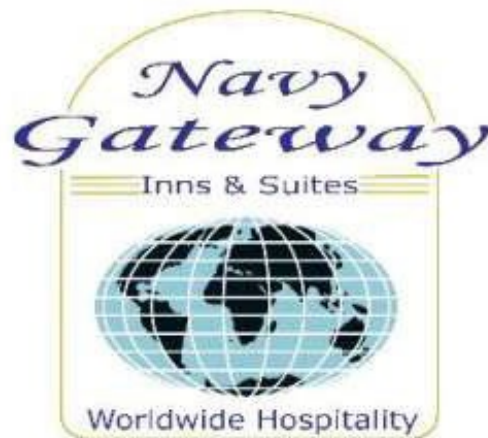
Provide quality, affordable lodging and hospitality services, which contribute to mission accomplishment and quality of life for a mobile Defense community.

### 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

Navy Support Facility  
Diego Garcia

Navy Support Facility Diego Garcia is a major shore activity in a fully operational status headed by a Commanding Officer and is the host command for over 27 military activities, units and detachments as well as non-Federal activities. As host command, it is responsible for providing base operation services for the entire island. Other major clients include Naval Computer and Telecommunications Area Master Station (NCTAMS) Pacific Detachment, Military Sealift Command (MSC), and the U.S. Air Force.

Welcome to Navy Gateway Inns & Suites, Diego Garcia, British Indian Ocean Territories. 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 DSN (315) 370-4830/4415 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,

*Ritchie Colonna*

General Manager

Ambulance/Fire/Emergency 911	Community Bank	370-2966
Base Security 911/370-4611(non-emergency)	Chapel	370-4601
Branch Health Clinic	MWR Marina	370-2785
Appointments 370-4211	MWR Library	370-2983
370-4212	MWR PK Inn	370-2810
	MWR O' Club	370-4737
Base Operator 0	MWR Gym (PRC)	370-2835
Base Communication Office		
370-2766	Passenger Terminal AMC	370-2745
Sure LLC 370-9000	Taxi Service	370-2771
Sexual Assault Response Coordinator (SARC)	Post Office	370-4114
370-4626 / 380- 4023		
Ship Store 370-2717	Command Duty Officer	380-4581
Tailor Shop 370-2736	BIOT Police	370-2938
Barber Shop 370-2720	NSF Security	370-4611
Beauty Shop 370-2721	Weather/Time/Temp	370-3670
Laundry Station 370-2926	NGIS Front Desk	370-4830 / 4415

# 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.

**Air-Conditioning System.** The 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 370-2777 from your guest room phone.

**Payment Options.** American Express, Discover, MasterCard, Visa, check/debit card. 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.

1. Turn on your wireless-enabled laptop, tablet, smart-phone or other device.
2. Choose "NGIS" from the list of available wireless networks.
3. Launch your web browser, and you will automatically be directed to the Wi-Fi homepage.
4. Enter the Wi-Fi password provided by the Front desk associate.
5. Read the terms and conditions and accept to activate your internet connection.

For additional support, please contact the NGIS Front Office at 370-4830

## Telephone & Voicemail Instructions

Local calls: No

Charge Toll Free: No

Charge Continental US: Commercial Phone Card Required

Overseas/International Rates: Available at the front desk

### Dialing

To dial the Front Desk: Press 0 (Base Operator) or 370-4830 / DSN 315-370-4830

Local Calls: 370 + Number

Long Distance Calls: Commercial Phone Card Required

Toll Free: Dial 800- series from any base telephone +

Number International: Commercial Phone Card Required

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

transfer To call Room to Room: Dial 370 + four digit

number Voice Mail: N/A

Wakeup Call: Dial the NGIS Front Desk at 370-4830

# 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

## Armed Forces Network

The Armed Forces Network (AFN) provides radio/TV programming 24 hours a day. TV, radio and movie schedules are available at <http://myafn.dodmedia.osd.mil/> or you may call 370-3696/3699 for more information.

## TV channels

Ch. 24 AFN Sports 1  
Ch. 25 AFN Sports 2  
Ch. 26 AFN Prime  
Atlantic Ch. 27 AFN  
Prime Pacific Ch. 28  
AFN Spectrum  
Ch. 29 AFN News  
Ch. 30 AFN  
Pulse/Family Ch. 31  
AFN Guide  
Ch. 32 AFN Movies

The TV's are reprogrammed to CATV and run auto program for channel installation. Quality of signal reception is directly related to 'line of sight' and AFN may need extra time to find the proper / best alignment for some buildings. Please don't expect the Multichannel Multipoint Distribution Service (MMDS) reception to look like High-Definition. Contact NGIS trouble Desk at 370-2777 / 4415 / 4830 if there is severe disruption to MMDS receptions.

## SURE (Diego Garcia), LTD, Cable TV Service

SURE (DG) LTD, offers TV programming 24 hours a day and broadcast 90.7 BBC Radio and 93.5 GMA Pinoy TV.

# ROOM EQUIPMENT INSTRUCTIONS

## **Alarm Clock Instructions:**

### Timex Alarm Clock Radio

Setting the alarm:

- Press Alarm Set, then press ◀◀ or ▶▶
- Select a preset radio button (skip this step to wake to buzzer)
- Press Enter

To use MP3 line-in:

- Plug cord into any music device's headphone jack or line-out jack
- Press Aux button on top of clock radio to play your music

## Room Temperature

Diego Garcia Regional Coordinator Instruction 4101.1D, NSFDG Energy Management Program, p. 11

Air conditioning thermostat shall be set to maintain an ambient room temperature of 76 degrees Fahrenheit during work day.

# OTHER DINING OPTIONS ON BASE

CDF Galley

370-2737

Breakfast

Mon- Sat – 0600-0830

Sunday-0530-0900

Lunch

Mon- Sat – 1100-1300

Sunday- 1030-1230

Dinner

Mon- Sat – 1700-1930

Peacekeeper Inn

370-4827

Mon-Thu and Sun – 0500-2300

Fri and Sat – 0500-0200

Seaman's Club

370-2878

Mon – Sun 1100-2200

PAX Terminal Snack Bar

370-2830

Mon- Fri - 24hrs, Sat – 0000-1800

Island Room

370-4761

Mon – 1900-2100

Sun to Thur – 1700-2300

Fri and Sat -1700-0200

Food Court

370-4760

Daily – 0600-2100

Officer's Club

370-4737

Weekdays and holidays- 1700-2300

Fri -1700-0200

Sat – 1200-0200

Sun – 1000-2300