

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 AIR STATION, KEY WEST, FL

A part of the Navy Region Southeast and the Navy Installations Command, Naval Air Station Key West's national security mission supports operational and readiness requirements for Department of Defense, Department of Homeland Security, National Guard units, federal agencies, and allied forces. More than 5200 military, civilian, and contract personnel are assigned/work on base.

Welcome to Navy Gateway Inns & Suites, NAS Key West. 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 (305) 851-5780, Option 3 (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,

General Manager

Branch Medical/Dental Center
(800) 529-4677

Chapel
(305) 293-2318

Child Development Center
(305)293-4498

Commissary
(305)293-4402

Fleet & Family Support Center
(305)293-4408

Navy Housing Office
(305)293-4466

Tickets & Travel
(305) 293-4173

Fitness Center
(305)293-2480

Navy Exchange
(305)292-7200

Command Quarter Deck
(305)293-2268 Manned 24/7

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

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

2	PBS Miami	29	CNN Headline News	57	Travel Channel
3	My Network TV Miami	30	MSNBC	58	E!
4	CBS Miami	31	CNBC	60	Food Network
5	Keys Info Page	32	FOX News Channel	61	HGTV
6	NBC Miami	34	ESPN	62	Lifetime
7	FOX Miami	35	ESPN 2	63	CSS
8	GEN TV Miami	36	Golf Channel	64	A & E
9	Univision Miami	37	NBC Sports Network	66	Bravo
10	ABC Miami	40	FOX (Deportes)	67	Comedy Central
11	CW Network Miami	41	FX	68	SYFY
12	QVC	42	TNT	70	MTV
13	TeleMundo	43	TBS	71	VH-1
14	C-Span	44	Spike TV	72	BET
16	ITV Miami ION	45	USA	74	Galavision
17	PBS Miami	47	AMC	76	Gov. Access 1
21	TBN Miami	48	TV Land	77	Gov. Access 2
22	Mega	50	Nickelodeon	78	EDU Access
23	Telefuturo-Hollywood	51	Disney	98	HBO
24	Key TV	52	Cartoon Network		
25	Superstation	53	ABC Family		
26	Home Shopping Network	54	Animal Planet		
27	The Weather Channel	55	Discovery Channel		
28	CNN	56	TLC		

ROOM EQUIPMENT INSTRUCTIONS



Heating and Air Conditioning System: Thermostat settings are centrally operated by the Public Works Dept. Air Conditioning settings can only be set to between 75 to 78 degrees. NGIS Key West buildings do not have heating capabilities.

DINING OPTIONS FOR ON AND OFF BASE

On Base Boca Chica:

- Airlines Grill at the Bowling Center Bldg. A-337 or call (305)293-2116
- Fly Away Café at Navigators Bldg. A-1132 or call (305)293-2468

On Base Sigsbee:

- Hideaway Grill at sunset Lounge Bldg. V-3012 or call (305)293-4435

On Base Truman:

- Beachside Grill at Truman Annex Beach Bldg. 1332 or call (305)293-5282

Off Base:

- Please go to KeyWestMenus.com to see a list of in dining or delivery options

OTHER INFORMATION AND SPECIAL NOTICES

For a list of all MWR Facilities (hours and locations), please go to NavyMWRKeyWest.com

To find local attractions and scheduled events please go to VisitKeyWest.com

For a list of local attractions discounts please call the MWR Information Ticket and Tour Office on Sigsbee (305)293-4173