

# 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 PENSACOLA, PENSACOLA, FL

Welcome to Naval Air Station Pensacola located on the Florida Gulf Coast. We are committed to fully supporting the operational and training missions of tenants assigned; enhancing the readiness of the U.S. Navy, its sister armed services and other customers. NAS Pensacola, situated in Escambia County, employs more than 16,000 military and 7,400 civilian personnel. This includes major tenant commands: Naval Aviation Schools Command, Naval Air Technical Training Center, Marine Aviation Training Support Group 21 and 23, the Blue Angels, and the headquarters for Naval Education Training Command, a command which combines direction and control of all Navy education and training.

Welcome to Navy Gateway Inns & Suites, NAS Pensacola. 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 850-564-7473 (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

*Karen Boice*, General Manager

### EMERGENCY (Ambulance, Fire, Police) 911

Fire Department (non-emergency)	850-452-2898	CDO	850-418-5175
Security (information)	850-452-2846	Quarterdeck	850-452-4785/86
Chaplain	850-452-2341	Red Cross Local	850-432-7601
Chaplin Duty Line	850-452-4785	Red Cross National	800-773-7620
Navy Marine Corps Relief Society	850-452-2300		
Family Housing	850-452-4168	Commissary	850-452-6880
Galley (menu recording)	850-452-7059	NEX NASP	850-458-8880
Naval Hospital (appointment)	850-505-7171	NEX Mall (Corry)	850-453-5311
Naval Hospital (information)	850-505-6601	ITT	850-452-6354
PSD	850-452-3617	USO	850-452-8280

Visitor Control Center 850-452-4153

**NGIS Front Desk 850-564-7473**

# 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.** Check-in time is 3:00 p.m. Guests may check-in early, if a room is available.

**Check-Out.** Check-out time is 11:00 a.m. Contact the Front Desk for information about a late check-out.

**Community Activities and MWR Dining.** For more information, please visit the MWR website at <https://www.navymwrpensacola.com/> 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 does not accept cash payments. 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.

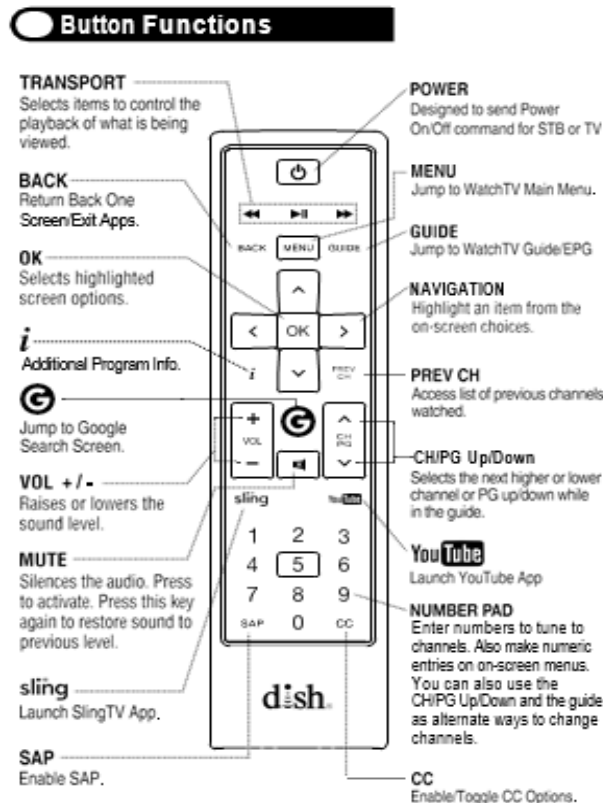
**Flash Flooding:** Flash floods can occur within a few minutes or hours of excessive rainfall, a dam, or levee failure.

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.

# ROOM EQUIPMENT INSTRUCTIONS



## Alarm Clock – MP3 Player Instructions

### Setting and Operating the Alarm:

1. Press the alarm Set Button (the wake time on the display will flash).
  2. Press the reverse/tuning or forward/tuning button to set the alarm time.
  3. Press wake to buzzer, press the enter button to set the alarm wake time. The unit will beep twice and the buzzer alarm on indicator will appear, showing that the buzzer alarm will sound at the set time.
- **For wake to radio:** press one of the radio preset button then enter button to set the alarm wake time. The unit will beep twice and the radio alarm on the indicator will appear, showing that the radio alarm will sound at the set time. When the alarm sounds, press the snooze/dimmer bar for a 9-minute snooze time. Or press the alarm on/off button to shut off the alarm. The alarm off indicator will appear.
  - **Sleep to Music:** The radio can be set to play and to switch off automatically for a length of time from 1 minute to 1 hour and 59 minutes by following this procedure. With all controls preset in the "Wake to Radio" (above) positions, depress the Sleep button and press the Minute button to count down to the desired sleep time. To switch off the radio before the end of the registered sleep time period, simply press the Snooze button.
  - **Snooze Control:** The Snooze button allows the user an extra sleep time of 9 minutes after the radio alarm is switched on at the present wake up time.

### Playing the Radio:

1. Press the power on/off button. The radio frequency will appear on the display.
2. Set the AM or PM band by pushing the radio band button.
3. Press either the reverse/tuning or forward/tuning button to find the station. Hold a tuning button for a few seconds to scan the dial quickly.
4. Rotate volume control to adjust the volume level.
5. Press power on/off button to shut off the radio.

### Playing the MP-3 / AUX LINE-IN:

1. Connect your CD/MP-3 player or other device to the MP-3 Aux Line-in plug.
2. Press the MP-3 /Aux Line-in button. 'AU' will appear on the display.
3. Turn the volume control to adjust the volume level.

# DINING OPTIONS

<b>On Base Dining Options</b>		
<b>Cubi Bar Café</b> 1750 Radford Blvd Naval Aviation Museum 850-452-2643	<b>NEX Aviation Plaza Food Court</b> 250 Saufley St PANDA EXPRESS SUBWAY	<b>The Oaks Restaurant and Lounge</b> 1440 Murray Ave Building 3495 850-452-3859
<b>Mustin Beach Club</b> 450 Radford Blvd Building 253 850-791-1884	<b>Portside Food Court</b> 570 East Ave Building 3912 OPTIONS VARY	<b>The Old Navy Yard Eatery</b> 250 Chambers Ave Building 634 850-458-3271

<b>Off Base Dining Options</b>		
<b>Another Broken Egg</b> 721 E. Gregory St Pensacola, FL 850-912-8347	<b>David's Catfish House</b> 131 N. New Warrington Rd Pensacola, FL 850-455-1610	<b>McGuire's Irish Pub</b> 600 E. Gregory St Pensacola, FL 850-433-6789
<b>Brother's BBQ</b> 3309 Gulf Beach Hwy Pensacola, FL 850-455-4744	<b>El Patron Mexican Grill &amp; Cantina</b> 830 N. Navy Blvd Pensacola, FL 850-285-0511	<b>Restaurant NOLA</b> 523 E. Gregory St Pensacola, FL 850-466-2257
<b>Burger Box</b> 314 S. Navy Blvd Pensacola, FL 850-332-5730	<b>Hot Spot Barbecue</b> 901 E. La Rua St Pensacola, FL 850-497-6060	<b>Ruby Gin Family Cuisine</b> 221 N. New Warrington Rd Pensacola, FL 850-332-5024
<b>Captain Joey Patti's Seafood Restaurant</b> 1124 W Garden St Pensacola FL 850-434-3193	<b>La Barra Del Taco</b> 3811 W. Navy Blvd Pensacola, FL 850-466-3170	<b>The Oar House</b> 1000 S. Pace Blvd Pensacola, FL 850-549-4444

The Pensacola area offers a vast variety of dining options. From food trucks, pubs and sports grills, casual to white tablecloth fine dining. You can enjoy local fresh seafood, award winning barbecue, robust Cajian or comforting home style meals, and an immense selection of Ethnic cuisine. There is a little something for every taste palate.

# OTHER INFORMATION AND SPECIAL NOTICES

**Banking Services:** An ATM is located at the Front Desk, Building 3249. There is a Navy Federal Credit Union and a Pen Air Federal Credit Union located outside the front gate.

Navy Federal Credit Union  
440 N. Navy Blvd  
Pensacola, FL  
888-842-6328

Pen Air Federal Credit Union  
5570 W. Highway 98  
Pensacola, FL  
850-505-3200

**Business Center:** The NGIS Business Center is located in Building 3249. The Center includes a NMCI computer with CAC access, a stand-alone compute, a telephone with DSN, a fax machine, a copier and a printer.

**Ice Machines:** Ice machines are available for use by registered guests only. Please be considerate, do not use all the ice to fill a cooler(s). Ice machines can be located by following the directional signs in each guest building.

**Guest Laundry Rooms:** Complimentary guest washers and dryers are available for cleaning of personal clothing. A valid guest room key is required to access guest laundry rooms. Guest laundry rooms can be located by following the directional signs in each guest building. .

**Smoking:** Designated smoking areas are located under the gazebos outside of Buildings 3249, 4144, and 4145.

**Vending Machines:** Vending machines are located in each guest building and can be located by following the directional signs in each guest building.

**Lost or Missing Items.** During your stay, NGIS is not responsible for lost or missing items if they are not properly secured or stored during your stay.

**Lost and Found.** After check out, personal property found will be turned into the Front Desk. Items will be logged and securely stored. The Front Desk will make attempts to contact you. Contact the Front Desk for more information at 850-564-7473.

AREA ATTRACTIONS AND SHOPPING LINKS	
Visit Pensacola	<a href="https://www.visitpensacola.com">https://www.visitpensacola.com</a>
Downtown Pensacola	<a href="https://downtownpensacola.com/">https://downtownpensacola.com/</a>
Naval Aviation Museum	<a href="https://www.navalaviationmuseum.org/">https://www.navalaviationmuseum.org/</a>
Pensacola Beach	<a href="https://pensacolabeach.com/">https://pensacolabeach.com/</a>
City of Pensacola	<a href="https://www.cityofpensacola.com/">https://www.cityofpensacola.com/</a>
Visit OWA	<a href="http://visitowa.com">http://visitowa.com</a>
Gulf Breeze Zoo	<a href="https://www.qbzoo.com/">https://www.qbzoo.com/</a>
Adventures Unlimited	<a href="https://adventuresunlimited.com/">https://adventuresunlimited.com/</a>
Five Flags Speedway	<a href="https://www.5flagsspeedway.com/">https://www.5flagsspeedway.com/</a>
Seville Quarter	<a href="https://sevillequarter.com/">https://sevillequarter.com/</a>
Pensacola Beach Boardwalk	<a href="http://www.pensacolabeachboardwalk.com">http://www.pensacolabeachboardwalk.com</a>
Cordova Mall	<a href="https://www.simon.com/mall/cordova-mall">https://www.simon.com/mall/cordova-mall</a>
Premium Outlet, Destin, FL	<a href="https://www.premiumoutlets.com/outlet/silver-sands">https://www.premiumoutlets.com/outlet/silver-sands</a>
Tanger Outlet, Foley, AL	<a href="https://www.tanger.com/foley">https://www.tanger.com/foley</a>
NEX (Navy Exchange)	<a href="https://www.mynavyexchange.com/storelocator">https://www.mynavyexchange.com/storelocator</a>