

WELCOME

Welcome to Navy Gateway Inns & Suites

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

Our MISSION

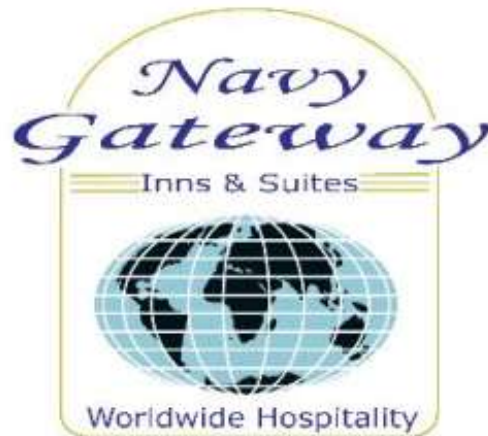
Provide quality, affordable lodging and hospitality services, which contribute to mission accomplishment and quality of life for a mobile Defense community.

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 SUBMARINE BASE NEW LONDON CT

A part of the Navy Region Mid-Atlantic and the Navy Installations Command, Naval Submarine Base New London ensures and enhances national security by providing the facilities, delivering the services, and creating the environment for the Fleet, Fighter, and Family to, deploy combat-ready submarines and their crews, and, train professional submariners.

The management and staff welcome you to the Submarine Base New London Navy Gateway Inns & Suites (NGIS). We hope you enjoy your visit, and it is our pleasure to do everything possible to make you feel comfortable and at home.

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 (860) 694-3416 (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

James Ellis

General Manager

Branch Medical/Dental Center
860-694-4123 M-F 0700-1600

Chapel
860-694-3232 M-F 0730-1500

Child Development Center
860-448-6875 0630-1600

Commissary
860-326-2020 T-S 0900-1800

Fleet & Family Support Center
860-694-3383 M-F 0730-1630

Goose Run Golf Course
860-694-3763 S-S 0730-Dusk

Navy Housing Office
860-694-3851 M-F 0730-1630

Tickets & Travel
860-694-3723 M-S 1100-2100

Morton Hall Fitness Center
860-694-3521 M-S 0500-2200

Navy Exchange
860-446-5400 M-S 0900-1900

Command Duty Office
860-625-9644 24 Hours a day

Visitor Control Center
860-694-4444

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

<u>No.</u>	<u>Channel</u>	<u>No.</u>	<u>Channel</u>	<u>No.</u>	<u>Channel</u>
2	Local Gov't	39	Lifetime	118	ESQ TV
3	CBS	40	FREE	119	LMN
4	NBC	41	Nickelodeon	123	HMM
5	TBS	42	Disney-E	126	UP
6	FOX	43	Cartoon Net	127	SPRT
7	QVC	44	Animal Planet	161	Jewelry
8	ABC	45	A&E	169	TCM
9	WCTX	46	History	171	Jewelry
10	NBC	47	Discovery	173	TV1
11	Religion	48	HGTV	177	NE Cable News
12	Public Access	49	Food	179	GSN
13	PBS	50	TLC	180	NFL
14	ION	51	TV Land	186	C-SPAN
15	NECN	52	SyFy	187	Oxygen
16	CPTV	54	Comedy	190	Leave
17	ABC	55	E!	267	FXX
18	WUVN	56	MTV	271	FS1
19	Educational	57	VH-1	275	NFL
20	EWTN	58	BET	280	As Seen on TV
21	WRDN	59	Fox News	290	Trinity
22	C-SPAN	60	CNBC	291	EXTN
23	HSN	61	HLN	400	Music Channels
24	AMC	62	CNN	401	
25	NBC Sports	63	MSNBC	402	
26	Weather	64	Bloomberg	403	
27	Travel	65	SNY	404	
28	NECN E	70	Bravo	405	
29	ESPN 2	84	NESN+	406	
30	ESPN 2	88	HSN2	407	
31	Comcast Sports	95	CT Gov't	408	
32	Golf	103	OWN	409	
33	FX	105	CSPAN	410	
34	TNT	106	FBN	411	
35	USA	109	NAT GEO	412	
36	TruTV	111	ID	413	
37	Hallmark	114	BBCAM	414	
38	Lifetime	117	WE	415	

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

BELLISSIMO'S Espresso Café, bldg. 164 Grayling Ave.....	(860) 694-3192
Bowling Center, bldg. 485 Grayling Ave.....	(860) 694-3477
CPO Lounge, bldg. 429 Tautog Ave.....	(860) 694-3721
Galley, bldg. 446 Tautog Ave.....	(860) 694-4738
Reunions, bldg. 485 Gayling Ave.	
Pub.....	(860) 694-1751
Deli.....	(860) 694-3433
Subway, bldg. 164 Kete Ave.....	(860) 449-1098

Applebee's 350 Long Hill Road	KFC 230 Ct-12
Chester's Barbecue 943 Poquonnock Road	Michael Jordan's Ninety-Nine Rest
Chili's 369 N. Frontage Road	Ninety-Nine Restaurant & Pub 117 Long Hill Road
Chinese Kitchen 64 Pleasant Valley Rd. Dilivery	Paul's Pasta 223 Thames St
D'Angelo Grilled Sandwiches 587 Long Hill Rd.	Steak Loft 27 Coogan Blvd
Five Guys 143 Gold Star Hwy	

OTHER INFORMATION AND SPECIAL NOTICES

NGIS Conveniences

Lobby coffee service – 24 hour single service coffeemaker available to guests

Ice Machine Locations – 1st floor, near the lobby

Laundry Facilities – 1st floor of the west wing

Vending Machines – 1st floor, near the lobby

Smoking/tobacco use area – Gazebo is behind the building near the Dive Club

Business Center – 1st floor, lobby area, this includes printing services

For area attractions and other related information, please go to:

<https://ngis.dodlodging.net/propertys/New-London-NSB>