

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

COMMANDER, FLEET ACTIVITIES OKINAWA, JAPAN

As part of Commander Navy Region Japan, Commander Fleet Activities Okinawa maintains and operates facilities, provides services and material support for operations of aviation activities and units of the operating forces of the Navy, designated by the Chief of Naval Operations. Headquartered on Kadena Air Base, its mission is to provide and coordinate provision and logistics support for fleet units on Okinawa and services as tasked by higher authority.

Welcome to Navy Gateway Inns & Suites. 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 and can be reached at DSN 315-634-0677 or Comm: (+81) 098-961-0677 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,

Ronald Wolshlager
General Manager

Branch Medical / Dental Center
DSN: 630-4817 / Comm: 098-960-4817

American Red Cross (Camp Foster)
DSN: 645-3800

Kadena Chapel Office
DSN: 634-1288

Information, Tickets & Travel (ITT)
DSN: 966-7333 / 036-868-2266

Child Development Center
DSN: 632-7420 / 634-5263

Risner Fitness Center
DSN: 634-5128 / Comm: 098-961-5128

Commissary
DSN: 634-3990

Base Exchange
DSN: 966-7560

Installation/Off-Base Taxi Service
Comm: 098-970-8888

DOD Kadena Housing Office
DSN: 634-0582

USO
Comm: 634-9057

Base Operator
DSN: 634-1110 / Comm: 098-961-1110

GUEST SERVICES

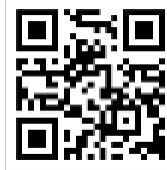
NAVY GATEWAY INNS & SUITES

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. Housekeeping provided 3 days per week for Limited Service Guest.

Maintenance. Please let us know if your guest room requires maintenance service. Our Front Desk will provide assistance. Dial 634-0677 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 and Internet Modem

Internet Access. Complimentary wireless internet is provided in all guest rooms. The Network ID and password are located on the case of the modem located on your desk unit.

BASIC MODEM TROUBLESHOOTING

1. Before resetting your modem, unplug any third party devices from the modem, i.e., wireless routers, Vonage phones, etc.
2. The only devices connected should be your computer and the modem.
3. Shut down your computer completely.
4. Unplug the power supply from the back of the modem. Wait a minimum of 30 seconds before plugging it back in.
5. When plugged back in, the modem lights will flash momentarily, go solid, flash momentarily, then stay solid.
6. If you are still unable to connect, please contact Mediatti Broadband for further assistance.

MEDIATTI CUSTOMER SERVICE 966-7517 0700-2000 Daily

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.

Telephone & Voicemail Instructions

Dialing

Fire/Emergency/Ambulance/Police: 911

To dial the Front Desk: 634-0677

Local Calls: A Class A DSN phone available in lobby—dial 99, then #

Room-to-Room (Unknown #): Dial Front Desk 634-0677

Room to Room (Known #): Dial 7-digit number

Direct inward dial from USA to Room:

*011-81-98-938-1111, wait for dial tone, input 7-digit number.

Direct inward dial from USA to Room (Unknown room number):

*011-81-98-961-0677 (COMM) or 315-643-0677 (DSN), Front Desk will connect you.

Retrieving Voicemail from your room phone:

*Press Play/Stop button on your phone to listen to any messages received.

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

| FREE AFN TV | | FREE LOCAL TV | |
|---|--------------------|---------------|---------|
| DTV CABLE 2 | AFN PRIME ATLANTIC | DTV CABLE 10 | RBC HD |
| DVT CABLE 3 | AFN NEWS | DVT CABLE 11 | NHKG HD |
| DVT CABLE 4 | AFN SPORTS 1 | DVT CABLE 12 | NHKE HD |
| DVT CABLE 5 | AFN PRIME PACIFIC | DVT CABLE 13 | QAB HD |
| DVT CABLE 6 | AFN SPECTRUM | DVT CABLE 14 | OTV HD |
| DVT CABLE 7 | AFN SPORTS 2 | DVT CABLE 15 | MCCS HD |
| DVT CABLE 8 | AFN FAMILY | DVT CABLE 16 | SCHOOL |
| DVT CABLE 9 | AFN MOVIE | DVT CABLE 17 | COMMAND |
| ***FLIGHT INFORMATION*** Can be found on channel 18 | | | |


ROOM EQUIPMENT INSTRUCTIONS

TELEVISION



Source / Input
button for TV


POWER
Button for TV

Volume
Buttons for TV

Press the left  POWER button for turning the TV on and off.

Volume can be adjusted by pressing the top volume button. 

To change source / input, press AV / TV  button and keep pressing to cycle through inputs until desired selection; TV will automatically select it. If pressing the AV / TV button does not cycle through the inputs, try pressing CH+ or CH- 

To change channels, press CH+ or CH- buttons  located on the top of the remote

DINING OPTIONS FOR ON AND OFF BASE

Dining facilities for military personnel conveniently located on Kadena Air Base. Transient personnel are subject to surcharge and must have a copy of their orders when paying.

JOHNSON DINING FACILITY BLDG 843 DSN: 634-4494 Cell: 080-6487-6619
From Gate 3, right on Collinson Dr., then first left into fenced area; bldg is on immediate right.

Monday-Friday

Breakfast: 0630-0830 Lunch: 1100-1330

Dinner: 1630-1900 Midnight Meal: 2200-0100

*There are no midnight meals on Fridays. Flight Kitchen is open 24 hours

MARSHALL DINING FACILITY BLDG 178 Phone: 634-1900

Located on Douglas Street near Emery Lanes Bowling Center.

Monday-Friday

Breakfast: 0530-0800 Lunch: 1030-1300

Dinner: 1600-1930 Midnight Meal: 2200-0030

Weekends & Holidays

Brunch: 0630-1300 Dinner: 1600-1900 Midnight Meal: 2200-0030

AAFES FOOD COURT BLDG 412 1-512-672-7560 Cell: 036-868-2280

Location: Next to Commissary and Schilling Community Center

ARBY'S/BURGER KING BLDG 980 1-512-672-7543 Cell: 036-868-2271

Location: Near Gate 3 across from Fairchild Express

BANYAN TREE PIZZA & GRILL BLDG 455 DSN: 966-7426 Cell: 036-868-2212

Location: Inside Schilling Community Center across from AAFES Movie Theater

CHILI'S GRILL & BAR BLDG 105 DSN: 966-7360 Cell: 010-1512-672-7359

Location: Across from the main Post Office on Schreiber Ave

CROW'S NEST CLUB BLDG 6400 DSN: 966-7294

Location: Straight out Kadena Gate 3 and follow signs to Camp Shields

DUNKIN'/BASKIN ROBBINS BLDG 98 1-512-672-7501 Cell: 036-868-2272

Location: Next to Olympic Mall Express

KADENA OFFICER'S CLUB BLDG 313 DSN: 966-7409 Cell: 036-868-2203

Location: Near Air Force Shogun Inn Check-in BLDG

PORT OF CALL CLUB BLDG 1003 DSN: 622-1588 Cell: 098-954-1588

Location: On Naval Base White Beach, approx. 30 min drive from Kadena Gate 2 or 3

PIZZA HUT/MAIN ST XPRESSO BLDG 97 1-512-672-7502 Cell: 036-868-2277

Location: Across from Popeye's Restaurant

ROCKER ENLISTED CLUB BLDG 622 DSN: 966-7372 Cell: 036-868-2207

Location: Across from the 18th Medical Group on Vincent Ave

SEASIDE AT KADENA MARINA DSN: 966-7401 Cell: 036-868-2213

Location: At Kadena Marina (off-base) 1-mile north from Kadena Gate 1 off Route 58

For more information, please go to any of the following websites...

www.navymwrokinawa.com

www.facebook.com/NavyMWROkinawa

www.kadenafss.com

www.facebook.com/KadenaFSS

<https://aafesprem.imenu360.com/>

OTHER INFORMATION AND SPECIAL NOTICES

OKINAWA HAZARDS

Location of Condition:

E = Eastern Side of Island
related W= Western Side
N = Northern Side
S = Southern Side

Severity of Condition:

AC = All Clear: Conditions which are ideal for water activities.
C= Caution: Hazardous conditions may exist. Exercise caution when entering the water.
D= Danger: Life threatening conditions exist. Water entry prohibited for all activities.

TYPHOONS

Okinawa's typhoon season runs from June 1 through November 30. Warnings of all approaching typhoons and necessary precautions are given through AFN Radio 89.1 FM and all AFN TV channels. A typhoon's proximity to Okinawa is coded by conditions. These conditions estimate how much time remains to prepare. They are not estimates of the impending storm's strength.

CONDITIONS - MEANING:

- TCCOR-4: Possible winds threat within 72 hours.
- TCCOR-3: Destructive winds are possible within 48 hours.
- TCCOR-2: Destructive winds are anticipated within 24 hours.
- TCCOR-1: Destructive winds are anticipated within 12 hours. (AAFESCLOSED).
- TCCOR-1C: Caution-actual winds gusts 34-39 knots. Only urgent, military/civil activities allowed.
- TCCOR-1E: Emergency-actual wind gusts 50 knots or greater. Outdoor activities are prohibited.
- TCCOR-1R: Recovery-winds of 50 knots or greater are no longer being experienced, however, winds 34-39 knots, and gusts, are occurring. Emergency repair teams only are allowed outside.
- Storm Watch: Normal activities can resume, however, winds remain strong and the situation should be closely monitored (personnel may return to work).

It is extremely important that you stock your room with canned and non-perishable ready-to-eat foods and bottled water before TC-1C is announced. Local typhoons have been known to last for days resulting in loss of power for several days.

HABU SNAKES

Up to 7-1/2 feet long, the Habu is a poisonous snake that inhabits Okinawa. They are usually found in shaded areas of thick vegetation and are active at night, particularly in the summer.

FIRE SAFETY

Candles of any variety are a fire hazard and are strictly forbidden in all guest rooms at any time. If you would like a backup lighting source, please purchase flashlights or battery operated lanterns. Lodging employees will remove/discard any candle without prior notice to the guest.

Propane, gasoline, or other flammable and toxic fluids or gases are not permitted within the NGIS rooms except as required by Maintenance Personnel.

All other flammables, i.e. charcoal lighter fluid and pre-soaked charcoal, must be stored in the flame-retardant lockers provided near each building.