

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 SUPPORT ACTIVITY PANAMA CITY, FL

A part of the Navy Region Southeast and the Commander, Navy Installations Command

Commanding Officer- Commander Keith B. Foster
Executive Officer- LCDR Christine Cairolì

Welcome to Navy Gateway Inns & Suites, NSA Panama City. 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) 588-0753 (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

Whisper Beecher

General Manager

Branch Medical/Dental Center
850-234-4131

Chapel
850-234-4084

Child & Youth Program
850-234-4938

Auto Hobby/Skills
850-234-4300

Fleet & Family Support Center
850-234-5800

NSA Galley
850-235-5020

Navy Housing Office
850-234-4248

Marina & Outdoor Rec
850-234-4402

Fitness Center
850-234-4370

Navy Exchange
850-234-2407

Command Duty Office
850-625-1355 24 Hours a day

Visitor Control Center
850-235-5317/18

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

25 GUIDE	71 HALLMARK CHANNEL
27 WMBB-13 (ABC)	72 E!
28 WJHG-15 (NBC)	73 BRAVO
29 WECP-14 (CBS)	74 WOMENS ENT (WE)
30 BEACH TV	75 BBC AMERICA
31 WPGX- 16 (FOX)	76 MTV
32 PBS	77 BLACK ENT TV (BET)
33 HBO	78 VH1
34 CNN	79 FX
35 HEADLINE NEWS- 9 HLN	80 SPIKE
36 MSNBC	81 AMC
37 CNBC	83 SCI FI
38 FOX NWS	84 TRU
39 BLOOMBERG DIRECT (BLOOM)	85 COMEDY CENTAL
40 WEATHER (WEA)	86 GAME SHOW (GSN)
41 ESPN	
42 ESPN2	
43 ESPN NEWS (ESPN N)	
44 SUN	
45 FOX SPORTS FL (FSN)	
46 SEC	
47 GOLF	
48 NFL	
49 NBC	
50 FOX SPORT SOUTH (FSS)	
51 DISNEY (DIS)	
52 CARTOON NETWORK (TOON)	
53 NICKELODEON (NICK)	
55 DISCOVERY	
56 HISTORY	
57 ANIMAL PLANET	
58 NATIONAL GEOGRAPHIC	
59 HOME AND GARDEN (HGTV)	
60 TV FOOD	
61 THE LEARNING (TLC)	
62 ESQUIRE	
63 TRAVEL (TRAV)	
64 USA NETWORK (USA)	
65 TNT	
66 TBS	
67 A&E	
68 TURNER CLASSIC MOVIES (TCM)	
69 LIFETIME	
70 LIFETIME MOVIES	

DINING OPTIONS FOR ON AND OFF BASE

On Base Dining Options

C-Street Café
Building 450
(850) 234-4589

Main Deck Pub & Grill
Building 453
(850) 235-5502

NSA Galley
Building 485
(850) 235- 5020

Local Off Base Dining Options

Dominos- Base access
(850) 249- 3001
2439 Thomas Drive Unit 900
www.dominos.com

Capt Anderson's
(850) 234-2225
5551 North Lagoon Drive
www.captainandersons.com

Diego's Burrito Factory & Margarita Bar
(850) 238-8741
6209 Sunset Drive
www.diegoburriotfactory.com

Dreamers Restaurant and Bar
(850) 588-8355
1136 Thomas Drive
www.dreamerspcb.com

Triple J Steakhouse
(850) 233-9514
2218 Thomas Drive
www.triplejsteakhouse.com

Burger King
(850) 249-5441
7100 Coastal Palms Blvd
www.bk.com

OTHER INFORMATION AND SPECIAL NOTICES

Appropriate Attire: Shirt and shoes shall be worn at all times.

Banking Services: Navy Credit Union is located in building 395. 101 Vernon Ave

Barbeque and Picnic Area- Charcoal grills and picnic tables are located throughout the base. Storage of charcoal and lighter fluid is prohibited in rooms. Please leave areas clean for the next guest.

Bicycles, motorcycles, mopeds, kayaks, surfboards, deep sea fishing rods SCUBA tanks, spear guns and other large bulk items are prohibited inside the guest rooms, hallways and stairwells. They may not be locked to hand rails, poles, columns or any other parts of the facility. Bike racks are available to registered guests and located to the side of the building. All items must be removed when a guest checks out.

Boats, trailers, RV and other watercraft: Recreational vehicles unless registered with MWR are prohibited from parking on base.

Business Services: Business services are available in our lounge located by the front desk.

Complimentary Coffee Services: Available 24/7 in our lounge located by the front desk.

Ice Machine: available for use by registered guests only. Please be considerate, do not use all the ice to fill a cooler. Our ice machine is located on the first floor.

Pet Policy: Pets are permitted in NGIS pet designated rooms only.

Vending Machines are located on the first floor