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WELCOME

Welcome to Navy Gateway Inns & Suites

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

Our MISSION

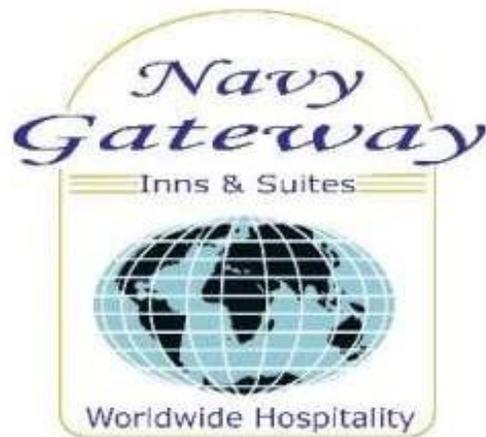
Provide quality, affordable lodging and hospitality services, which contribute to mission accomplishment and quality of life for a mobile defense community.

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 Station Rota, Spain

NAVSTA Rota plays a crucial role in supporting our nation's objectives and defense, providing unmatched logistical support and strategic presence to all of our military services and allies. NAVSTA Rota supports Naval Forces Europe Africa Central (EURAFCENT), 6th Fleet and COCOM strategic priorities by providing airfield and port facilities, security, force protection, logistical support, administrative support and emergency services to all U.S. and NATO forces.

Situated on a 6,100-acre Spanish Navy base, NAVSTA Rota provides cargo, fuel and logistics support to units transiting the region, supporting U.S. and NATO ships with three active piers; U.S. Navy and U.S. Air Force aircraft with a 670-acre airfield; and the largest weapons and fuels facilities in Europe, all located within a single, secure fence-line. Under the guidance of the Agreement on Defense Cooperation (ADC), the U.S. and Spanish navies work together and share many facilities.

The Kingdom of Spain is a very important ally to the United States for projecting military power into the Mediterranean, North Africa, and Middle East. We have significant shared security interests, and Spain has traditionally supported U.S. forces deployments and operations with U.S. forces departing Spain directly into international air and sea space.

The vision of NAVSTA Rota is to continue to excel as an enduring, strategically-located naval installation, providing operational and logistical support to all tenant commands and transiting warfighters

Welcome to Navy Gateway Inns & Suites, Naval Station Rota. 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 727-1871 for additional assistance 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,

Lisa M. Ali
General Manager

Branch Medical/Dental Center
0800-1700 M-F
956-82-3305

Navy Housing Office
07:30-15:30 M-F
956-82-2398

Chapel
956-82-7000 M-F 0800-1600

Tickets & Travel
956-82-3101 M-F 1000-1800

Child Development Center
956-82-1100 M-F 0600-1800

Fitness Center
956-82-2565 M-F 0500-2100, Sat/Sun 0900-1700

Commissary
956-82-1266 T-S 1000-1900, Sun 1000-1800

Navy Exchange
956-82-2391 M-Sun 1000-1800

Fleet & Family Support Center
956-82-3232 M-TH 0730-1630 Friday 1530

Golf Course
956-82-2260 S-S 0900-1800

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. 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.

Payment Options. American Express, Discover, MasterCard, Visa. 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 below.

1. Turn on your wireless-enabled laptop, tablet, smart-phone, or other device.
2. Ensure WIFI" adapter is enabled.
3. Click on the WIFI icon to check for available networks.
4. Username: NGIS_FREE_WIFI.
5. Password not required.

For additional support, please contact the Front Desk.

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 Instructions

Dialing

On-base calls: 727-XXXX

Lobby courtesy DSN phone: 727-1186

Room-to-Room calls: call front desk 727-1871

Local calls: Requires a Calling Card

International calls: Requires a Calling Card

AT&T Access: 99-900-99-0011

SPRINT Access: 99-900-99-0013

To receive a call from the United States, the caller in the States must dial 011-34-956-82-1871 or room extension for commercial, or DSN 314-727-XXXX.

Emergency: 911

Security: 727-2000

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). 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

Channel 2	AFN Prime Atlantic
Channel 3	AFN News
Channel 4	AFN Sports
Channel 5	AFN Prime Pacific
Channel 6	AFN Spectrum
Channel 7	AFN Sports 2
Channel 8	AFN Family
Channel 9	AFN Internet Radio
Channel 10	AFN Movie

ROOM EQUIPMENT INSTRUCTIONS

Press the **POWER**  button on the remote control, press the **CH** button **+** or **-** for select the Channel.



LG Remote Control



Phillips Remote Control

For the DVD: press the **INPUT**  button and select AV1 using the black arrow pad



Press OK/ENTER



DINING OPTIONS FOR ON AND OFF BASE

On Base Dining Options

La Plaza: 727-2923

Pizza Villa: 727-3212

CAFÉ.COM: 727-2923

Pinz American Café: 727-2112

Bombers Fresh Mex: 727-3710

Tower Pub: 727-3710

Dunkin Donuts: 727-1904

Subway: 727-2796

Off Base Dining Options

La Callejuela: 34-604-385-620

La Maceta: 34-695-695-241

La Juanita's: 34-667-253-955

Badulaque: 34-636-914-633

Pink Peppe: 34-856-003-053

The Steakhouse: 34-856-112-744

Koke's Grill: 34-956-971-403

Brixton's: 34-601-635-144

Meet Point: 34-956-841-538

Alma Verde: 34-634-701-267

OTHER INFORMATION AND SPECIAL NOTICES

Rota Local Points of Interest

- Castillo de Luna 34-956-846-345
- Parroquia Nuestra Senora de la O 34-956-810-084
- Playa de Virgen Del Mar
- Playa de la Costilla

For more local information, please visit:

<https://www.navymwrrota.com/>

https://www.cnic.navy.mil/regions/cnreurfcent/installations/ns_rota.html