

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

SINGAPORE AREA COORDINATOR (SAC)

A part of the Navy Region Japan and the Navy Installations Command, Singapore Area Coordinator (SAC) provides comprehensive shore support services to the Fleet, Fighter and Family. Supporting a broad customer base of U.S. military members from four services, U.S. civilian employees, family members and Singaporean nationals, plus visiting ships and aircraft, SAC efficiently delivers top-quality services while maintaining a quality of life standard that's second to none.

Welcome to Navy Gateway Inns & Suites, SAC Singapore. 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. Dial 0 on your room phones from Durban Road suites or 8-6752-8245 from other suites 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.

Thank you for choosing NGIS as your Preferred Lodging Choice!

Sincerely

Howard Schaeffer
General Manager

Housing Office
6750-2451

Post Office
6750-2572

Chaplain Office
6750-2317
(After hours 9825-5200)

SAPR Hotline
(Sexual Assault Prevention & Response)
9139-7015

CYP (Child/Youth Program)
6752-8451 / 6752-8273

Navy Federal Credit Union (NFCU)
6750-2352

NEX Store
6750-2946

Terror Club
6759-3694

Fleet Service Office (FSO)
6750-2314

Fleet Gym
6750-2482

[NAVY MWR Singapore](#)

GUEST SERVICES

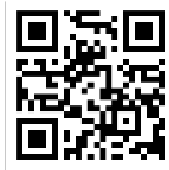
NAVY GATEWAY INNS & SUITES

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 if your suite is located on Durban Road or Dial 8-6752 8245 from other location.

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

Internet Access. Complimentary wireless internet is provided in all guest rooms. The network ID and password can be found on the TV Channel Listings next to the TV in the living room. For connection instructions, please refer to the instructions below;

1. Turn on your wireless-enabled laptop, tablet, smart-phone, or other device.
2. Choose the network ID as given to you from the list of available wireless networks.
3. Launch your web browser, and you will automatically be directed to the Wi-Fi homepage.

Please contact Front Desk if you are experiencing issues with the Wi-Fi connection.

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

Local calls: No Charge

DSN: No Charge

Dialing

To dial the Front Desk: For Durban Road Suites, press 0. All others dial 6752-8245

Local Calls: For Durban Road suites, press 8 + Local Number. All others dial direct.

Instructions to call DSN;

For Durban Road suites, Dial 86750-2090. All other suites dial 6750-2090.

1. Wait for 3 short and 1 long dial tone
2. Enter "1355" for the PIN
3. You will then hear a long dial tone, here press 7 to engage the DSN circuit.
4. Enter the DSN number (10-digit number including the prefix)

Emergency Numbers:

Singapore Police Force: 999

Ambulance and Fire Services: 995

IAPF (Installation Auxillary Police Force): 6257-3462

Room-to-Room Dialing: Call the Front Desk to transfer, only for Durban Road suites.

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 the 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.
- 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

Singtel TV Channel Listings

World News			
Sky News HD	151	BBC World News (HD)	166
CGTN	155	CNN International	167
NHK World - Japan (HD)	157	HLN	169
FRANCE 24	159	Bloomberg Television (HD)	171
DW (English)	161	CNBC Asia	173
Russia Today	163	Times Now (India)	676
FOX News Channel	165	Channel News Asia (CNA)	6
Entertainment			
TECH Storm (HD) English	18	ROCK Extreme (HD)	310
FIGHT SPORTS (HD)	119	Thrill	313
Egg Network	120	ROCK Entertainment (HD)	318
HIT MOVIES (HD)	301	HITS (HD)	326
Lifetime (HD)	302	ANIPLUS HD	340
AXN (HD)	304	TECH Storm (HD) Chinese	260
Warner TV (HD)	306	e-Le (HD) Chinese	501
KIX (HD)	309	ETTV Asia (HD) Chinese	521
Education & Lifestyle			
National Geographic (HD)	201	Animal Planet (HD)	208
Discovery Channel (HD)	202	CGTN-Documentary	211
BBC Earth (HD)	203	Love Nature (HD)	213
Discovery Asia (HD)	204	BBC Lifestyle (HD)	255
Discovery Science (HD)	205	Outdoor Channel (HD)	259
Nat Geo Wild (HD)	207		
Cartoons			
Cartoon Network	226	Nick Jr	238
Boomerang (HD)	228	Nickelodeon Asia (HD)	240
DreamWorks (HD)	234	Animax (HD) Japanese	342
CBeebies (HD)	236		

Lifestyle and Music			
ABC Australia	251	WAKUWAKU JAPAN (HD)	268
TLC (HD)	254	MTV LIVE HD	349
AFN (HD) Food Channel	256	MTV Asia (HD)	350
TRACE Sports Stars (HD)	257		
DMAX (HD)	258	tvN (HD) Korean	619

Local Channels			
Channel 5 (HD) English	2	Vasantham (HD) Tamil	5
Channel 8 (HD) Chinese	3	Channel News Asia (HD) English	6
Suria (HD) Malay	4	Channel U Chinese	7

To access AFN Channels, please use the TV remote control:

Brands of TV

Philips TV:

- Select SOURCE 
- Navigate between AV or HDMI on TV screen and Press OK

LG TV

- Select  and Press OK
- Select HDMI 1 for Cable Channel or ANTENNA for AFN Channel and Press OK

Sharp TV

- Select  INPUT button and Enter
- Select INPUT 2 for Cable TV and Enter

Samsung TV

- Select SOURCE 
- Navigate between AV or HDMI on TV screen and Press OK

Sony TV

- Select SOURCE 
- Navigate between AV or HDMI on TV screen and Press OK

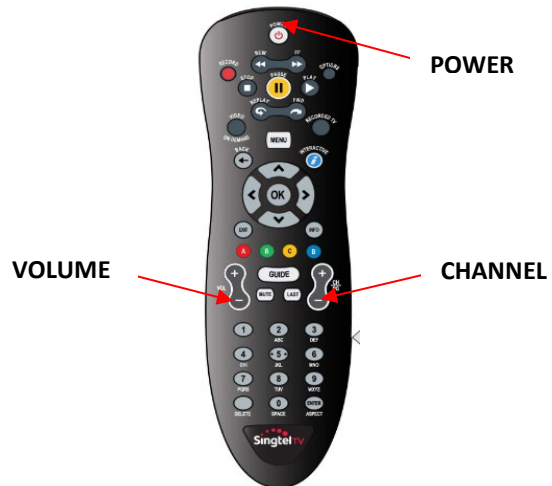
ROOM EQUIPMENT INSTRUCTIONS

TV REMOTE CONTROL



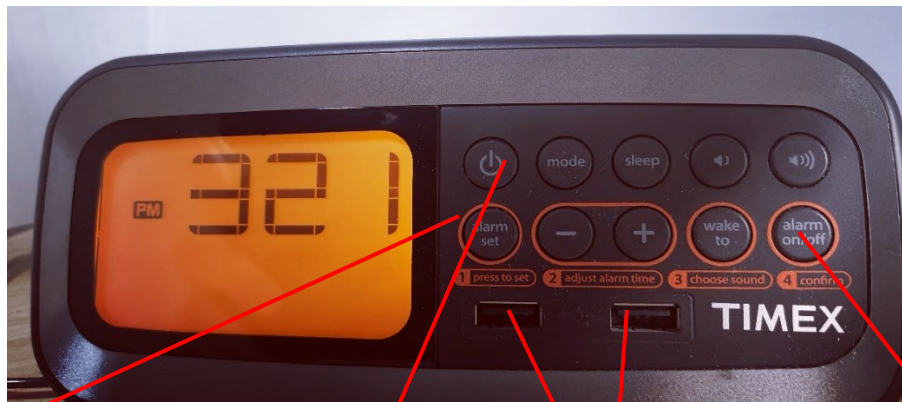
Press the **POWER** button for the TV
If TV channels do not appear or appear as **NO SIGNAL** press **SOURCE**

CABLE/BOX TV REMOTE CONTROL



Press the **POWER** to activate the cable/Box TV

Alarm Clock Instructions Timex Digital Alarm Clock with Radio



ALARM SET

RADIO ON / OFF

**DUAL USB
CHARGER**

ALARM ON / OFF

Press **ALARM SET** button
Proceed to set the alarm.
To activate the alarm, Press the **ALARM ON/OFF** button.
ON/OFF will reflect on the digital display

DINING OPTIONS FOR ON AND OFF BASE

ON Base Dining Options

Terror Club

Deptford Road, Bldg 13

Mon – Thu: 1100 - 1745

Fri : 1100 - 1815

Sat-Sun : 0900 - 1415

Phone: 6759-3694

[Menu](#)

Subway®

Deptford Road, Bldg 7-4

Mon – Fri: 0730 – 1500

Sat : 0800 - 1400

Sun : Closed

Phone: 6755-3735

Café Lah Community Center

Deptford Road, Bldg 7-4 Mon – Fri: 0730 – 1400

Sat – Sun: Closed

Phone: 6759-3694

[Menu](#)

Terror Club / Café Lah / Subway – Closed on US Holidays

OFF Base Dining Options

Mr. Uncle

(Indian / Thai Cuisine)

1024 Sembawang Road

Singapore 758498

Daily 0800 - 0000

Phone: 6988-4888

www.mruncler.sg

Yishun Life Seafood

(Live seafood – Lunch & Dinner)

1 Jalan Legundi, Sembawang

Singapore 759263

Daily 1130 – 2300

Phone: 6753-2655

Food Deliveries Apps

GrabFood

www.food.grab.com

Foodpanda

www.foodpanda.sg

Deliveroo

www.deliveroo.com.sg

OTHER INFORMATION AND SPECIAL NOTICES

SINGAPORE ATTRACTIONS

Botanical Gardens

Address: 1 Cluny Rd, Singapore 259569

Website: <https://www.nparks.gov.sg/sbg>

Phone: +65 6471 7138

Email: Nparks_sbg_visitor_services@nparks.gov.sg

Singapore Zoo/River Safari/Night Safari

Address: 80 Mandai Lake Road Singapore 729826

Website: <https://www.wrs.com.sg>

Phone: +65 6269 3411

Singapore Museum

Address: 93 Stamford Road Singapore 178897

Website: <https://www.nhb.gov.sg/nationalmuseum/>

Phone: [+65 6332 3659](tel:+6563323659) / [+65 6332 5642](tel:+6563325642)

Email: nhb_nm_hospitality@nhb.gov.sg

Gardens By The Bay

Address: 18 Marina Gardens Drive Singapore 018953

Website: <https://www.gardensbythebay.com.sg>

Phone: +65 6420 6848

Email: feedback@gardensbythebay.com.sg

Singapore Flyers

Address: 30 Raffles Ave, Singapore 039803

Website: <https://www.singaporeflyer.com>

Phone: [+65 6333 3311](tel:+6563333311)

Email: customer_service@singaporeflyer.com

S.E.A Aquarium

Address: 8 Sentosa Gateway, Sentosa Island, 098269

Website: <https://www.rwsentosa.com/en/attractions/sea-aquarium>

Phone: +65 6577 8888

Email: enquiries@rwsentosa.com

Universal Studio Sentosa

Address: 8 Sentosa Gateway, Sentosa Island, 098269

Website: <https://www.rwsentosa.com/en/attractions/universal-studios-singapore>

Phone: +65 6577 8888

Email: enquiries@rwsentosa.com