



# DIRECTORY OF SERVICES



**AIRLINES**

American Airlines ..... 1-800-433-7300  
Continental Airlines .....1-800-525-0280  
Delta Airlines .....1-800-221-1212  
Northwest Airlines ..... 1-800-225-2525  
Southwest Airlines .....1-800-435-9792  
United Airlines .....1-800-241-6522  
USAirways ..... 1-800-428-4322

**AIRPORT TRANSPORTATION**

Complimentary hotel shuttle service is available with prior reservation. Please contact the front desk.

**AMENITIES**

The hotel can provide baby cribs and rollaway beds with advance notice. We also have a supply of often forgotten travel necessities, such as shampoo and disposable razors.

**BANK - ATM SERVICE**

The nearest bank with ATM service is at 1313 North Baldwyn Street.

**BANQUETS AND CATERING**

The hotel offers fine banquet and meeting facilities for business meetings or special occasions. Please contact our catering staff for expert assistance.

**BELL SERVICE**

Our bellstaff is available to handle your luggage or answer questions about the local area.

**CHAMBER OF COMMERCE**

For maps and area information contact the Chamber of Commerce at \_\_\_\_\_.

**CHECK CASHING**

Due to the limited amount of cash kept on the property, the hotel is unable to provide check cashing services. Please contact the front desk for directions to the nearest bank or ATM.

**CHECK-OUT**

Check-out time is Noon.

**COFFEE SERVICE**

Coffee service is available in the lobby area 24 hours a day.

**CONTINENTAL BREAKFAST**

We offer a complimentary continental breakfast from 6:00am to 10:00am daily in the lobby area.

**COPIES**

Copy service is available at the front desk. The charge for hotel guests is 5¢ per copy.

**CREDIT INFORMATION**

We accept American Express, Visa, Carte Blanche, Diners Club, Discover and MasterCard.

**CRIBS**

Cribs are available as a complimentary special request item through the front desk. The number of available cribs is limited and will be provided on a first come, first served basis.

**DINNER DELIVERY**

Dinner delivery is available. Menus are in the guest room or are available at the front desk. For other dining options, please contact the front desk.

**DRY CLEANING AND LAUNDRY**

For your convenience, a laundry bag and dry cleaning list are provided in each room. No service on Saturday, Sunday or holidays. Same day service if articles are received at the front desk by 9:00am.

**EMERGENCY**

In the event of an emergency, medical or otherwise, please contact the front desk for immediate attention.

**EXECUTIVE OFFICES**

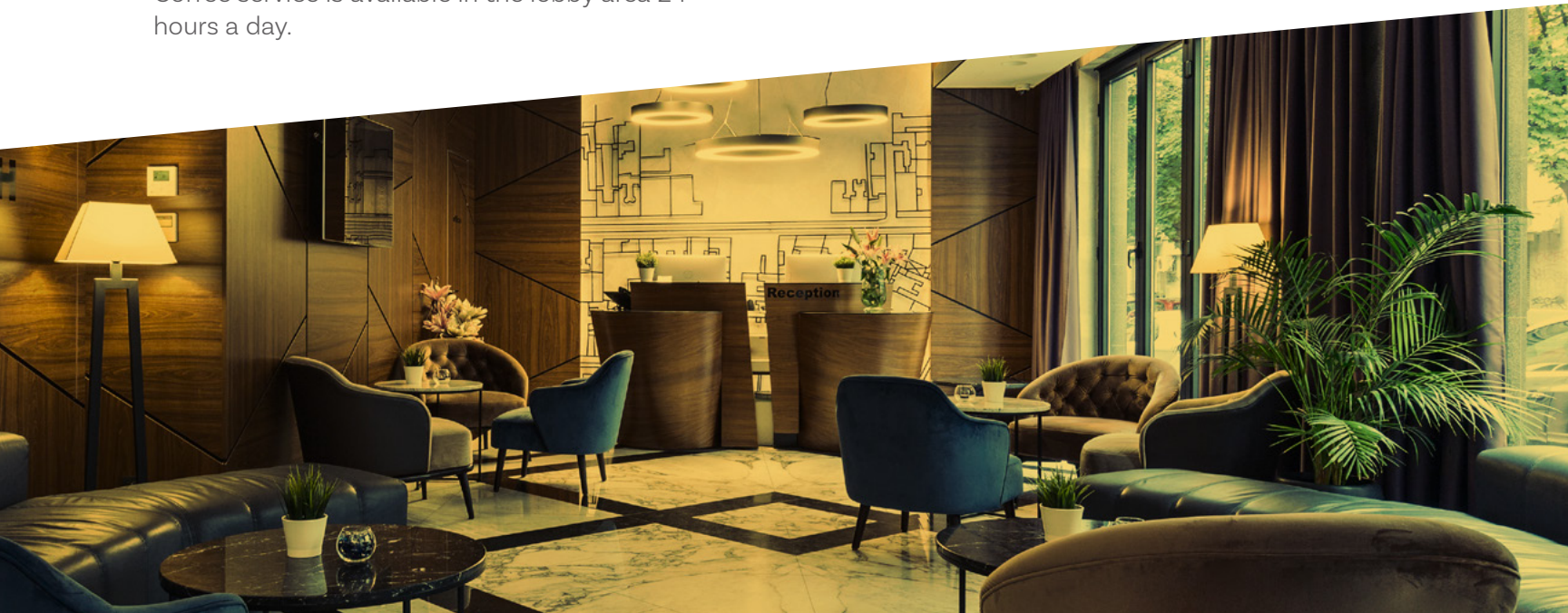
Our executive staff is readily available to answer your questions or offer assistance.

**EXERCISE ROOM**

Our exercise room is fully equipped for your fitness needs. Please obtain a key from the front desk.

**FAX MACHINE**

Facsimile (FAX) service is available for your convenience. The hotel fax number is \_\_\_\_\_.





# DIRECTORY OF SERVICES



**FIRE EMERGENCY**

The hotel is fully equipped with modern fire prevention devices. For your additional safety, please familiarize yourself with the fire alarm locations, exit routes and the fire safety guides. This information is posted on the back of each guest room door.

**GIFT SHOP**

Our gift shop is located off the lobby. A variety of interesting gifts and souvenirs are available, as well as health care products, magazines, newspapers and snacks.

**HOUSEKEEPING**

Call our housekeeping department for early room make up service, extra linens, towels, or blankets.

**ICE AND VENDING MACHINES**

Ice and vending machines are located on each guest room floor.

**KEY CARD**

Should you lose your key card please notify the front desk immediately so that your lock may be re-coded. Please return your key card to the front desk upon check-out.

**LOST AND FOUND**

For articles lost or found, please contact the front desk.

**LOUNGE**

Our hotel lounge is located off the main lobby. The hours are: Monday through Thursday \_\_\_\_\_; Friday and Saturday \_\_\_\_\_.

**MAIL AND MESSAGES**

Mail and messages received at the hotel may be collected by either calling or stopping by the front desk.

**MEETING ROOMS**

Meeting rooms are available from 7:00am to 11:00pm. To make arrangements, please contact the hotel manager or the front desk.

**NEWSPAPERS**

Newspapers are available in the lobby.

**PARKING**

Complimentary parking is available for all registered hotel guests. The hotel cannot be responsible for items left in vehicles on the hotel property.

**PET POLICY**

For the convenience of other guests and in an effort to help us provide the cleanest and most sanitary accommodations available, pets are not permitted. The front desk will be glad to help you make other arrangements for your pet.

**POSTAGE STAMPS**

Postage is available at current postal rates at the front desk.

**RESERVATIONS**

Reservations may be made nationwide by dialing our toll-free number \_\_\_\_\_, or contact the front desk for assistance.

**RESTAURANT**

Our hotel restaurant, \_\_\_\_\_, is located off the main lobby. Hours are Monday through Friday \_\_\_\_\_ Saturday and Sunday \_\_\_\_\_.

**ROLLAWAY BEDS**

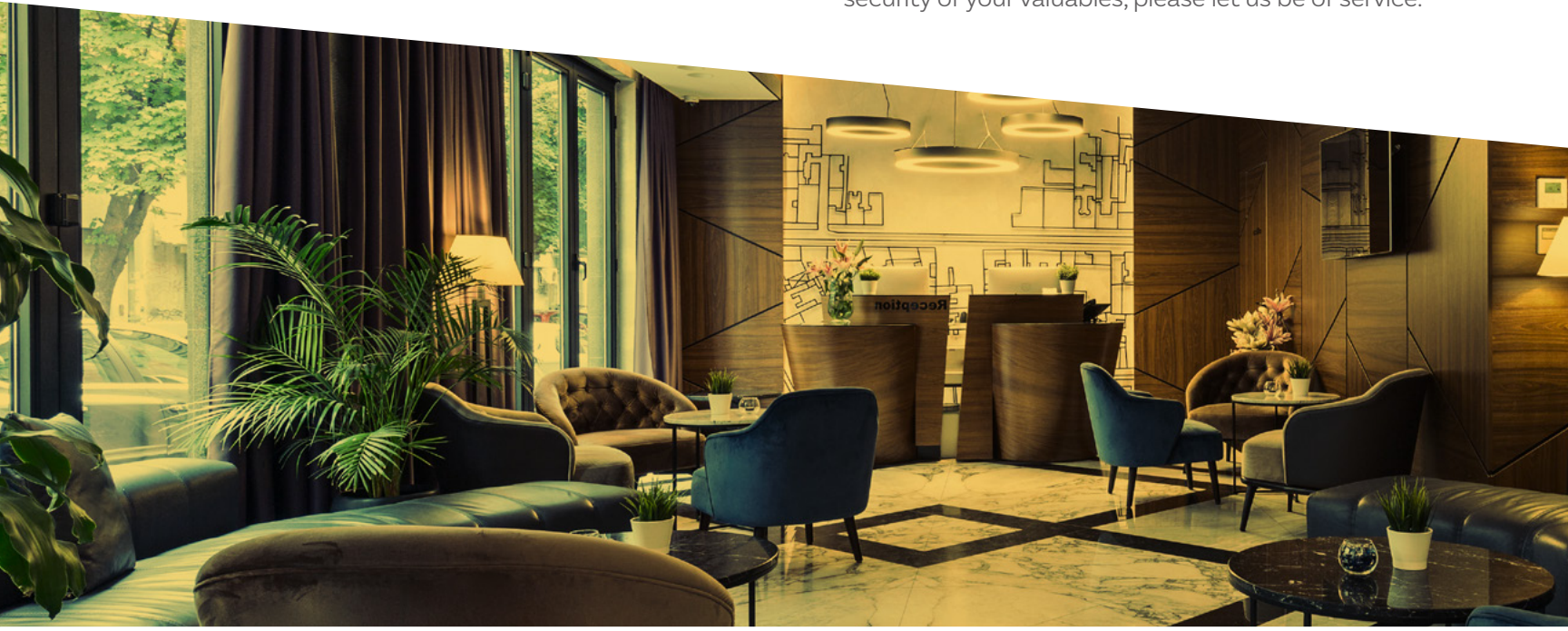
Rollaway beds are available as a complimentary special request item through the front desk. The number of rollaway beds is limited and provided on a first come, first served basis.

**ROOM SERVICE**

For your convenience, room service is available seven days a week.

**SAFETY DEPOSIT BOXES**

Please do not leave money or valuables in your room. Under state law the hotel cannot be responsible for the loss of articles unless properly secured in the safety deposit box located at the front desk. For the security of your valuables, please let us be of service.



# DIRECTORY OF SERVICES



**SALES OFFICE**

For personal assistance in group accommodations, please contact our sales department.

**SECURITY**

Your safety and security are of the utmost concern to those of us who welcome you as our guest. Please familiarize yourself with the Safety Guidelines provided in this directory. If a security need arises, please contact the front desk for immediate attention.

**SPA / HYDROTHERAPY POOL**

The spa / hydrotherapy pool is open from 7:00am to 10:00pm.

**SWIMMING POOL**

Our swimming pool is open Memorial Day through Labor Day. Children must be accompanied by guardian. No glass on premises. Swim at your own risk, as there is no lifeguard on duty. Call front desk for pool hours.

**TAX**

Sales taxes are based on local and federal requirements. Please contact the front desk for a description / amounts of all applicable taxes charged by the hotel.

**TRANSPORTATION**

We will be happy to arrange for taxi service or make recommendations concerning your transportation needs.

**TRAVELERS WITH DISABILITIES**

This hotel, like all hotels in the Holiday Inn® system, is committed to providing accessible facilities for travelers with disabilities. If you encounter barriers during your stay, please contact the Manager on Duty. If you have further comments regarding your stay, let us know by calling Guest Relations at 1-800-621-0555 (within the U.S. and Canada). The Holiday Inn® Hospitality PromiseSM Program and the Holiday Inn Reservation Promise apply to all our guests. In the future, if you require an accessible room, you can assist us in meeting your needs by making advance reservations through 1-800-HOLIDAY, requesting an accessible room and letting the agent know your individual needs.

**WAKE-UP SERVICE**

If you would like a wake-up call, please notify the hotel operator.

**WORSHIP SERVICE**

A listing of area worship services is provided in this directory.





# TELEPHONE & TV INFO



## HOTEL EXTENSIONS

Bell Service .....	Touch 422	Messages .....	Touch 455
Emergency.....	Touch 423	Restaurant .....	Touch 544
Front Desk.....	Touch 424	Reservations .....	Touch 533
Guest Rooms .....	Touch 245	Room Service .....	Touch 522
Housekeeping.....	Touch 432	Sales & Catering.....	Touch 511
Lounge.....	Touch 324	Security.....	Touch 500
Manager On Duty.....	Touch 255	Wake-Up Service.....	Touch 555

## OUTSIDE CALLS

Local Calls (free).....	Touch 9 + Number
Long Distance Calls	
Billed to Room .....	Touch 9 + 1 + Area Code + Number
Collect Calls .....	Touch 9 + 0 + Area Code + Number
Credit Card Calls .....	Touch 9 + 0 + Area Code + Number + Card Number
Long Distance Information.....	Touch 9 + 1 + Area Code + 555-1212

## TV CHANNEL LINEUP

10.....	Cartoon Network	238.....	CNBC HD	44 .....	Animal Planet
16.....	ESPN U	24 .....	ESPN 2	45 .....	Food Network
17.....	CNBC	241.....	Bravo HD	46 .....	E! Entertainment
19.....	Big 10 Network	25 .....	ESPN Classic	53 .....	CMT
199.....	Cooking Channel	26 .....	CNN Headline News	55 .....	CNN
206 .....	A&E HD	27.....	CNN International	58 .....	C Span
211.....	AXS TV	300 .....	Encore	59 .....	C Span 2
213.....	ESPN HD	301 .....	Encore Westerns	61.....	Comedy Central
216.....	Discovery HD	302.....	Encore Classic	71.....	ESPN News
217 .....	Destination America HD	303 .....	Encore Suspense	80 .....	Discovery Family
22 .....	ABC Family Channel	304 .....	Encore Black	81.....	BBC America
220.....	Animal Planet HD	305.....	Encore Action	86 .....	Destination America
221.....	ESPN 2 HD	31.....	Discovery Channel	88.....	American Heroes
222.....	Disney Channel HD	32 .....	Disney	94 .....	Discovery Life
223.....	ABC Family HD	33 .....	A&E	95 .....	Chiller
229.....	Big 10 Network HD	340 .....	Cinemax	99 .....	Bravo
23 .....	ESPN	342.....	Action Max		
230.....	ESPN News HD	35 .....	AMC		
235.....	Discovery Family HD	369.....	Flix		





## FIRE SAFETY

The hotel is protected by the most up-to-date fire prevention devices and alarm systems. Please make yourself aware of the emergency procedures listed here to further enhance your safety and security. Your Best Defense Against a Fire is to Plan Ahead.

- Locate two exits nearest your room. Be sure they are unlocked and unblocked. Then count the doors between your room and exits so you'll have a reference point if it is smoky or dark.
- When you hear an alarm, ACT, don't simply investigate.
- If the fire is in your room, get out and close the door. Alert your neighbors. Once out, report the fire.
- If the fire is not in your room, leave if you can. First, feel the door. If it is cool, open it slowly and go to the nearest exit. Crawl if there is smoke. Fresher air will be at the floor. Take your keys so you can go back to your room if you can't use the exits.
- NEVER USE ELEVATORS DURING A FIRE. They could stop at the fire floor.
- If your door is hot, don't open it. Your room may be the safest place to be. Seal all cracks with wet towels. Shut off fans and air conditioners. Signal from your window. Call the fire department and wait to be rescued.

## TRAVELER SAFETY TIPS

1. Don't answer the door in a hotel or motel room without verifying who is there. If a person claims to be an employee, call the front desk and ask if someone from their staff is supposed to have access to your room and for what purpose.
2. When returning to your hotel or motel late in the evening, use the main entrance of the hotel. Be observant and look around before entering parking lots, and before leaving your vehicle.
3. Close the door securely whenever you are in your room and use all of the locking devices provided.
4. Do not needlessly display guest room keys in public or carelessly leave them on restaurant tables, at the swimming pool, or other places where they might be stolen.
5. Do not draw attention to yourself by displaying large amounts of cash or expensive jewelry.
6. Do not invite strangers to your room for any reason.
7. Place all valuables in the hotel or motel safety deposit box.
8. Do not leave valuables in your vehicle.
9. Check to see that any sliding glass doors or windows and any connecting room doors are locked.
10. If you are traveling with children, provide adult supervision and know their whereabouts at all times.
11. If you see any suspicious activity, please report your observations to the management.



