



GUEST DIRECTORY

Welcome to Governor's Inn

We thank you for choosing our hotel, and we intend to make your stay a pleasant one. Our directory was designed to provide you with information about our facilities and our services.

Dialing Instructions

- Emergencies Dial 911
- Front Desk Dial 0 / 24 hours
- Room to Room Calls 7 + Room Number
- Local Calls 9 + Phone Number
- Long-Distance Calls 8 + 1 + Area Code + Phone Number
- Toll Free 8 + 1 + Phone Number
- Operator
- Assisted Calls 8 + 0 + Area Code + Phone Number
- Voice Mail Messages Press 100
- Wake up Calls Dial 0

Breakfast

A complimentary deluxe hot breakfast is served from 6:00 a.m. to 9:30 a.m., Monday through Friday, 7:00 a.m. to 10:00 a.m., Saturday, Sunday and Holidays and includes make your own waffles, hot and cold cereal, a variety of muffins, danish, bagels, breads, yogurt, eggs, a meat, potatoes, coffee, tea, juice and fresh fruit.

Breakfast to Go

Available at the Front Desk from 6:00 a.m. to 9:30 a.m.

Business Center

Our business center is located on the 1st floor and is available for use 24 hours a day. Fax and copy services are also available 24 hours at the Front Desk. The hotel fax number is (804) 272-0759.

Check-In & Check-Out

Check-In is 3:00 p.m. Check-out is 12 noon. If you need extended check-out time, please contact the Front Desk.

Credit Cards

We accept American Express, Diners Club Discover, VISA and MasterCard.

Drinks and Snacks /Vending Machines

Snack and beverage vending machines are located on the first floor of the main building.

Fitness Center and Indoor Pool/Dry Sauna

We also have a Fitness Center. Both areas are open from 5:00 a.m. to 11:00 p.m. daily and are located next to Guest Room 147.

Forget Something?

If you forgot to pack any standard toiletry items (toothbrush, shaving cream, razor, comb and mending kit) just call the Front Desk and we'll get you a complimentary replacement right away. If there is anything that we can do to make your stay more enjoyable, please feel free to contact us 24 hours a day by dialing "0" on your telephone or stop by the Front Desk.

Ice Machines

Ice Machines are located on the 1st floor of the main building.

Internet Access

Complimentary High-Speed Wireless Internet access is available throughout the hotel.

Laundry Services

Same day dry cleaning is available. Articles dropped off at the front desk prior to 9:00 a.m. will be returned by 6:00 p.m. Please contact the Front Desk staff for information on Local Laundry and dry cleaning facilities.

Safe Deposit Box

Complimentary safety deposit boxes are located in every guest room. The hotel is not responsible for money or valuables in your room.

Swimming Pool

The outdoor pool is open from Memorial Day to Labor Day from 9:00 a.m. - 9:00 p.m. There is no lifeguard on duty, swim at your own risk. Pool rules and safety tips are posted in the pool area. Children must be accompanied by an adult.

Travelers with Disabilities

This hotel is committed to providing accessible facilities for travelers with disabilities. If you encounter barriers during your stay, please contact the Front Desk. If in the future you require an accessible room you can assist us in meeting your needs by making advanced reservations and requesting an accessible room.

Governor's Inn

9826 Midlothian Turnpike, Richmond, VA 23235 P: (804) 323-0007 Reservations: (800) 528-1234 bestwestern.com

Wherever Life Takes You, Best Western Is There.®

Each Best Western® branded hotel is independently owned and operated.



GUEST DIRECTORY

Safety Procedures

IN CASE OF FIRE

- Stay calm.
- Pull the nearest fire alarm.
- If possible, close doors around the fire area.
- Phone the operator.
- Exit the building (if at all possible).
- Take your room key with you.
- Do not use the elevator.

SMOKE

If your room is filled with smoke, fold a wet towel into a triangle and tie it over your nose and mouth. Get on your hands and knees (or stomach) and crawl to the door. Feel the knob; if hot, do not open. If cool; open slowly. Take your room key. If the hallway is filled with smoke, stay next to the wall and count the doors as you crawl to the exit staircase. Walk down the exit staircase. If the staircase begins to fill with smoke, return to your room. Do not use the elevator.

IF YOU CANNOT LEAVE YOUR ROOM

- Dial "0." If unavailable, call the Fire Department at "911."
- Shut off the air conditioner.
- Wedge a wet cloth under the doors and around the doors and vents.
- Remove the drapes from the windows.
- Check to see if there is smoke outside the window: if there is no smoke outside and the window may be opened, hang a sheet or light colored material outside. This will signal your location letting firefighters know that the room is still occupied. Keep part of the sheet inside the window, wet with water.
- Fill the bathtub or sink with cold water for firefighting. Use an ice bucket or other containers to keep water available to quickly moisten the wet cloths that are keeping the smoke out.
- Do not break the window. Do not jump.
- Stay low and continue firefighting until help arrives.

Security & Safety Procedures

DOUBLE LOCKS AND LATCHES

For additional security, utilize the deadbolt lock provided on your door upon entering. This will prevent the door from being opened by the regular room key. As an additional precaution, please secure the safety latch.

ADMITTANCE

Do not admit persons to your room without first making an identification. If there is any doubt about the persons identity, please contact the Front Desk.

KEYS

Please safeguard your key. Do not leave your key in the door and do not give your key to others.

Carbon Monoxide Safety Tips



WARNING

Carbon Monoxide is a colorless, odorless, poisonous gas, and exposure can be fatal. Your room is equipped with a carbon monoxide detector.

Symptoms of Carbon Monoxide exposure may include:

- Headache
- Shortness of breath
- Nausea
- Blurred vision
- Vomiting
- Weakness
- Loss of muscle coordination
- Confusion
- Loss of consciousness
- Dizziness
- Fatigue
- Collapse

What to do if a Carbon Monoxide alarm is sounding or if you experience any symptoms of Carbon Monoxide exposure:

- Never ignore a Carbon Monoxide alarm that is sounding.
- Immediately move outside to fresh air.
- Advise the hotel Front Desk.
- Call 911, emergency services, or the Fire Department.
- Do a head count to check that all people in your party are accounted for.
- Do not reenter the premises until the emergency service responders have given you permission.

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