



THE GARDEN CITY HOTEL

## WELCOME

Dear Guest,

May I extend a warm welcome on behalf of the ladies and gentlemen of The Garden City Hotel's fantastic hospitality team.

Each of us has your comfort and convenience in mind as we genuinely strive to provide you with an elevated hotel experience that demonstrates our great appreciation of your patronage.

It is our sincere desire to provide to you the very best in guest service, dining, and recreation during your stay with us. I believe you will find our professionals to be well informed ambassadors of this fabulous region of Long Island and most happy to be of assistance to you in finding all of the exiting shopping, dining and sites that so greatly enrich our locale.

Please call on us if there is anything you need to make your stay more enjoyable.

My thanks,

J. Grady Colin  
General Manager

# HOTEL INFORMATION

The Garden City Hotel  
45 Seventh Street  
Garden City NY 11530

Main 516-747-3000  
Fax 516-747-4534  
Web [www.gardencityhotel.com](http://www.gardencityhotel.com)

Find us on social media  
@gardencityhotel  
@redsaltroom\_bydavidburke  
@theroseroom\_gch  
@gchweddings

# ONE

ONE call for all

For anything you may need during your stay, from Housekeeping to In Room Dining to Car Service, touch the gold ONE button located on your phone.

Room to Room 7 + Room Number  
Local Calls 9 + Number  
Long Distance Calls 9 + 1 +  
Area Code + Number  
International Calls 9 + 011 +  
Country Code + Number  
Directory Assistance 9 + 411

\$1.50 minimum charge on all calls.  
Additional applicable fees and surcharge apply to all calls.

## **RETRIEVING YOUR VOICE MESSAGES**

Touch the VOICE MAIL button on your phone. Messages will play back automatically allowing you to retrieve, save and delete. Remember to check your voice mail before you checkout. All messages are deleted upon checkout for your privacy and protection.

# GUEST SERVICES AND AMENITIES

For your comfort and convenience, please take advantage of the following services to make your stay more enjoyable.

## ONE

ONE call for all

Touch the gold ONE button on your phone for access to any of these services.

### **BELL ATTENDANT**

Please let us know should you need assistance with your luggage.

### **CHILDREN'S SERVICES**

Housekeeping offers a full range of amenities for babies and young children, including pack-and-plays, and cribs.

### **CONCIERGE**

Our gracious staff is located in the main lobby. Among many other services, they will be happy to provide information on transportation, theaters, personal shopping, babysitting, and restaurant reservations.

### **DO NOT DISTURB**

If you do not wish to be disturbed, please place the Do Not Disturb card on the outside of your doorknob. If you wish to have your calls screened or not be disturbed with calls, please let us know.

# ONE

ONE call for all

Touch the gold ONE button on your phone for access to any of these services.

## **DRY CLEANING / LAUNDRY**

We are pleased to offer our guests dry cleaning and pressing. please call ONE for pickup. Limited hours apply.

## **HOUSEKEEPING**

A professional team of housekeepers is available throughout the day. Services are offered daily from 9:00am-5:00pm. If you have any specific times or requests during your stay, we will be happy to accommodate you.

## **LUGGAGE**

Our bell staff will be happy to assist you with your luggage, including storage after your checkout.

## **VALET PARKING**

Valet parking services are available.

## **MANAGER ON DUTY**

A Hotel Manager is available 24/7

## **IN ROOM DINING**

Available Friday, Saturday and Sunday, our In Room Dining Service offers a variety of options from dry aged burgers to ice cream.

## **LOST AND FOUND**

While we are not responsible for items left behind, we do offer a lost and found service. Items will remain in our lost and found for 30 days.

## **MAINTENANCE**

If you notice something in your guest room needs attention, please touch the gold ONE button for assistance

## **CRAVE 45**

### **GOURMET MARKETPLACE**

Crave 45, our gourmet marketplace located in the hotel lobby, offering artisanal bakery items, sandwiches, salads, an array of savory snacks, and fresh coffee of hot and cold brews.



## INTRODUCING RED HOTS SPA

Leveraging the power of red to unlock radiance, our new Red Hots Spa is a one-stop destination for beauty, skin care and overall wellness. Red Hots Spa was created as a luxury boutique spa brand to synergistically blend the best results-driven spa treatments with favorite "instant gratification" beauty rituals.

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### SPA OFFERINGS

Beauty Lounge  
Hair Lounge  
Massages, Scrubs and Wraps  
Facials  
Waxing  
Spa Parties  
Couple Retreats  
Spa Boutique

### HOURS

Monday - Wednesday | 10am - 6pm  
Thursday | 10am - 7pm  
Friday - Saturday | 9am - 8pm  
Sunday | 9am - 5pm

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[www.gardencityhotel.com/red-hots-spa](http://www.gardencityhotel.com/red-hots-spa) | 516.747.3000 ext.7600

# PERSONAL SAFETY & SECURITY

Your safety and the safety of your personal property is of the utmost concern to all of us at The Garden City Hotel.

## **MEDICAL EMERGENCIES**

In case of illness or accident, dial 337 for Security. Our Security staff is trained in first aid. Security will call for an ambulance if necessary. If you believe that the illness is severe and feel that you need medical attention, please dial 9 + 911

## **DEFIBRILLATOR**

An Automated External Defibrillator (AED) is located behind the Front Desk, in the Fitness Center, near the second floor ballrooms as well as in the Security Office. In the event of an emergency, dial 337 for Security. Your safety and the safety of your personal property is of the utmost concern to all of us at The Garden City Hotel.

## **SECURITY**

Dial 337. Trained personnel provide hotel Security 24 hours a day. The hotel area is continually patrolled and monitored by closed circuit television coverage in many of the public areas. Always remember to practice common sense safety and always identify visitors before allowing them into your room.

## **ADMITTANCE**

Do not allow any person into your room without first making identification. A peephole is provided in your door for safety. If there is any doubt about a person's true identity, dial 337 for Security immediately.

## **OVERNIGHT HOTEL ACCESS**

Each morning at 2:00am the front doors to the Hotel are secured. Guests can enter the hotel by utilizing their room key.

# PERSONAL SAFETY & SECURITY

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## **DOUBLE LOCKS**

For additional security, guest room doors are equipped with automatic deadbolts. Also, a privacy lever is located on each door preventing it from being opened from the outside.

## **IN ROOM PERSONAL SAFE**

Your guest room is equipped with a personal safe. Please note that the hotel is not responsible for any valuables left unattended in your room, in public area or inside your personal safe.

## **SAFETY DEPOSIT BOX**

In the event you are traveling with valuables that do not fit in your personal in room safe, please see the Front Desk for additional limited space in the hotel's safety deposit box. Please note that the hotel is not responsible for any valuables left unattended in the safety deposit box.

## **KEYS**

Safeguard your key. Do not leave it in your room. Do not give your key to others. If you lose your key, notify the Front Desk by touching the gold ONE button on your phone or visiting them

immediately. The door locks can be reprogrammed, and a new key will be issued with a valid form of identification. Be sure to leave your key with the Front Desk upon checkout.

# EMERGENCY PROCEDURES

Your safety and the safety of your personal property is of the utmost concern to all of us at The Garden City Hotel.

If you find a fire. . .

## **DIAL 337**

If you see or smell smoke or discover a fire dial 337 for Security immediately.

## **REMAIN CALM**

Do not panic. Alert others and remove all persons from danger.

## **CLOSE DOORS AGAINST THE FIRE**

Closing doors as you exit the fire area is the single most important thing you can do to prevent the fire from spreading.

## **PULL THE NEAREST FIRE ALARM**

As you are exiting the fire area, activate the nearest fire alarm. Fire alarms are located in the corridors and near the exits.

## **USE FIRE EXTINGUISHERS**

Portable fire extinguishers are located throughout the building to aid in your safe escape and protect your evacuation if necessary. They should only be used while moving away from a fire to a safe location. Do not fight a fire yourself.



# EMERGENCY PROCEDURES

Your safety and the safety of your personal property is of the utmost concern to all of us at The Garden City Hotel.

If you hear a fire alarm. . .

## **REMAIN CALM**

Do not panic. The cause of the alarm will be investigated by Security and trained staff.

## **TEST YOUR DOOR FOR HEAT**

With the back of your hand, test your door to see if it is hot or cold. If it is hot, keep the door closed and dial 337 for Security giving them your room number.

## **IF YOUR DOOR IS COOL**

Open your door slowly a small amount, and look for smoke or fire in the hallway. If you see heavy smoke or fire, close your door immediately and dial 337 for Security giving them your room number.

## **SAFE EVACUATION GUIDELINES**

In the event evacuation is required, please follow these simple guidelines.

1. Check the evacuation plan on the back of your door, for your room location and the location of the nearest emergency exit.
2. Do not pack or waste time gathering personal belongings, but do take your room key. Leave no one behind.
3. While moving to the nearest exit, stay along the wall and keep low if you are in a smoke condition.
4. Always use staircases and emergency exits for evacuation. Never use the elevators in a fire or emergency situation. Exit fully to the street level for your safety and listen for further instructions from our staff.

For any questions, please touch the gold ONE button located on your phone.