

Welcome

Welcome to the garden, here at Hilton Garden Inn Gallup.

At our Hilton Garden Inn, we're here to support each of our guests on his or her road to success, and it starts the moment you walk through our doors. We promise to do whatever it takes to ensure you're satisfied, or you don't pay. You can count on us. Guaranteed.™

We understand what you need to get from one bustling business day to the next. Our staff goes above and beyond to ensure each stay is a successful one from starting your day with a full, cooked-to-order breakfast to ending it in one of our oh-so-cozy beds. Additionally, our property has a state-of-the-art fitness center for stress-busting workouts, as well as a 24/7 business center with complimentary printing and Wi-Fi. Your comfort and enjoyment is our constant focus.

A Tradition of Hospitality.

On behalf of the entire Hilton Garden Inn™ team, welcome to our hotel. We are proud to be a part of the tradition established more than eighty years ago, by Conrad Hilton. Today, we are a member of the Hilton Worldwide Portfolio of Brands which together, is setting new standards in the hospitality industry.

Throughout your stay with us, our team is committed to your comfort. With our commitment to Ultimate Service, our team members pride themselves on providing service that is unparalleled. For assistance, please use our Guest Service Hotline located on your guestroom phone.

Enjoy your stay!

Hotel Services

Hilton HHonors™ Program

With Hilton HHonors™, you are more than our guest. You are a member. HHonors points can be redeemed for a world of free travel - from free hotel nights to airline flights to merchandise from top retailers. To enroll instantly in the Hilton HHonors program, pick up an application at the Front Desk or visit www.hiltonhhonors.com.

Pavilion Pantry®

Conveniently located next to the Front Desk, the Pavilion Pantry offers a selection of food, beverage and sundry items at reasonable prices. Accessible 24-hours a day, you can find any forgotten travel items, a late night snack, or microwaveable meals that can be enjoyed in the comfort of your guestroom.

In this directory you will find more information about our property and its guest services. If there is anything else we can do to help you with your stay, please contact the Manager on Duty who will be happy to assist you. We hope to see you again soon on your next visit to Gallup!

FOR IMMEDIATE RESPONSE TO YOUR NEEDS, PLEASE TOUCH GUEST SERVICE HOTLINE ON YOUR TELEPHONE

Hilton Garden Inn Gallup
1530 W Maloney Ave
Gallup, NM 87301
Phone: 505-722-9600
Fax: 505-722-9970
Website: stayhgi.com

FOR RESERVATIONS:

www.HGI.com or 1-877-STAY-HGI (1-877-782-9444)

Restaurant

Our hot, cooked-to-order breakfast includes made to order omelets, eggs, french toast and pancakes, biscuits and gravy, bacon, ham, sausage, and plenty of fresh pastries, fruit, yogurt and more. Dine in our amazing Garden Grille or from the comforts of your room and order one of our juicy steaks, pasta or fresh seafood. Don't forget dessert.

Bar

Join us in our Pavilion Lounge every evening where our friendly staff will serve you the finest beer, wines and spirits.

Fitness Center

For your fitness convenience we offer ellipticals, treadmills, weights, a heated indoor pool and whirlpool.

Hotel Services

Business Center

The Business Center is located on the First floor and is complimentary to all of our guests. We have the latest equipment available for your use, including a Windows compatible personal computer with Microsoft Office®, laser jet printer, copy and facsimile machine, as well as general office equipment and supplies. Please dial the Guest Service Hotline for more information or assistance. For Internet access and information on remote printing services see Complimentary Internet Access and Guest Printing Service.

Check-In / Check-Out

Check-In begins at 3:00 pm and Check-Out time is 12:00 pm. To request a late check-out, please dial the Guest Service Hotline for assistance.

Rollaways

Rollaways are available upon request. Please contact the Guest Service Hotline for assistance. Cost for rollaway use is \$10.00.

Hotel Services

Laundry / Dry Cleaning Services

Coin operated washers and dryers are located on the First floor for your convenience. Laundry soap is available in the Pavilion Pantry® located adjacent to the Front Desk. Dry cleaning is available Monday through Friday, excluding holidays. Clothing will be returned by 9:00 am the next day. Valet bags are available in the closet of each room. Please enclose the completed laundry slip in the laundry bag prior to dropping off your clothing at the Front Desk.

Ice / Vending Machines

Ice machines are located on Every floor by the elevators.. Vending machines are located on every floor.

Lost and Found

Please dial the Guest Service Hotline regarding any lost and found items.

Hotel Services

Swimming Pool

Our indoor swimming pool and whirlpool spa are open from 7:00 a.m. to 10:00 p.m. daily. Parents are required to be present while children are in the pool area and to follow the posted rules.

Wake-up Calls

Please dial the Guest Service Hotline for assistance in requesting a wake-up call. A wake-up call is also self-programmable. Follow the voice prompt instructions on how to program a wake-up call from your guestroom phone.

Emergency Services

Emergency services can be reached in one of two ways:

1. Push the Emergency Dial button on the face of your phone above the Red Cross, which will connect you directly to the Front Desk for immediate assistance.
2. Dial 9+911 for outside emergency services. If you contact outside emergency services, please notify the Front Desk so that our team members can direct outside emergency services to your guestroom.

Houses Of Worship

A list is available at the Front Desk.

Reservations

For room reservations, please visit our website at www.HGI.com. You can also call 1-877-STAY HGI (1-877-782-9444) for reservations.

Safe Deposit Boxes

Do not leave money and valuables unattended in your guestroom. Complimentary Safe Deposit boxes are available for your use at the Front Desk.

Sales / Conference & Meeting Services

For more information, please contact our Sales Department located in the administrative offices of the hotel. Professional assistance is available to cater to your meeting, banquet or group needs.

Zip-Out / Check Out® Express

Your room folio is slipped under your door the morning of your departure. Simply review your charges, and then touch the Zip-Out button on your telephone to be checked out and leave your room key in the room.

Complimentary Internet Access

Refer to the Technology Service or Complimentary Internet Access section of this directory.

Hotel Services

Long Distance Calling

Direct dialed local, long distance or international calls will be billed to your account only if the called party answers. For unanswered 0+ calls that ring beyond 45 seconds (approximately 7 rings), our call accounting equipment will post charges to your account in accordance with our proposed rates.

You may obtain free rate information at any time by dialing 9 + 00 and ask for the AT&T Operator for the rates of an Operator Dialed Business Day Call. Hilton subscribes to AT&T Long Distance and Operator Services. Century Link is our local carrier. You have the right to reach other long distance carriers from this telephone and you may do so by dialing the access code provided by that carrier.

Direct complaints to: Federal Communications Commission:
FCC Enforcement Division;
CCB Room 6202;
Washington, D.C. 20554

Complaints for Century Link may be directed to (505) 722-9232.

Complaints for AT&T, may be directed to (800) 225-5288.

Voicemail and Telephone

Refer to in-room phone guide.

Safety and Security Procedures

In Case of Fire...

Plan what to do when you check in so that you are prepared in case a fire does occur. Remember, access to your room is gained from an interior passageway, and each passageway is served by interior stairways, which lead directly to the parking lot level.

When you hear an alarm, ACT, don't investigate.

If fire is in your guestroom, get out and close the door. Once out, report the fire. Use stairways to exit the building, do NOT use the elevator.

If fire is not in your room, leave if you can. First, feel the door. If it's cool, open it slowly and go to the nearest EXIT. If your guestroom door is hot, do not open it.

Your room may be the safest place to be. Seal all cracks with wet towels, shut off the fans and signal out your window. Dial 9+911 to call the fire department and wait to be rescued. Refer to evacuation plans on the back of the guestroom door for egress routes.

Safety and Security Procedures

Room Security

Guestroom doors are fitted with an electronic locking system that locks automatically when the door is closed. For increased security while you are in the room, engage both the dead bolt and the swing lock located above the door hardware. Your room key will operate your door lock until 12:00 pm on your departure date. If you have any questions during your stay, please call the Guest Services hotline.

Admittance

Do not allow any persons to enter your room without first identifying them. A door viewer is provided in the door for your safety. If there is any doubt about the person's true identity, please dial the Guest Service Hotline.

Keys

Our room keys do not display room numbers. If you lose or misplace your key, notify the Front Desk as soon as possible. You will be required to provide identification to replace a lost room key. Be sure to leave your room key with the Guest Service Representative upon departure or leave it in your room. Do not give your key to others.

Americans with Disabilities Act (ADA)

For any questions or complaints regarding the services, amenities, accommodations, or facilities provided to persons with disabilities, please contact the hotel's Front Office Manager (our ADA Contact Person) at 505-722-9600. Complaints of disability discrimination may also be filed with the U.S. Department of Justice at www.ada.gov or by calling (800) 514-0301 (voice) or (800) 514-0383 (TTY).

Safety and Security Procedures

Security Tips for Travelers

The following tips are recommended whenever and wherever you travel.

1. Don't answer the door in a hotel room without verifying who it is. 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 late in the evening, use the main entrance of the hotel. Be observant and look around before entering parking lots.
3. Close the door securely whenever you are in your room and use all of the locking devices provided.
4. Don't display guestroom keys in public, or leave them visible on restaurant tables, at the swimming pool, or in public areas.
5. Do not draw attention to yourself by displaying large amounts of cash or expensive jewelry.
6. Don't invite strangers to your room.
7. Place all valuables in the hotel's safe 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 see suspicious activity, please report your observations to the Management.

Complimentary Internet Access

How Are You Connecting?

- A. Wireless (WiFi) using Microsoft Windows
- B. Wireless (WiFi) using MAC OS X

A. Wireless Access (WiFi) for laptops with Microsoft Windows Only

1. Turn your laptop on
2. Select View Network Connections
3. Select Wireless Network Connection
4. Select either "HHonors" or "ATTWIFI" as your wireless network and Connect
 - If HHonors is not in your choice of networks, click on "add" and enter "HHonors" under "network name" and click "ok".
 - Move up hhonors to the top box for wireless connectivity.
5. Open your internet browser (Internet Explorer, Firefox, etc.)

6. Follow sign-on instructions. Once the connection to the internet is established, you can proceed with your desired activities. Your computer must have wireless capabilities to access the internet via wireless. Your laptop must either have a wireless card or an internal wireless chip. Ensure your wireless network adapter is enabled.

Complimentary Internet Access

B. Wireless Access (WiFi) for MAC OS users version 10 or higher

1. Turn your laptop on and go to System Preferences
2. Select Network icon
3. Click on the AirPort icon in the Bar
4. Ensure AirPort is turned on
5. Select "HHonors" Wireless network or "ATTWIFI" network
6. Open your internet browser
7. Follow sign-on instructions. Once the connection to the internet is established, you can proceed with your desired activities.

For 24-Hour Assistance

For 24-hour assistance with complimentary internet access, call StayConnected Customer Care at: (877)-474-2411. There will be no charge for the call.

Complimentary Internet Access

Trouble Shooting Common Issues

"Page Cannot be Displayed"

If you open your browser and receive this error message, check for internet connectivity by typing any valid internet website such as www.hilton.com in your address bar. If you still cannot connect, contact StayConnected Customer Care.

"HTTP Proxy Error"

If you open your browser and receive this error message, uncheck any proxy settings in your browser. Check for these Tools, Internet Options, Connection, or LAN settings.

If you are using a wired connection, the Ethernet cord plugged into your PC may connect to a modem on the desk or plugged into a wall nearby. If you see a modem and can easily examine it, verify that the lights are on and that the unit is plugged into an electrical outlet. The phone line should be connected to the wall on one end and to the DSL port on the modem end. Verify all cables are connected, i.e. power and Ethernet.

Complimentary Guest Printing Service

Print documents, email messages or attachments, boarding passes, and web pages from your computer to PrinterOn.

Print from your computer

1. Connect to the internet
2. If printing a document, right click on the document file and select "Send to" to email and enter the hotel-specific email address below for this hotel. Or go to www.printeron.net/hgi and find any other Hilton Garden Inn hotel Business Center printer email address you would like to print to. This hotel's printer email address is: www.printeron.net/hiltongardeninn/gallup
3. Once sent, you will receive an email confirmation with your release code(s).

Print from your smartphone

1. Forward the email with attachment you would like to print to: hiltongardeninn-gallup-1@printspots.com
2. A release code will be emailed to you.
3. To retrieve your print job, go to the Business Center and enter your release code on the print release keypad.

Retrieving your print job

To retrieve your print job, simply go to the Business Center and locate the keypad release device next to the computer. On the keypad release device enter your numeric release code to print.

Printing from a mobile device

To print an email message or attachment from your smartphone or wireless device simply forward the email to the printer email address. You will receive an email with your release code to be used at the print release station in the Business Center to securely obtain your print job.