



# GUEST DIRECTORY

## Welcome to the Best Western® Plus University Inn!

We would like to welcome you to the Best Western Plus University Inn Hotel. Our commitment to service and value is, and always will be, of paramount importance. Because we are in the business of service, we recognize that quality service means a professional approach to you, our guest.

We understand that traveling can sometimes be tiring! However, we are confident that we can create some of the comforts of home during your stay.

Your feedback is invaluable as we continually listen to comments from business and leisure guests about our services and facilities.

Whether you are on a business trip, organizing a conference, holding a small meeting, enjoying a relaxing weekend, or attending a family reunion, you are assured of a warm and friendly welcome at our hotel.

We look forward to welcoming you again on your next trip!

## Telephone Information

Front Desk .....Dial 0  
To call another guest .....Dial room number  
To place a local call .....Dial 9 + the number  
Place a long-distance call ...Dial 9 + 1 + area code + the number

## Amenities

### Breakfast

A continental breakfast is available from 6:30am to 9:30am on weekdays and 7:00am to 10:00am on weekends and holidays in the breakfast room.

### Business Center

The business center is available for you 24 hours a day.

### Business Services

Photocopy services are available 24 hours a day with the Front Desk at no additional cost.

## Check-Out Time

Check-out time is 11:00am. If you wish to extend your stay, please notify our Front Desk personnel by 10:00am and we will accommodate you upon availability.

## Coffee / Tea

Complimentary coffee and tea are available 24 hours a day in the breakfast/Lobby area.

## Credit Privileges

We honor the following credit cards: American Express, MasterCard, Visa, and Discover.

## Fitness Area / Pool

Our pool is located on the first floor and will be open seasonally. Hours and dates of operation may vary, so please see Front Desk for more information.

The fitness area is located on the first floor and is open 24 hours a day.

## Forget Something?

Complimentary items are available 24 hours: combs, razor, shaving foam, toothbrushes, toothpaste, and sewing kits are available.

Feminine products are available at the Front Desk Sundry.

## Front Desk

Our Front Desk staff is available to assist you 24 hours a day. The following items are available upon request: extra blankets, extra pillows, extra towels, extra soap, etc.

## Ice and Vending Machines

Ice machines are located on the 1st, 3rd, and 4th floor. Vending machines are located on 1st floor only.

## Internet Access

Free wireless is available throughout the hotel.  
Password: 3050bwguest

## University Inn

3050 University Parkway, Winston-Salem, NC 27105 P: (336)723-2911 Reservations: 1 (800) WESTERN

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Each Best Western® branded hotel is independently owned and operated



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## 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 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 hallways are 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 "911".
- Shut off the air conditioners.
- 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 fire fighters 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 fire fighting. Use ice bucket or other containers to keep water available to quickly moisten the wet clothes 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 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 person's identity, please contact the Front Desk.

## KEYS

Please safeguard your key. Do not leave your key in your room 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
- Fatigue
- Weakness
- Nausea
- Shortness of breath
- Confusion
- Vomiting
- Blurred vision
- Dizziness
- Loss of muscle coordination
- Collapse
- Loss of consciousness

## 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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