



WELCOME

We would like to welcome you to the Best Western Premier NYC Gateway. 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 travelling 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, attending a family reunion, or a few days of vacation, you are assured of a warm and friendly welcome at our hotel.

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

Thank you,
The Staff and Management of the
Best Western Premier NYC Gateway

NYC GATEWAY

2650 Patterson Plank Road, North Bergen, NJ 07047 • 201-758-5770 • Fax 201-758-5774
Toll- Free Reservations: 1-800-WESTERN • 1-800-937-8376

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



GUEST DIRECTORY

AIRLINES

Air Canada	888-247-2262
Alaska Airlines	800-252-7522
American Airlines	800-433-7300
Delta Airlines	800-221-1212
JetBlue Airlines	800-538-2583
Northwest Airlines	800-225-2525
Southwest Airlines	800-435-9792
United Airlines	800-241-6522
US Airways	800-428-432

AIRPORT TRANSPORTATION

Please contact the front desk for airport transportation information.

BANKING SERVICES

Please contact the front desk for the location of the nearest bank. ATM is located in the Business Center lobby level

BREAKFAST

An ala carte breakfast is available at our Lobby Breakfast Bar. Menu and prices are available at the breakfast bar. Hours are Monday to Friday 7:00 AM to 10:00 AM, Saturday & Sunday 8:00 AM to 11:00 AM. Hours are subject to change, please check with the front desk.

BUSINESS CENTER SERVICES

Business Center located on the main lobby, is open 24 Hours for your convenience. Fax and Photocopy services are available at the front desk.

CHECK-IN TIME

Check-In time is 3:00pm.

CHECK-OUT TIME

Check-out time is 11:00 AM. Please make arrangements with the front desk if you need to check out later than 11:00 AM. Note; there may be an additional charge for late check-out.

COFFEE SERVICE

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

CREDIT CARD

We accept American Express, Diners, Visa, Master Card and Discover.

CRIBS

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

DRY CLEANING /LAUNDRY

Dry cleaning services are provided by a reputable, independent company with same day delivery. Available Monday thru Saturday - except holidays. Bring items to the Front Desk before 8 am for same day return at 6 pm. We act only as an agent and accept no responsibility for lost or damaged goods.

EMERGENCY - FIRE.....TOUCH 911
In case of fire.

EMERGENCY - MEDICAL.....TOUCH 911
For medical assistance

FORGET SOMETHING?

For your convenience, the hotel has available at the front desk 24 hours per day at no additional charge, an assortment of personal items such as comb, shaving cream, razors, toothbrush, toothpaste, sewing kits and sanitary napkins.

GIFT SHOP

Our gift shop, located on the lobby floor is open 24hrs.

GUEST LAUNDRY

Facility located on the 9th floor; hours of operation are from 9 am- 9pm. Laundry detergent is available at the gift shop

HOUSEKEEPING EXTRA & ADDITIONAL AMENITIES

Please contact the front desk for any housekeeping needs you might have, including extra linens, towels, blankets, soap or pillows.

ICE

Ice Machines are located on the 6th floor.



GUEST DIRECTORY

INTERNET TERMS AND CONDITIONS:

By using our Internet services, you hereby expressly acknowledge and agree that there are significant security, privacy and confidentiality risks inherent in accessing or transmitting information through the Internet, whether the connection is facilitated through wired or wireless technology. Security issues include, without limitation, interception of transmissions, loss of data, and the introduction of viruses and other programs that can corrupt or damage your computer.

ACCORDINGLY, YOU AGREE THAT NEITHER BEST WESTERN PREMIER NYC GATEWAY, AV HOSPITALITY LLC, WNW HOSPITALITY MANAGEMENT NOR BEST WESTERN INTERNATIONAL IS LIABLE FOR ANY INTERCEPTION OF TRANSMISSIONS, COMPUTER WORMS OR VIRUSES, LOSS OF DATA, FILE CORRUPTION, HACKING OR DAMAGE TO YOUR COMPUTER OR OTHERS THAT RESULT FROM THE TRANSMISSION OR DOWNLOAD OF INFORMATION OR MATERIALS THROUGH THE INTERNET SERVICE PROVIDED

INTERNET ACCESS

Get Connected:
Choose the wireless network "BWNYCGatewayHotel"
The hotel WiFi Password is located on your key packet.

FOR TECHNICAL SUPPORT CALL: 855-242-5234

KEY CARDS

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

LOST AND FOUND Dial 7007
Monday to Friday Open 9:00 am to 5 pm

LOUNGE

Our Lounge is located on the 5th floor is open for you from Sunday thru Thursday 5 pm-10 pm - Friday and Saturday 6 pm-12 am. Hours are subject to change, please check with the front desk.

LUGGAGE ASSISTANCE AND STORAGE

Please contact the front desk for luggage assistance. Luggage storage is available from 7 am to 6 pm.

MEETING ROOM

The Hudson Room accommodations are available for groups of 5 to 49 people. Fully equipped meeting rooms with the latest Audio-Visual Equipment are available. We offer comfortable classroom, conference and theater settings. For assistance, please contact our Sales Department at ext. 7002, Monday to Friday from 9 am to 5 pm or contact Front Desk by dialing 0.

PARKING

Complimentary parking is available for all registered hotel guests. The hotel cannot be responsible for items left in vehicles on the hotel property. Complimentary is only until your check out date. Parking past your checkout date is available at an additional parking fee.

PET POLICY

The hotel does not accept pets, with the exception of service animals. Emotional support animals are not recognized as a service animal per the

RECEPTION

Is open 24 hours a day. For assistance Dial 0

RECREATIONAL FACILITIES

Swimming Pool open from 9:00 AM to 10:00 PM.

The pool is located on the 5th floor, guest room key is required for entrance. The pool is open only to registered hotel guests. Pool towels are located in the pool area. There is No Life Guard on Duty. All children must be accompanying by an adult and should not be left in the pool unsupervised. No Alcohol, Food or glass in the pool area. Please abide by all Pool Rules posted in the pool area.

Fitness Center is located on the 5th Floor is open from 6:00 AM to 11:00 PM.



GUEST DIRECTORY

RESERVATIONS

Please dial 1-800-Western (1-800-937-8376) for reservations or access our website at www.bestwestern.com.

ROLLAWAY

The hotel does not have rollaway available. Per the local fire ordinance Rollaway beds are not allow in the guest

SAFE DEPOSIT BOXES

Are available in the guest rooms closet. The use of the safe during your stay is complimentary. The safe could be operated with your own personal (4-digit) code or a credit card. Instructions are listed on the safe.

SAFETY & SECURITY

WE CARE ABOUT YOUR SAFETY.
Your comfort and well-being are our first priority.
We urge you to take advantage of these safety and security tips.

Please be certain that all interior doors lock work properly.
Use the door viewer to identify anyone before opening the door.

When leaving your car, make sure it is locked. Do not leave any valuables in your car or in your room.
Safeguard your room key / access card at all times. Do not leave it unprotected or give it to anyone other the people registered with you in your room. Please remember to turn in your key / access card when you leave.

BE PREPARED

Locate the fire exit nearest to your room. Locate the nearest fire extinguishers and fire alarms. Always know where your room key / access card is. A fire plan is located on the back of your guest room door.

IF FIRE ALARM SOUNDS OR YOU SMELL SMOKE

Stay calm. Do not panic. Touch the door to your room. If it is hot, do not open. If the door feels normal, open it and check the hallway. If the alarm has not yet sounded but you smell smoke, sound the alarm. If there is no smoke in the hallway, leave your room. Take your room key / access card with you and go to the nearest emergency exit. If there is smoke in the stairwell, go to the opposite end of the hallway or return to your room. Any guests with disabilities should call the front desk for assistance.

IF YOU HAVE TO STAY IN YOUR ROOM

Fill the bathtub with cold water. Soak sheets and towels and put them around the base of the door. Call the front desk; tell them your room number and that you are staying in your hotel room because of smoke in the hallway or stairwell. If smoke begins to enter your room, crouch down beneath the level of the smoke and cover your nose and mouth with a wet cloth.

TELEVISION

For TV listing and Channel Guide turn to channel 100.

VENDING FACILITIES

The hotel doesn't have vending machines. However, our Gift Shop located on the lobby level by the front desk is open 24 hours. The Gift Shop sells a variety of sundries, beverage and toiletries.

WAKEUP CALLTOUCH O

Please dial "0" to schedule a wakeup call. To set the alarm clock, please follow instructions on the clock or contact the front desk for assistance.