



GUEST DIRECTORY

Welcome to Bolingbrook Hotel

We want to thank you for choosing the Best Western Bolingbrook Hotel. We strive to deliver a memorable stay and quality that will exceed your expectations. Please be certain that our staff will do everything possible to ensure your stay with us is comfortable and enjoyable.

Our guest directory has been provided to familiarize you with our property and our amenities.

Wake-Up ServiceDial 0

Check-Out Time

Check-out time is 11:00am. Please make arrangements for late check-out with the Front Desk staff. **Late check out fee may apply.**

Complimentary Breakfast

Complimentary coffee is available 24 hours a day. Continental breakfast is served from 6:00am - 9:30am daily. **Hot Breakfast starts at 7.00 AM thru 9.00AM**

Fax Service

FAX service is available for your convenience. The hotel fax number is (630) 972-1991. The charges are \$2.00 for the first page and \$1.00 for each additional page. Charges for international faxes are \$8.00 for the first page and \$1.00 for each additional page.

Wi-Fi Printer

There is a Self Directed Wi-Fi Printer provided in the lobby for you to privately connect to it and print select pages only. Bulk printing may be charged at \$1.00 for each page after the first 2 or no more than 3 pages.

Fitness Center

Our fitness center is located on the first floor and is open from 6:00am to 10:00pm. Your room key is required for access. Use caution at all times and stay safe. Please report any inconsistencies observed with equipments.

Forget Something?

If you forgot to pack your toothbrush, toothpaste, razor, shaving cream or comb, please contact the Front Desk staff for a complimentary replacement.

Guest Laundry

Coin-operated washers and dryers are located on the first floor. Change and detergent are available at the Front Desk.

Housekeeping

If you have any special requests, our housekeeping staff will be pleased to assist you. Housekeeping service is provided from 9:00am to 1:00pm every other day. If you need service other than the scheduled service, please call the Front Desk to arrange.

In-Room Features

For your convenience we have provided within your guest room a television with remote control, an ironing board and iron, coffee maker, hair dryer and clock radio. If you have any questions regarding the operation of these items or with your heating and air-conditioning unit, please contact the Front Desk for instructions.

Key Card

Should you lose your key card please notify the Front Desk immediately so that your lock may be re-coded. For a replacement key, we require you to present photo I.D. This is for the security and protection of our guests. Please return your key card to the Front Desk upon check-out. **Duplicate Key cards will be issued to registered guests only with proper ID verification.**

Lost and FoundDial 0

For articles lost or found, please contact the Front Desk. **Items may be saved only for 7 days. Perishable food and/or drinks will be disposed same day.**

Parking

Complimentary parking is available for all registered hotel guests. The hotel cannot be responsible for items left in vehicles on the hotel property.

Pet Policy

No pets are allowed.

Reservations.....Dial 0

Reservations may be made nationwide by dialing our tollfree number, (800) 780-7234, or contact the Front Desk for assistance.

Travelers with DisabilitiesDial 0

This hotel, like all hotels in the Best Western® system, is committed to providing accessible facilities for travelers with disabilities. If you encounter barriers during your stay, please contact the Manager on Duty. If you have further comments regarding your stay, let us know by calling the Front Desk. If in the future you should require an accessible room, you can assist us in meeting your needs by making advance reservations and requesting an accessible room.

Best Western Bolingbrook Hotel

520 S. Bolingbrook Drive, Bolingbrook, IL 60440 P: (630) 972-9797 F: (630) 972-1991

Reservations: 1 (800) 780-7234 www.bestwestern.com

Wherever Life Takes You, Best Western Is There.®

Each BWHSM Hotels property is independently owned and operated.



Best Western®

GUEST DIRECTORY

Safety Procedures Fire Emergency

The hotel is fully equipped with modern fire prevention devices. For your additional safety, please familiarize yourself with the fire alarm locations, exit routes and the fire safety guides. Each guest room contains a smoke detector and sprinkler system.

In Case Of Fire

- Stay calm.
- Pull the nearest fire alarm.
- If possible, close doors around the fire area.
- Phone the operator.
- Exit from the building (if at all possible).
- Take your room key with you.

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.

If You Cannot Leave Your Room

- Dial "0". If unavailable, call the Fire Department "911".
- Shut off air-conditioner.
- Wedge a wet cloth under the door and around the doors and vents.
- Remove drapes from 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 ice bucket or other container 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.

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.

Security and Safety ProceduresDial 0

Please do not leave money or valuables in your room. Under state law the hotel cannot be responsible for the loss of articles. Your safety and security are of the utmost concern to those of us who welcome you as our guest. Please familiarize yourself with the Safety Guidelines provided in this directory. If a security need arises, please contact the Front Desk for immediate attention.

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 a regular room key. As an additional precaution, please secure the safety latch.

Admittance

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

Food Delivery/Unknown Persons

For your safety, we discourage food delivery and random people from going to your room. We encourage you to meet these people in the lobby area of the hotel.

Best Western Bolingbrook Hotel

520 S. Bolingbrook Drive, Bolingbrook, IL 60440 P: (630) 972-9797 F: (630) 972-1991

Reservations: 1 (800) 780-7234 www.bestwestern.com **Wherever Life Takes You, Best Western Is There.®**

Each BWHSM Hotels property is independently owned and operated.



**Best
Western®**

GUEST DIRECTORY

Severe Weather

In the event of severe weather, agencies may issue weather alerts and warnings.
For your awareness, we are located in WILL Country in Illinois.

Area Attractions

- Glisson Archery & Pro Shop (archery range and classes)
- Scene 75 (arcade)
- Bowlero (arcade)
- Windridge Farm (horseback riding)
- Waterfall Glen Forest Preserve (hiking trails)
- Illinois Aviation Museum (museum)
- Promenade Bolingbrook (mall)
- Wilderness Falls (mini golf)
- The Forge Adventure Park & Ziplines (amusement park)
- Astro Fun World (amusement park)
- Cypress Cove Family Aquatic Park (water park)
- Pelican Harbor (water park)
- Rocket Ice Skating Rink

Best Western Bolingbrook Hotel

520 S. Bolingbrook Drive, Bolingbrook, IL 60440 P: (630) 972-9797 F: (630) 972-1991

Reservations: 1 (800) 780-7234 www.bestwestern.com **Wherever Life Takes You, Best Western Is There.®**

Each BWHSM Hotels property is independently owned and operated.