

# GUEST DIRECTORY

## Welcome to Best Western Courtview.

We thank you for choosing our hotel, and we intend to make your stay a pleasant one. Our directory was designated to provide you with information about facilities and our services.

## Dialing Instructions

Emergencies.....Dial 911  
Front Desk.....Dial 0 / 24 hours  
Room to Room Calls.....Room Number  
Local Calls.....9 + Phone Number  
Toll Free.....9 + 1 + Phone Number  
Operator Assisted.....9 + 0 + Area Code + Phone Number  
Voice Mail Messages.....Press 100  
Wake-Up Call.....Dial 0  
Reservations at [www.bestwestern.com](http://www.bestwestern.com) or call.....800-937-8376

## Breakfast

A complimentary breakfast is served from 6am to 9:00am, daily. Breakfast includes, make your own waffles, hot and cold cereal, a variety of Danish, bagels, breads, yogurt, eggs, meat, coffee, tea, juice and fresh fruit.

## Business Center

Our business center is located on the 1<sup>st</sup> floor and is available for use 24 hours a day. Fax and copy services are also available 24 hours at the Front Desk. The hotel fax services are available at the front desk.

## Check-In & Check-Out

**Check-In is 3pm. Check-Out is 11am.**

If you need extended check-out time, please contact the Front Desk.

## Credit Cards

We accept American Express, Discover, Visa, and Mastercard.

## Pool

Open year round from 10am to 10pm. No lifeguard on duty – swim at your own risk. Pool rules are posted in the pool area. Children under 14 must be accompanied by an adult when in the pool area. (POOL IS NOT HEATED)

## Forget Something?

If you forgot to pack any standard toiletry items (toothbrush, shaving cream, razor, comb, and mending kit) just call to the Front Desk and we'll get you a complimentary replacement right away. If there is anything that we can do to make your stay more enjoyable, please feel free to contact us 24 hours a day by dialing "0" on your telephone or stop by the Front Desk.

## Ice Machines/ Vending Machines

Ice Machines are located on both floors. First floor outside of the breakfast room, second floor west side around from elevator. Bottled water is available at the front desk,

## Internet Access

Complimentary High-Speed Wireless Internet access is available throughout the hotel 2022wifi. For assistance, call the front desk at extension "0"

## Guest Laundry

Is located on the east bottom hall. You can access by your room key. Available 24/7.

## Travelers with Disabilities

This hotel is committed to providing accessible facilities for travelers with disabilities. If you encounter barriers during your stay, please contact the Front Desk. If in the future you require an accessible room, you can assist us in meeting your needs by making advanced reservations and requesting an accessible room.

## BEST WESTERN COURTVIEW

3370 E Battlefield Rd. Springfield MO 65804 Reservations: 1 (800) 937-8376 [bestwestern.com](http://bestwestern.com)

Wherever Life Takes You, Best Western Is There

**Each BWH<sup>SM</sup> Hotels property is independently owned and operated.**

# GUEST DIRECTORY

## 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).
- 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. 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.
- Fill the bathtub or sink with cold water for firefighting. Use an ice bucket or other containers to keep the smoke out.
- Do not break the window, do not jump.
- Stay low and continue firefighting until help arrives.

### 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 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 the door 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
- Nausea
- Vomiting
- Loss of muscle coordination
- Loss of consciousness
- Fatigue
- Shortness of breath
- Blurred Vision
- Weakness
- Confusion
- Dizziness
- Collapse

### 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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