



WILD
PALMS

H O T E L

GUEST DIRECTORY



Telephone Directory

Guest Services	Touch	0
Sales Office	Touch	6512
Meetings and Events	Touch	6512
Wake-up Service	Touch	0

Joie de Vivre Hotels Central Reservations
800.538.1600



SAFETY

The Life Safety systems of the Wild Palms Hotel have been engineered with our guests' safety in mind. Each guestroom contains a floor plan indicating the room location for safe evacuation in the event of an emergency. Please take a moment to review the following safety tips and emergency procedures. Always remember, in the event of an emergency, it is best to remain calm. If you have any questions regarding emergency procedures, contact a Front Desk host. The staff of the hotel has been trained to assist guests in emergency procedures.

TRAVELER SAFETY TIPS

- Do not answer the door in your guestroom without verifying who it is. If a person claims to be an employee, call the reception and ask if someone from the staff is authorized to have access to your room and for what purpose.
- If returning to the hotel in the late evening, use the main entrance to the hotel. Be observant and look around before entering parking lots.
- Always close the door securely whenever you enter or exit your room, and use all door locks as provided.
- Do not leave your room key, or display it whenever you are in a public place.
- Do not draw attention to yourself by displaying large amounts of cash or expensive jewelry.
- Do not invite strangers into your room.
- Place all valuables in your safe, or in the hotel's safety deposit box.
- Do not leave valuables in your vehicle.
- Check to see that any windows, sliding glass doors, or connecting room's doors are securely locked.
- If you see any suspicious activity, please report your observations to hotel reception.

FIRE PROCEDURES

Upon your arrival, please make note of the following:

- Locate the nearest fire exit.
- Count and remember the number of doors between exits and your room.
- Open exit doors to be sure they work and examine the stairwell layout.
- Locate the nearest alarm pull station and fire extinguisher.

Inspect your room:

- Study the layout of your room.
- Determine how to open the windows and inspect anything that might hinder possible escape.
- Read any fire emergency information provided, including the layout of the hotel on the back of your guestroom door.
- Always keep your room key near your bed and readily accessible.



IF YOU FIND A FIRE IN THE HOTEL

Persons, who discover fire, smoke or unusual heat should remain calm and do the following:

- Go immediately to the nearest pull station and pull the alarm.
- After you have pulled the alarm, telephone the hotel reception (Dial "0")
- Tell the operator:
 - The exact nature of the trouble (smoke, fire, you hear sparks, etc.)
 - Exactly where the trouble is located.
 - How serious is the trouble.
 - Your name and where you are.

If you can safely return to the fire, try to extinguish it (small fires only). If the fire is large and endangers your life or the lives of others, close (but not lock) all doors and windows to contain the fire and immediately leave the area. Follow the emergency exit signs.

ALWAYS TAKE YOUR ROOM KEY

TO EVACUATE YOUR ROOM

Feel the door. If it is hot, do not open it. If it is cool, open it a crack, then look into the hallway. Be prepared to immediately shut the door if you find smoke or flames.

- When you leave, take your room key.
- Keep a wet cloth tied to your nose and mouth.
- Close the door behind you to keep fire from spreading.
- If there is smoke, walk to the nearest smoke free exit.
- If there is heavy smoke, or if it is dark, remain calm, drop to your hands and knees and crawl to the exit (air is fresher at floor level). Remember to count the doors so you do not get lost.

IF YOUR EXIT IS BLOCKED, use an alternative exit indicated with an emergency exit sign.



IF YOU CAN NOT LEAVE YOUR ROOM

If you cannot exit, your room is the safest place to be. Be prepared to fight smoke and/or fire.

- Stay low to the floor where the air is fresher. Tie a wet cloth over your nose and mouth for easier breathing.
- Fill the bathtub with water, as you may need to wet down your room.
- Seal the room from smoke by inserting wet towels, sheets, clothing, etc. in the opening around the door. Turn off air conditioners and fans. Seal vents if they draw in smoke.
- Call the hotel reception/operator (Dial "0") and give your location.
- If for any reason you cannot reach the Operator, call the local fire department by dialing 9+911.
- Signal your presence by hanging a sheet out your window, then close the window as a signal to fire fighters that the room is occupied. Keep the section of the sheet that is inside the room wet.
- Remove all drapes from the window.

EARTHQUAKE PROCEDURES

California is prone to earthquakes. If an earthquake should occur, hotel guests should:

- Stay away from windows, glass, mirrors and hanging items.
- Crawl under a solid desk or piece of furniture, or stand under an open doorway, or get on your knees and bend down; cover yourself with blankets and wait for the earthquake to end.
- After the shaking has stopped, safely exit your room. Close your room door and take your room key with you. Walk to the nearest stairwell and descent to the lobby level and exit out the doors. Once outside, stay in the front of the hotel and wait for instructions from the hotel staff or emergency service personnel.
- Be prepared for the possibility of an aftershock. Remain on the outside of the building until told to return. Stay clear of any electrical lines, or objects that could fall on you.
- Be prepared for the possibility that all electricity (including the lights) and telephone services could cease during, or after a major tremor.
- Know your evacuation route. Take a moment to become familiar with your room, exits, and nearest stairwells.
- Use extreme caution when you enter the hallway or stairwell as the lights may be out and objects may have fallen. If there is a fire, follow the fire emergency plan and evacuate as quickly and safely as possible.
- After an earthquake, if your door does not open, or if you are injured, dial "0" or try to notify people in the hallways, or open your window and notify people outside as to your room number and problem.



Guest Services & Amenities

Please contact Guest Services for any requests

Airlines

Guest Services can assist you with airline reservations or confirmations. Should you need a number for an airline not on our list, please let us assist you.

Air Canada		1.888.247.2262
Alaska Airlines		1.800.426.0333
American Airlines		1.800.433.7300
America West		1.800.235.9292
British Air		1.800.247.9297
Continental	Domestic	1.800.523.3273
	International	1.800.231.0856
Lufthansa		1.800.645.3880
Northwest/KLM		1.800.225.2525
Southwest		1.800.435.9792
United	Domestic	1.800.241.6522
	International	1.800.538.2929
Virgin Atlantic		1.800.862.8621

Airport Transportation

Airport transportation is available. Shuttle, taxi and limo services are available. Please contact Reception at extension 0 for reservations and rates.

Alarm Clock

There is an alarm clock on your bedside table. Please call Reception for further assistance with your alarm clock.

Baggage Service

Our Front Desk Staff will be happy to assist you with your baggage. Please dial extension 0 for assistance.

Bathrobes

Our bathrobes are provided for your comfort during your stay. If you wish to purchase a bathrobe, please contact Reception. Prices are available upon request.

Book Lending Library

We have many books including those on the "best sellers" list. Please contact guest services for a complete list.

Business Center

We offer a range of business services including copying, fax, and personal computer accessibility with printing located off the Reception in the lobby. These services are available 24 hours a day.

Cashier

The Front Desk can make change and cash traveler's checks up to \$50.00. We do not accept personal checks.



CD Lending Library

CD's are available for loan during your stay. Please see Reception for choice selections and check out.

Check-in Time

Anytime after 3pm.

Check-Out Time

Check-out time is 12:00 Noon. Should you require an extension, please contact Guest Services at extension 0. Every effort will be made to accommodate your request.

Concierge Services

Our Host at Reception will be happy to assist you with reservations, information and other personal requests.

Conference/Event Facilities

Our Event facilities provide an exceptional setting for entertaining and private meetings. Please contact our Sales Office at extension 6512 for planning assistance for your event.

Credit Card Information

We accept American Express, Visa, MasterCard, Diners Club and Discover.

Emergency

In case of an emergency, touch 9 + 911. For assistance, contact the hotel operator by dialing "0".

Joy of Life Club

Join the Joie de Vivre Hospitality Joy of Life Club and earn points towards future stays or other unique experiences. As a member, you will also enjoy a variety of services and amenities tailored specifically to you. To learn more about Joie de Vivre Hospitality Joy of Life Club, inquire at Reception or visit our website at joyoflifeclub.com.

Fax Services

Our incoming fax number is 408-736-8302. Charges apply for outgoing faxes as follows:

Domestic: \$1.00 (for the first five pages) \$.50 (per page thereafter)

International: \$5.00 (for the first page) \$1.00 (per page thereafter)

Charges apply for incoming faxes as follows:

One to twenty pages: Complimentary per stay

Twenty-one or more pages: \$.20 per page

Fitness Center

The Fitness Center is located on the First floor; behind the pool. Towels are provided.

Hairdryer

For your convenience, a hairdryer is located in your bathroom.



High Speed Internet Access

Complimentary HSIA is available in select guest rooms. The Ethernet cable is located in your writing desk. Should you require technical assistance, please call Reception. We also have a private Wireless Network through out the hotel.

Housekeeping

All rooms receive daily housekeeping service between the hours of 8am to 3pm. An iron and ironing board are located in the closet of your room. If any other Housekeeping services are required, please contact Reception.

Ice Machines

Ice Machine is located on the ground level behind the pool

Laundry and Valet

You will find laundry bags and tickets hanging in your closet. Please place your items in the bag with a completed form and drop down at the front desk. Items received by 8am will be returned by 8pm the same day. No services are available on Sunday. Please contact Guest Services at extension 0 for further information.

Lost & Found

All articles found in guest rooms and suites after departure will be held in our Housekeeping department for ninety days. Lost articles will be forwarded upon request.

Mail & Packages

Guest mail, faxes and parcels may be picked up at the Front Desk, or call to arrange for delivery to your room by touching extension 0.

Messages

If you have messages, the message light on your telephone will be flashing. To retrieve your messages, press the message button located on your guest room telephone.

Newspaper

Complimentary newspapers are available at the Front Desk as well in the breakfast area Monday through Friday.

Parking

Complimentary Parking is available to all guests.

Pool Hours

Our outdoor pool and spa are open from 6:00am-10:30pm daily.



Radio Station information

KDFC	Classical	102.1 FM
KKSF	Smooth Jazz	103.7 FM
KBAY	Soft Rock	94.5 FM
KSJO	Rock	92.3 FM
KKSJ	Spanish	1370 AM
KRTY	Country	95.3 FM
KQED	Public Radio	88.5 FM
KLIV	CNN, news	1590 AM

Safes

All rooms have an in room safe located at the foot of the closet. For assistance please call guest services

Smoking

All guestrooms and all other interior areas are non-smoking. Smoking is permitted in exterior areas. If you choose to smoke in your guestroom, an additional fee of \$150.00 will be placed on your account.

Temperature Control

Your guestroom is equipped with a heating and air conditioning unit underneath the window. If you require assistance please press "0" for guest services.

Telephone Dialing Instructions

Room to Room	Touch room number	\$0.75 charge
Local	Touch 9+number	
Long Distance	Touch 9+1+area code+number	AT&T operated assistance rate plus 50% hotel surcharge and applicable taxes.
Directory Assistance	Touch 9+411	\$0.75 charge
Toll-free Calls (800, 888, 877)	Touch 9+1+area code+number	Toll free
International	Touch 9+011+country code+citycode+number	AT&T operated assistance rate plus 50% hotel surcharge and applicable taxes.
Credit Card	Touch 9+see instructions on your card	No charge

Transportation Services

Guest Services can make arrangements and supply information on taxi, limousine, public transit, shuttle, or car rental services.

Wake-up Service

Please call Reception to arrange a wake-up call if needed. Radio clock alarms are provided bedside in each guest room. For assistance with instructions, please contact Guest Services by touching extension 0.



Local Tours and Attractions

Tours of San Francisco

- Tour begins and ends at the Ferry building
- Hours of operation: Monday-Friday 9:00am & 11:15am, Saturday-Sunday 9:00am & 11:45am
- Pricing: \$60 for adults, \$50 for children (includes Sausalito Ferry Cruise)
- For Booking Call 415-513-5400
- Directions from the Wild Palms Hotel (about 50 miles):
 - Make a left on Wolfe
 - Take the 280 North toward San Francisco
 - Take the King St. Exit (.5 miles)
 - King turns into Embarcadero (1 mile)
 - Make a left at Howard St.
 - See big Parking structure to your left. (Farmer's Market Parking)
 - Park for about \$15 per day. Short walk to the Ferry Building.

Napa Valley Wine Train

- Daily Train Schedule

	<u>Boarding</u>	<u>Departure</u>	<u>Return</u>
Monday-Friday Luncheon & Tours	11:00am	11:30am	2:30pm
Saturday & Sunday Luncheon	12:00pm	12:30pm	3:30pm
Sunday-Saturday Dinner	6:00pm	6:30pm	9:30pm
- For Booking Call 800-427-4124 or 707-253-2111 or visit www.winetrain.com.
- Directions from the Wild Palms Hotel:
 - Make a left on Wolfe
 - Take the 280 south
 - Merge onto the 880 north towards Oakland
 - Merge onto the 80 east
 - Exit Napa/ Columbus pkwy. Follow to hwy. 29
 - Turn right heading north on Hwy. 29
 - Exit Napa/ Lake Berryessa. This road becomes Soscol Ave in Napa.
 - Make a right on First St.
 - Make a left on McKinstry Station.

Santa Cruz Beach Boardwalk

- Hours of operation:
 - Open Daily Memorial Day through Labor Day and most Holidays and Weekends
 - Boardwalk rides and attractions- Open- 11am daily/ closing times vary
 - Casino Arcade- Open- 10am daily/ closing times vary
 - Neptune's Kingdom Miniature golf- Open- 10am daily/ closing times vary
 - Boardwalk Bowl- Open- 9am daily/ closing times vary.
- For more information, please call (831) 426-7433 or visit www.beachboardwalk.com
- Directions from the Wild Palms Hotel- about 30 miles
 - Make a left on Wolfe
 - Take the 280 South towards San Jose
 - Merge onto the 880/ 17 south towards Santa Cruz
 - Merge onto the Hwy. 1 into Santa Cruz
 - Follow the signs to Santa Cruz Beach
 - You will see signs directing you towards the boardwalk



Monterey Bay Aquarium

- Hours of operation: 10am to 6pm daily, Closed Christmas.
Open 9:30am to 6:30pm during major Holiday periods and summer months
- For more information, please call (831) 648-4888 or www.montereybayaquarium.org
- Directions from the Wild Palms Hotel (about 80 miles):
 - Make a left on Wolfe
 - Take the 280 south towards San Jose
 - Merge onto the 880/ 17 south towards Santa Cruz
 - Merge onto Hwy. 1 South towards Monterey
 - Look for the Aquarium signs on the freeway
 - Exit and follow signs to Cannery Row/ Aquarium

Winchester Mystery House

- Hours of operation:

January 1- April 27	9am-5pm Daily
April 28- June 8	9am-5pm Sunday- Thursday 9am-7pm Friday- Saturday
June 9- September 4	9am- 7pm Daily
September 5- Oct. 7	9am- 5pm Sunday- Thursday 9am- 7pm Friday- Saturday
October 8- Dec. 31	9am- 5pm Daily
- For More information please call the Events and General info line at (408) 247-2101
- For Administrative offices call (408) 247-2000 or visit www.winchestermysteryhouse.com
- Winchester Room packages available. Inquire at the Front Desk
- Tickets available for purchase at the Front Desk.
- Directions from the Wild Palms Hotel- about 3 miles
 - Make a left on Wolfe
 - Take the 280 south towards San Jose
 - Exit Winchester Road
 - Make a left on Moorpark
 - Make a left on Winchester
 - It will be down on the left hand side about 2 blocks
 - Parking located on premises



Paramount's Great America

- Hours of operation: Open Daily Memorial Day through Labor Day and most Holidays and Weekends
- For more information on the hours of operations and rides and attractions please visit www.pgathrills.com or contact the front desk.
- Great America packages available at www.wildpalmshotel.com or by inquiring at the front desk.
- Tickets available for purchase at the Front desk
- Directions from the Wild Palms Hotel (about 5 miles):
 - Make a right on Fremont
 - Make a right on El Camino
 - Make a left on Lawrence Expressway
 - Take 101 South towards San Jose
 - Exit Great America Parkway
 - Make a left on Great America Parkway
 - Go down about 1 ½ miles and enter on the right hand side