

# GUEST SERVICES & INFORMATION

- ❖ **CHECK OUT TIME:** 1100 hrs. Should you require a late check out, please contact the Reception Desk. A late check out fee, equivalent to one (1) night's stay may be assessed
- ❖ **CHECK CASHING:** Checks may be accepted for room charges only. Check cashing services are available at AAFES Base Exchange, 51st Force Support Squadron Clubs, Osan Community Bank and USA Federal Credit Union
- ❖ **CLASSIFIED DOCUMENTS:** Lodging is not authorized to store classified materials. Please contact Base Operations (784-4222) or Command Post (784-7000) in order to follow proper protocol for classified items
- ❖ **FAX & INTERNET:** Please use our Guest Business Center for faxes and Internet service. It is located on the first floor, Bldg 772. Word processing, printing, and copier services are available. Wireless internet is also available throughout the Turumi Lodge, including guest rooms and lobby
- ❖ **HOURS OF OPERATION:** Turumi Lodge Reception Desk, Bldg 772, is open 24 hours, 7 days a week. Our Customer Service Representatives are always available to assist you.
- ❖ **HOUSEKEEPING SERVICES:** Housekeeping service is provided daily, unless a "Do Not Disturb" sign is displayed. However, the room must be cleaned at least every 72 hours. Please contact the Reception Desk if you are a shift worker, or require specialized cleaning service. Services include daily replacement of un-hung towels, paper products, coffee service, as well as a thorough cleaning. Linen is changed every seven days, or at your request. We ask your assistance in keeping personal items stored properly; our housekeepers are not permitted to move your belongings. Please use the customer comment cards located on the desk to let us know if our cleaning staff met or exceeded your expectations. Again, your comfort is our paramount concern!
- ❖ **AMENITIES:** Amenity items are provided for the convenience of the guest and are intended for an initial night stay. In the case where an amenity is needed, the item(s) should be available for purchase through the sundry operation. Our sundry operations are open 24/7.
- ❖ **ICE MACHINES:** Ice machines are located in the laundry room(s) of VQ and TLF buildings.
- ❖ **LAUNDRY:** Washers & dryers are provided free of charge to our registered guests. Laundry Detergent is available in the vending machines located in each laundry room or in our Sundry Store. Laundry rooms located on each floor. Please see the floor plan on the following pages.
- ❖ **LENGTH OF STAY:** Due to the uniqueness of the Osan mission, please contact the Housing Office at 784-1840 to verify TLA entitlements.
- ❖ **Payments:** All Space Available Guests are require to pay an advance payment for any approved extension. All Air Force lodging guests must pay the established daily room rate. Payments must be made every 15 days for all long term guests. Long term guest with no valid credit card, have to pay 30 days in advance.

- ❖ **LINEN / TOWELS:** Please do not remove government owned linens or towels from your quarters or use them for anything other than their intended purpose, i.e., polishing shoes, vehicles, pool, etc. You may be charged for unaccounted items upon check out
- ❖ **LOST & FOUND:** Items found after check out are tracked in our Property Management System. Please contact the Reception Desk if you have lost or found an item. Perishable items are disposed of immediately, all other items are held for up to 30 days
- ❖ **MAIL:** To send or receiving mail during your stay in Turumi Lodge, please use “General Delivery” Service at the base Post Office. For additional information, please see the base Facilities page.
- ❖ **MAINTENANCE:** Should your room require maintenance, please notify the Reception Desk or complete the Maintenance Request Form located in the desk binder and leave on the desk for housekeeping to pick up.
- ❖ **MESSAGES:** A flashing red light on your phone indicates you have a message waiting. Please dial 6000 or the message button to retrieve your messages. (Password is Room Number)
- ❖ **NO SMOKING:** Smoking is prohibited in all Turumi Lodge room. A \$150.00 cleaning/deodorizing fee may be assessed for non-adherence to this policy and it can result in cancellation of your reservation. Please use the designated smoking areas as identified and posted in accordance with 51st FW Base Policy
- ❖ **PARKING:** Limited parking is available at each building. Please remove any valuables and secure your vehicle
- ❖ **PERSONAL EFFECTS & PROPERTY:** Valuable personal property should be secured in your luggage, taken with you, or placed in the room safe when leaving the room. Because housekeepers are restricted from picking up or moving Guest’s personal property, leaving items unsecured can result in your room being lightly cleaned
- ❖ **PETS:** Pets of any kind are not authorized in lodging. Except in the 8 designated pet family units located in our TLF’s Bldg 709. Please see the kennel listing located in the 51st Force Support Squadron Section of this Guest Directory.
- ❖ **SAFETY:** The following restrictions are in place for the safety of all guests:
  - No smoking in lodging; all rooms are 100% smoke free
  - Do not store highly flammable liquids/materials in your room
  - Do not use cooking or heating devices other than those provided
  - Do not place charcoal grills within 15 feet of the building
  - Do not place hot appliances such as irons, coffee pots, etc., in drawers or on furniture
  - Do not overload electrical circuits
  - Do not leave heated cooking or electrical appliances unattended*\*Additionally, please use door “peep hole” to identify visitors before opening your door. Be prepared to show identification if returning to your room while cleaning is in progress*
- ❖ **WAKE UP SERVICES:** Press 83050 on phone then follow voice prompts to secure a wake up call. In addition, alarm clocks are provided in each room