



@ Austin City Hotel



Aiden<sup>SM</sup> is a trendy new collection of upscale and flexible custom-designed boutique hotels with an adventurous personality.

No two hotels are alike. In fact, each location is intentionally singular. Aiden embodies the eclectic spirit of each hotel's neighborhood with a sleek, quirky, local design and a warm personality.

Guests are inspired by bold designs from lobby to room, where each detail is meticulously curated to defy the status quo for upscale accommodations. In addition to a long list of seamlessly-integrated amenities, luxurious surprises are found around every corner.



# GUEST DIRECTORY.

## Welcome to boutique-lifestyle

Cool. Chic. Edgy.

**It is our thrill to offer you an authentic 78704 stay in Austin.** We value your patronage and it is very important to us that your stay is a vibrant and pleasant one. We take pride in providing attentive thoughtful service to our guests.

Our culture is based on offering a memorable experience that includes complimentary hot breakfast buffet, savvy concierge service and contemporary decor rooms.

If we have overlooked anything, please do not hesitate to contact our front desk (Dial 0) or at [bwgquest.com](http://bwgquest.com).

**Meet Aiden<sup>SM</sup>** is a trendy new collection of modern, suburban boutique hotels with a cool, laid back personality. No two hotels are alike. Down-to-earth with a quick wit and ready smile, Aiden embodies the eclectic spirit of the neighborhood – a welcoming host of local flair and new adventures.

A casual, boutique-style experience with well-designed comfort and charm draws in guest and locals alike. Always intriguing, Aiden provides the necessities for today's connected traveler, offering modern sensibilities – and selfie moments for a one-of-a-kind social experience.

This directory is designed to provide you with our services and amenities. It is our goal to anticipate all your needs and to exceed your expectations. If we have overlooked anything, please do not hesitate to contact a member of our staff for assistance by dialing extension "0".

It is our privilege to have you as our guest. Whether you are here for business or leisure we hope that your future visits to the Austin area will include another stay with us.

Please review the Fire Arms Policy and Rental Terms & Conditions at <https://austincityhotel.com/terms-conditions/>

Enjoy your stay,

The Staff and Management

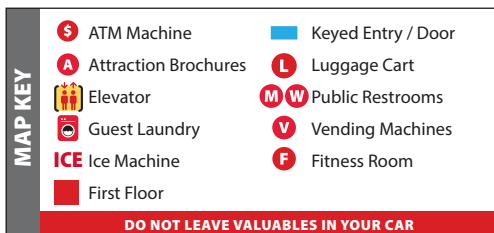
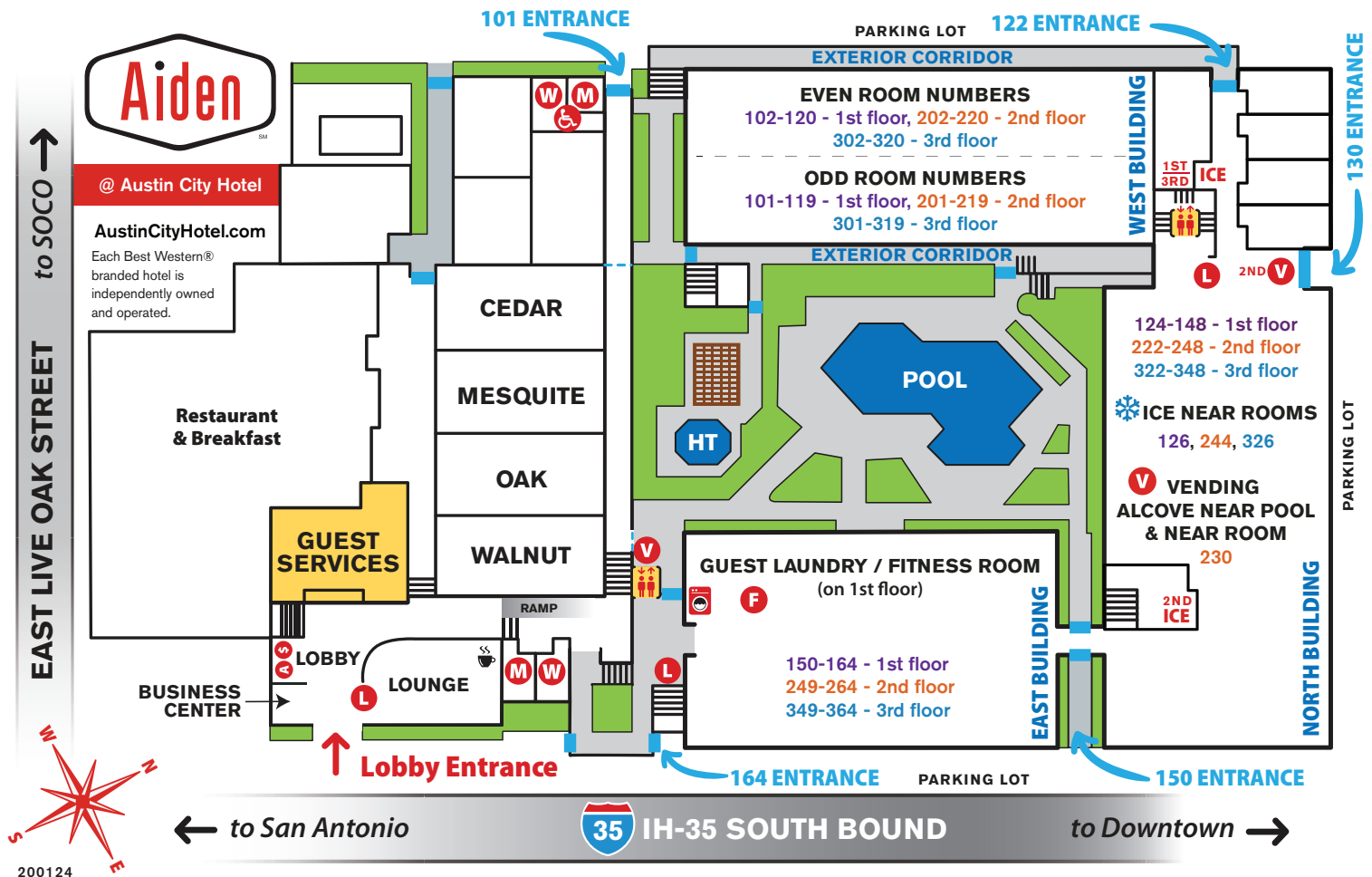


# TV CHANNEL LINEUP.

<b>1</b>	HBO
<b>2</b>	HBO2
<b>5</b>	BBC America
<b>6</b>	Bloomberg
<b>7</b>	C-SPAN
<b>8</b>	CNBC
<b>9</b>	CNN
<b>10</b>	Fox News
<b>11</b>	Headline News
<b>13</b>	MSNBC
<b>14</b>	The Weather Channel
<b>16</b>	ESPN
<b>18</b>	ESPN Longhorn Network
<b>19</b>	ESPN News
<b>20</b>	ESPN2
<b>21</b>	ESPNU
<b>22</b>	Fox Sports SW
<b>23</b>	Golf Channel
<b>24</b>	NBC Sports Network (Previously Versus)
<b>25</b>	NFL Network
<b>27</b>	Speed
<b>28</b>	ABC - KVUE
<b>29</b>	CBS - KEYE
<b>30</b>	CW - KNVA
<b>31</b>	FOX - KTBC
<b>34</b>	NBC - KXAN
<b>35</b>	PBS - KLRU
<b>37</b>	A&E
<b>39</b>	American Movie Classics - AMC
<b>40</b>	Animal Planet

<b>41</b>	Black Entertainment Television - BET
<b>42</b>	Bravo
<b>43</b>	Comedy Central
<b>44</b>	Discovery
<b>45</b>	E!
<b>46</b>	FX
<b>47</b>	History
<b>48</b>	Lifetime
<b>49</b>	SyFy
<b>50</b>	Turner Broadcasting - TBS
<b>51</b>	USA Network
<b>52</b>	Cartoon Network
<b>53</b>	Disney Channel
<b>54</b>	Nickelodeon
<b>55</b>	Food Network
<b>56</b>	HGTV
<b>57</b>	MTV
<b>58</b>	National Geographic
<b>59</b>	Science
<b>60</b>	The Learning Channel
<b>61</b>	Travel
<b>62</b>	Turner Network Television - TNT
<b>64</b>	Telefutura - KTFO (KAKW Multiplex)
<b>65</b>	Telemundo - KEYE2 (KEYE Multiplex)
<b>66</b>	Univision - KAKW

# HOTEL LAYOUT.



# HOTEL LOCATION.



@ AUSTIN CITY HOTEL

#KeepinitAustin

[www.AustinCityHotel.com](http://www.AustinCityHotel.com)

- Restaurant
- Bakery / Coffee Shop / Ice Cream
- Pharmacy / Grocery / Market
- Financial Institution
- Theater / Event Center
- Nightclub / Bar
- Places of Interest

Things change quickly in the restaurant world. Call ahead to verify hours and location.

240706





# USEFUL INFORMATION.

## TELEPHONE INFORMATION

Guest Services @ Front Desk	Dial 0
To call another guest	Dial room number
To call local or long-distance within the US	Dial 9 + area code + the number
International calls	Not available
Housekeeping & Maintenance	Dial 0
Express Check-out	Dial 420

## INTERNET SUPPORT

24-hour assistance Internet Connectivity Support BestComm Networks	(855) 242-5234
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## ON PREMISIS RESTAURANT

On Hotel Premises Restaurant	Dial 444
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## TAXI & RIDESHARE

**Guest Services will schedule a cab upon guest request.**

Uber & Lyft	See Mobile Apps
Charter Transportation	Can be scheduled for airport transportation at (512) BLUEVAN

## HOTEL CONTACT INFORMATION

### Aiden by Best Western | Austin City Hotel

2200 S. Interstate 35, Austin, TX 78704

Telephone	(512) 444-0561
Fax	(512) 444-7254
Guest Services	<a href="mailto:stay@austincityhotel.com">stay@austincityhotel.com</a>
Guest Services Manager	<a href="mailto:icare@austincityhotel.com">icare@austincityhotel.com</a>
General Manager	<a href="mailto:gm@austincityhotel.com">gm@austincityhotel.com</a>
Sales Manager	<a href="mailto:sales@austincityhotel.com">sales@austincityhotel.com</a>

## HELPFUL LINKS

[SoCo Dining Map](#)

[Austin Attractions](#)

[Area Map](#)

[Airlines @ Austin Airport](#)

[Hospitals in Austin](#)

[Places of Worship](#)

[National Human Trafficking Hotline](#)

## BEST WESTERN REWARDS

GO. GET. REWARDED. Rewarding view and exciting destinations are right around the corner. Join our award-winning program and get member exclusive rates. Contact Guest Services at "0" or join at [www.BestWestern.com/rewards](http://www.BestWestern.com/rewards)

## BEST WESTERN RESERVATIONS

[www.BestWestern.com](http://www.BestWestern.com)



## BREAKFAST

Our complimentary hot breakfast buffet is served daily in the restaurant. Hours: Monday - Friday 7a-9a. Saturday & Sunday 8a-10a. Grab n' Go Breakfast is available Monday-Friday 6a-7a.

## BUSINESS CENTER

Located in the Lobby offering copy, outgoing fax, internet and computer printing services. Incoming faxes are only available at the Front Desk. Please see the Front Desk staff for the access code. Hotel fax number is: (512) 444-7254.

## CHECK-IN/ CHECK-OUT

- Check-in time is 4:00 PM
- Check-out time is 11:00 AM

## PAC N' PLAYS AND ROLLAWAYS

Pac n' plays (don't have roll-aways) are complimentary; no bedding is provided. Roll-aways are available for \$10 +tax per night, and are only permitted in our standard and courtyard view kings and two room suites. Please dial 0 to arrange delivery.

## EXPRESS CHECK-OUT: DIAL 420

Guests may inform the front desk at check in if they prefer express check out, or they may dial 420 and leave a message, including their email address for receiving a final receipt. Those guests that booked through an OTA can do express check out, but must retrieve their final receipt from the OTA.

## GUEST LAUNDRY

Our coin-operated guest laundry is located on the first floor immediately inside the 164 hallway entrance. The hours are 24/7. The washer cost \$1.50 per load, and the dryer costs \$1.00. Change and laundry soap are available at the front desk.

## FAX/COPY SERVICE

Complimentary fax and copy services are available at the Front Desk or the Lobby business center. Incoming faxes may only be received at the Front Desk. Hotel fax number is: (512) 444-7254.



## FORGET SOMETHING?

For your added convenience and comfort, we have the following complimentary items available upon request: razors, shaving cream, deodorant, combs, hairspray, shower caps, sewing kits, toothpaste, toothbrushes, ear plugs and safety pins. Call the Front Desk staff 24 hours a day to request the above items.

## HOUSEKEEPING

Daily housekeeping is available to all guests, but is not provided automatically. In our efforts to reduce our carbon footprint, we ask those guests wanting housekeeping to contact the front desk (Dial 0) by 11am to arrange for service. Complimentary fresh towels, soap and toiletries are available 24 hours a day; just dial 0. Hotel staff reserves the right to check any guest room every day.

## ICE AND VENDING

Ice machines are located each floor of the sleeping room building: across from room 126; adjacent to room 244; and across from room 326. Vending machines are located in the 164 breezeway and adjacent to room 230 in the sleeping room building.

## INTERNET SERVICES

The hotel offers complimentary wireless Internet access via Google Fiber for all our overnight guests. You may request a wireless access code by contacting Guest Services at the front desk or by dialing "0".

### LOCAL & LONG-DISTANCE CALLING

Local and long-distance operator services are provided by Spectrum. We do not offer international calling. Consumers have the right to access the carrier of their choice. To access another carrier, please use the toll-free access number provided by your vendor. Taxes will be added where applicable. Address consumer comments to: FCC, Enforcement Bureau, Mailstop 1600A2, Washington, DC 20554.

### PACKAGES/MAIL

Guests may receive mail or packages at the front desk. The recipient's name must be prominently displayed; if recipient's name does not appear on an arrival or in-house list, or if it arrives after the guest has departed, the mail will be refused. Due to limited storage, the hotel reserves the right to decline receipt of items deemed excessive in size or quantity. In-house guests will be notified of mail by the front desk staff.

### POOL & HOT TUB

**Daily 9:00 AM - 10:00 PM.** Pool towels are located in a cabinet on the east wall of the pool area. Pool rules and safety tips are prominently displayed. There is no lifeguard and no diving is allowed. Children under 18 must be accompanied by an adult at all times. The pool and hot tub are reserved for overnight hotel guests only; please respect the daily hours as there are many guest rooms overlooking the pool and hot tub. No cooking of any kind is permitted, and beverages in paper or cans only. In case of an emergency, there is an emergency call box on the east wall that dials 911 automatically.



### PET GUIDELINES

On behalf of Bear, our four-legged Aiden mascot, welcome to our pet friendly hotel! We strive to provide comfortable, safe and memorable stay for all.

- Our pet fee is \$40/day per pet, with a maximum of 2 pets up to 80 lbs. Maximum pet fee is \$160+tax per week. Please notify us at check in that your pet is traveling with you; our pet policy will be reviewed and acknowledged at check in.
- Please make sure we have a cell phone number to contact you; if your pet is left in your room and becomes anxious or agitated, we want to notify you of this. Neighboring guests to you can be reassured if they know you are returning soon.
- All pets must be on a leash when out of your guest room; they are not permitted at the pool, restaurant, fitness center or meeting rooms. Service animals, wearing the service animal harness, are welcome everywhere.
- In addition to our large front lawn, walking west of the hotel provides a residential neighborhood for fur baby exercise. Please pick up after your pet; there are appropriately labeled trash cans at the northwest corner of our hotel building.
- Please do not dispose of cat litter in the toilet
- For easy clean up, we encourage food and water bowls be kept in the bathroom.
- Housekeeping services require your fur baby to be secured in a portable kennel/carrier while in your room. Arrange for service by Dialing 0.
- Damages in your guest room done by your fur baby will result in repair/clean-up charges.
- Emergency pet care: AMPM Animal Hospital, 2239 S. Lamar Blvd, 512-338-2676.
- Big Stacey Park, 700 E. Live Oak Street, or Auditorium Shores Off Leash Park, 920 W. Riverside Drive, are two off property exercise options for your fur baby.

Dogster.com has a list of dog-friendly stores and restaurants in Austin.



### SAFETY DEPOSIT BOXES

Available at the front desk. Guest has the only second key, and if lost will be charged the locksmith fee for accessing the box. Guest may access their box 24/7 at the front desk.

### SMOKING POLICY

Smoking is not permitted anywhere inside the hotel guest rooms, common areas, restaurant or meeting rooms. Austin City Ordinance prohibits smoking within 15' of any entrance. Smokers' poles are placed strategically around the perimeter of the hotel; please do not reposition them for your convenience. Hotel guests or their visitors that smoke in guest rooms will be assessed a \$250 fee, with additional charges applied for damages to the room. Smoke odor or physical evidence of any kind of smoking constitute the \$250 fee. "Smoking" includes tobacco, marijuana and vaping.

### WAKE-UP CALLS

Please call the Front Desk at extension "0" to arrange for your wake-up call.

### IN-ROOM COOKING

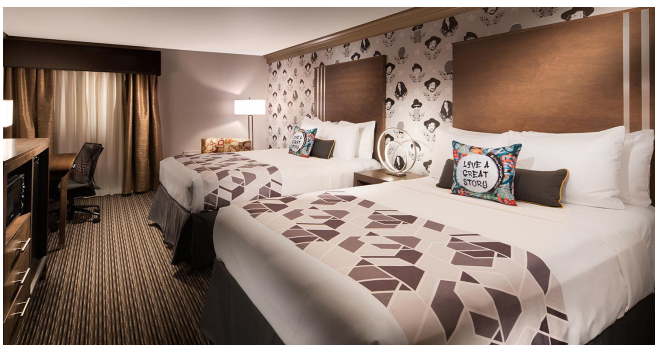
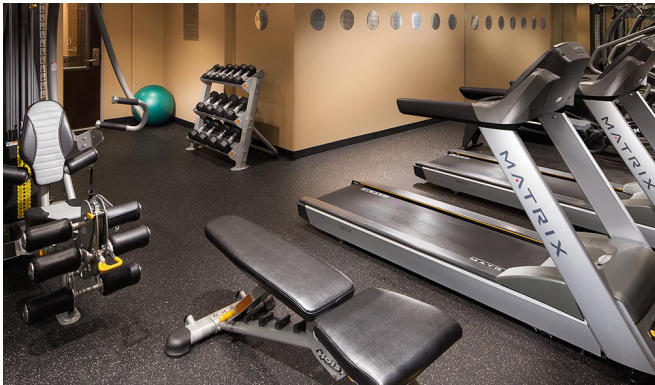
Cooking is not permitted in guest rooms, except for the in-room microwave. No cooking is permitted at the pool or in the hotel parking lot. For guests wanting to grill out, there are picnic tables and grilling stations at Little Stacey Park on East Side Drive.

### IN-ROOM TOILETRIES

Our hotel features PAYA Organics, a modern luxury, with a green conscience. Known to nourish the body with rich antioxidants and nutrients, the collection's key ingredient is organic papaya. PAYA Organic provide our guests the ultimate experience in luxurious personal care in a contemporary and green way. ENJOY!

### ABOUT OUR GUESTROOM WALLPAPER

Since we wanted to showcase Austin's rich and varied music history and presence, we selected the wallpaper with Lead Belly, Billy Gibbons, Janis Joplin, Willie Nelson and Waylon Jennings to represent this history. All have an Austin and/or Texas music resume. The record albums displayed around the hotel are all of Austin and/or Texas musicians as well.





LIVE A GREAT STORY PILLOW . . . . .	\$95
BED SIDE LAMP . . . . .	\$170
KEURIG MACHINE. . . . .	\$140
HAIR DRYER. . . . .	\$55
BED SKIRT FULL . . . . .	\$65
BED SKIRT QUEEN . . . . .	\$75
BED PILLOW. . . . .	\$40
BATH TOWEL . . . . .	\$35
HAND TOWEL. . . . .	\$25
WASH CLOTH. . . . .	\$15

# Relax

**Wind down and prepare for a deep and refreshing sleep  
with heartfulness Relaxation.**

- Sit comfortably, close your eyes, and feel the healing energy of the Earth moving up into your feet and legs to your hips.
- Feel the energy moving from your tailbone up to your shoulders, relaxing your back muscles, and up the front of your torso from your abdomen to your chest.
- Relax your arms to the ends of your fingertips. Then, relax your neck muscles, your jaw, and all your facial muscles to the top of your head.
- Scan your system from top to toe, and if you are still holding tension in any part of your body relax it for a little longer.
- Finish by bringing your attention to your heart and resting there. Immerse your self in the relaxed state.

VIEW PDF





# 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	Vomiting
Fatigue	Blurred vision
Weakness	Dizziness
Nausea	Loss of muscle coordination
Shortness of breath	Collapse
Confusion	Loss of consciousness <sup>1</sup>

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 services responders have given you permission.<sup>2</sup>

<sup>1</sup> Source of symptom list: Consumer Product Safety Commission & Mayo Clinic.

<sup>2</sup> Source of recommended responses to sounding alarm or symptoms: Consumer Product Safety Commission.



**FIRE SAFETY**

**YOUR BEST DEFENSE AGAINST A FIRE IS TO PLAN AHEAD. NEVER USE ELEVATORS DURING A FIRE.**  
(They could stop at the fire floor.)

- The hotel features fire prevention devices and an alarm system. Please make yourself aware of the emergency procedure listed here to further enhance your safety and security.
- Locate two exits nearest your room. Be sure they are unlocked and unblocked. Then count the doors between your room and exits so you'll have a reference point if it is smoky or dark.
- When you hear an alarm, **ACT** don't simply investigate.
- If the fire is in your room, get out and close the door. Alert your neighbors. Once out, report the fire.
- If the fire is not in your room, leave if you can. First feel the door, if it is cool, open it slowly and go to the nearest exit. Crawl if there is smoke. Fresher air will be at the floor. Take your keys so you can go back to your room if you can't use the exits.
- If your door is hot don't open it. Your room may be the safest place to be. Seal all cracks with wet towels. Shut off fans and air-conditioners. Signal from your window. Call the fire department and wait to be rescued.
- Do not draw attention to yourself by displaying large amounts of cash or expensive jewelry.
- Do not invite strangers to your room for any reason.
- Place all valuables in the hotel safe deposit box.
- Do not leave valuables in your vehicle.
- Check to see that any sliding glass doors or windows are locked.
- If you are traveling with children, provide adult supervision and know their whereabouts at all times.
- If you see any suspicious activities, please report your observations to the management.
- **WHEN IN DOUBT, CALL GUEST SERVICES AT THE FRONT DESK – DIAL "0"**

**TRAVELER SAFETY TIPS**

- Don't answer the door in a hotel room without verifying who is there. If a person claims to be an employee, call the Guest Services at "0" and ask if someone from their staff is supposed to have access to your room and for what purpose.
- When returning to your room late in the evening, use the main entrance of the hotel. Be observant and look around before entering parking lots, and before leaving your vehicle.
- Close the door securely whenever you are in your room and use all of the locking devices provided.
- Do not needlessly display guest room keys in public or leave them on restaurant tables, at the swimming pool or other places where they might be stolen.

**OPENLY CARRIED  
HANDGUN IS  
PROHIBITED**


**PURSUANT TO SECTION 30.07, PENAL CODE (TRESPASS BY LICENSE HOLDER WITH AN OPENLY CARRIED HANDGUN), A PERSON LICENSED UNDER SUBCHAPTER H, CHAPTER 411, GOVERNMENT CODE (HANDGUN LICENSING LAW), MAY NOT ENTER THIS PROPERTY WITH A HANDGUN THAT IS CARRIED OPENLY.**

**CONFORME A LA SECCIÓN 30.07 DEL CÓDIGO PENAL (SOBRE EL INGRESO ILÍCITO DE UN INDIVIDUO CON LICENCIA DE PORTACIÓN DE ARMAS CORTAS EXHIBIDAS PÚBLICAMENTE) PERSONAS CON LICENCIA BAJO DEL SUB-CAPÍTULO H, CAPÍTULO 411, CÓDIGO DE GOBIERNO (LEY DE PORTAR ARMAS). TIENE PROHIBIDO INGRESAR EN ESTA PROPIEDAD CON ARMAS CORTAS EXHIBIDAS PÚBLICAMENTE.**

**IN CASE OF AN EMERGENCY - DIAL 911**

# NATIONAL HUMAN TRAFFICKING HOTLINE

## CONTACT THE NATIONAL HUMAN TRAFFICKING HOTLINE

Do you **want to get out of the life?**  
Are you being **forced to work** against your will?  
Or **threatened or tricked** by your boss?  
**Do you know someone who may be?**



### CALL

1-888-373-7888



### TEXT

"BeFree" (233733)



### LIVE CHAT

HumanTraffickingHotline.org

- ✓ Get help.
- ✓ Report a tip.
- ✓ Find services.
- ✓ Learn about your options.

**24/7 • Toll free • Confidential • 200+ languages**



Polaris received \$1.75 million through competitive funding through the U.S. Department of Health and Human Services, Administration for Children and Families, Grant #90ZV0134-01-00. The project will be financed with 43.75% of federal funds and 56.25% (\$2.25 million) by non-governmental sources. The contents of this flyer are solely the responsibility of the authors and do not necessarily represent the official views of the U.S. Department of Health and Human Services, Administration for Children and Families.

OPERATED BY  
**Polaris**