



@ Austin City Hotel



AidenSM 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 bwguest.com.

Meet AidenSM by Best Western 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

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	Dial 0
Maintenance & Engineering	Dial 0

INTERNET SUPPORT

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

Opal Divine's Bar & Grill, On Hotel Premises	Dial 444
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TAXI & RIDESHARE

Guest Services will schedule a cab upon guest request.

Yellow Cab	(512) 452-9999
Austin Cab	(512) 478-2222
Uber & Lyft	Mobile App
SuperShuttle	Can be scheduled for airport transportation at (512) 258-3826

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	stay@austincityhotel.com
Guest Services Manager	icare@austincityhotel.com
General Manager	gm@austincityhotel.com

HELPFUL LINKS

[SoCo Dining Map](#)

[Austin Attractions](#)

[5 Mile Radius Map](#)

[10 Mile Radius Map](#)

[Airlines @ Austin Airport](#)

[Hospitals in Austin](#)

[Places of Worship](#)

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

BEST WESTERN RESERVATIONS

www.BestWestern.com



BREAKFAST

Complimentary Breakfast Buffet is available daily in the restaurant from 6:30am to 9:30am. Grab n' Go Breakfast is available at the Front Desk, Monday through Friday, 5:30am to 6:30am, for those guests leaving before our regular breakfast begins.

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 3:00 PM
- Check-out time is 11:00 AM

CRIBS AND ROLLAWAYS

Cribs are available free of charge; bedding is provided with the crib. Rollaways are available for \$10 + tax per night and are only permitted in our rooms with one king bed or our two room suites.

DRY CLEANING

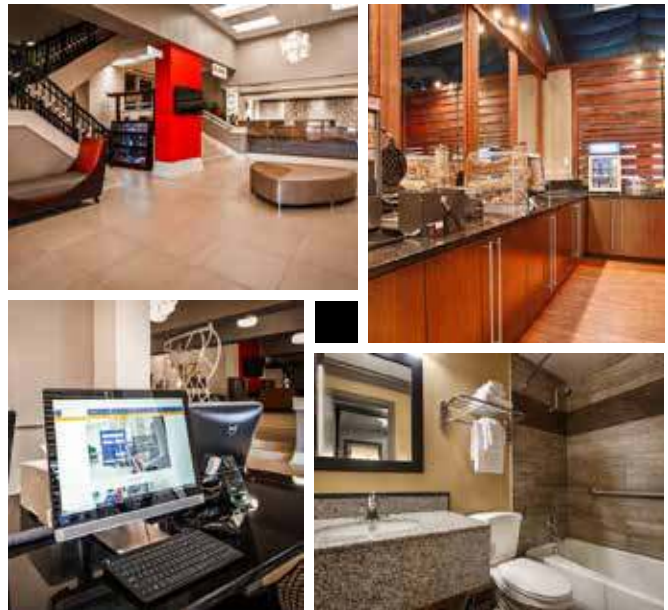
Valet laundry service is available Monday-Friday, excluding holidays. Articles received after 7:30am will be returned the following day. A laundry bag and ticket are located in your guestroom closet. The cleaning fee and service charge will be added to your room folio.

EXPRESS CHECK-OUT

Those guests preferring express check-out may let the Front Desk know at check-in or just prior to their departure. An e-mail address must be provided for sending the check-out receipt. Those reservations booked through third party sites can get their receipt for charges at the time of booking the reservation.

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 and toothbrushes. Call the Front Desk staff 24 hours a day to request the above items.

HOUSEKEEPING

Daily housekeeping is available to all guests. Please put the "Privacy Please" sign on your door if services are not needed. In an effort to conserve our natural resources, our guest rooms have place cards that can be placed on the bed or hung on the towel rack if the guest does not desire a linen change. Call housekeeping at extension "0" for any special requests/needs. Extra linens, towels, facecloths, soap and toiletries are available 24 hours a day, free of charge. HOTEL STAFF WILL ACCESS AND SERVICE YOUR ROOM DAILY.

ICE AND VENDING

Ice machines are located on all three floors of the sleeping room building; across from room 126; adjacent to room 244; and across from room 326. Vending machines are located in the lower Lobby area of the Lobby building and adjacent to room 230 and in the pool area.

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

Guest may receive mail or packages at the Front Desk. Please ask the sender to include your name on the package/mail. Due to limited storage, the hotel reserves the right to decline receipt of certain items if deemed excessive in quantity or size. The Front Desk will turn on your message light if you have received a package or mail.

POOL AND HOT TUB HOURS

Daily 8:00am - 10:00pm. Pool towels are located on the east of the pool area. Pool rules and safety tips are posted in the pool area. There is no lifeguard on duty. Children must be accompanied by an adult at all times. Please respect the daily hours as there are many guest rooms overlooking the pool.



PET GUIDELINES

On behalf of Bear, our four-legged mascot at Aiden Austin City Hotel, we would like to welcome to our pet friendly hotel. At our hotel we understand that owners want to enjoy the comfort of their animals while traveling away from home. We strive to ensure all guests (animals and human) experience a comfortable, memorable and safe stay with us.

- Our pet fee is \$30.00 a day per pet with a maximum of \$150.00 per week. Maximum 2 pets are allowed per room up to 80lbs.
- If you are going to leave the pet unattended, please let the Front Desk know. That way, in case of an emergency, we know to contact you by cell phone.
- All pets must be on a leash when walking the property.
- Unfortunately, the hotel does not allow pets to be in the restaurant, pool area, fitness center, guest laundry, meeting rooms, or business center. "Service animals" are always welcome.
- Please pick up after your pet anywhere on the property.
- Please be sensitive to the fact that your four-legged family member may be anxious and bark if left alone in your hotel room.
- **If you do use cat litter, PLEASE DO NOT DISPOSE OF IT IN THE TOILET.**
- The best place for pets to eat in the hotel rooms are in the bathroom. It is a great non-porous surface that is easy to clean.
- If staying more than one night, please arrange a time for housekeeping to come in and clean. Room Attendants are not allowed to clean the room with pets inside.
- You will incur fees for damages caused by pet if there is damage to the room or for cleaning your mess to re-rent the room.
- If you need a veterinarian, we suggest the [AMPM Animal Hospital](#) at 2239 S. Lamar (512-338-2676). They are staffed 24 hours a day and are less than two miles away.
- Looking for places to take your pet for a walk/run? We recommend going down the road to the Big Stacy Park, 700 E. Live Oak St., Austin, TX 78704 or Auditorium Shores Off Leash Park at 920 W. Riverside Dr.
- South Austin is filled with stores and restaurants that are dog friendly. For a list of them go to [dogster.com](#).

SAFES

Safety deposit boxes are available at the Front Desk. This is a complimentary service; the guest will have the only key to access the box and the hotel will charge a \$50 100 fee if the loss of that key requires a locksmith to access a box.

SMOKING POLICY

We are a 100% smoke free hotel. Smoking is not permitted inside the hotel or restaurant / bar. City ordinance states that smoking outside may not be within 15' of any entrance. Hotel guests or their visitors who smoke in guest rooms will have a \$250 smoking fee added to their guest folio. Additional cleanup charges may apply if the room is damaged.

WAKE-UP CALLS

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



IN-ROOM TOILETRIES

The hotel features PAYA Organics®, a Modern Luxury with a Green Conscience Known to nourish the body with rich antioxidants & nutrients, the collection's key ingredient – organic papaya – gives these products a warm, luscious appeal. PAYA Organics provide guests the ultimate experience in luxurious personal care in a contemporary and green way:

- A distinct, upscale brand with an eco-conscious philosophy that complements today's modern, healthful lifestyles
- Warm, luscious papaya nourishes the skin and hair with antioxidants and vitamins
- Bright fragrance draws upon the exotic, succulent scent of papaya and mangosteen, an aromatic super-fruit native to Asia
- Orange peel acts as a natural exfoliant in face & body and bath soaps. • No parabens, banned phthalates, or mineral oil
- No diethanolamine or formaldehyde
- Liquid formulations feature a refreshing blend of extracts including organic papaya, pink grapefruit, grape seed, tangerine, organic sweet orange, and organic lavender
- All tube, all bottle, and bottle & tube mix-and-match collections are available
- Tubes feature an easy-to-use dispensing cap
- Squeezable Bottles made of PET plastic (the most recyclable resin available)
- Cartons & wrappers made with post-consumer recycled materials
- Cruelty free – never tested on animals

ABOUT OUR WALLPAPER (GUESTROOMS)

[Waylan Jennings](#)

[Billy Gibbons](#)

[Janis Joplin](#)

[Lead Belly](#)

[Willie Nelson](#)





TV CHANNEL LINEUP.

1	HBO
2	HBO2
3	Showtime
4	Showtime2
5	BBC America
6	Bloomberg
7	C-SPAN
8	CNBC
9	CNN
10	Fox News
11	Headline News
12	KVUE Weather and Traffic SD
13	MSNBC
14	The Weather Channel
15	YNN SD
16	ESPN
17	ESPN Classic SD
18	ESPN Longhorn Network
19	ESPN News
20	ESPN2
21	ESPNU
22	Fox Sports SW
23	Golf Channel
24	NBC Sports Network (Previously Versus)
25	NFL Network
26	Reserved for NFL Red ZONE
27	Speed
28	ABC - KVUE
29	CBS - KEYE
30	CW - KNVA
31	FOX - KTBC
32	KBVO (MYTV) SD
33	KLRU (PBS) Create SD

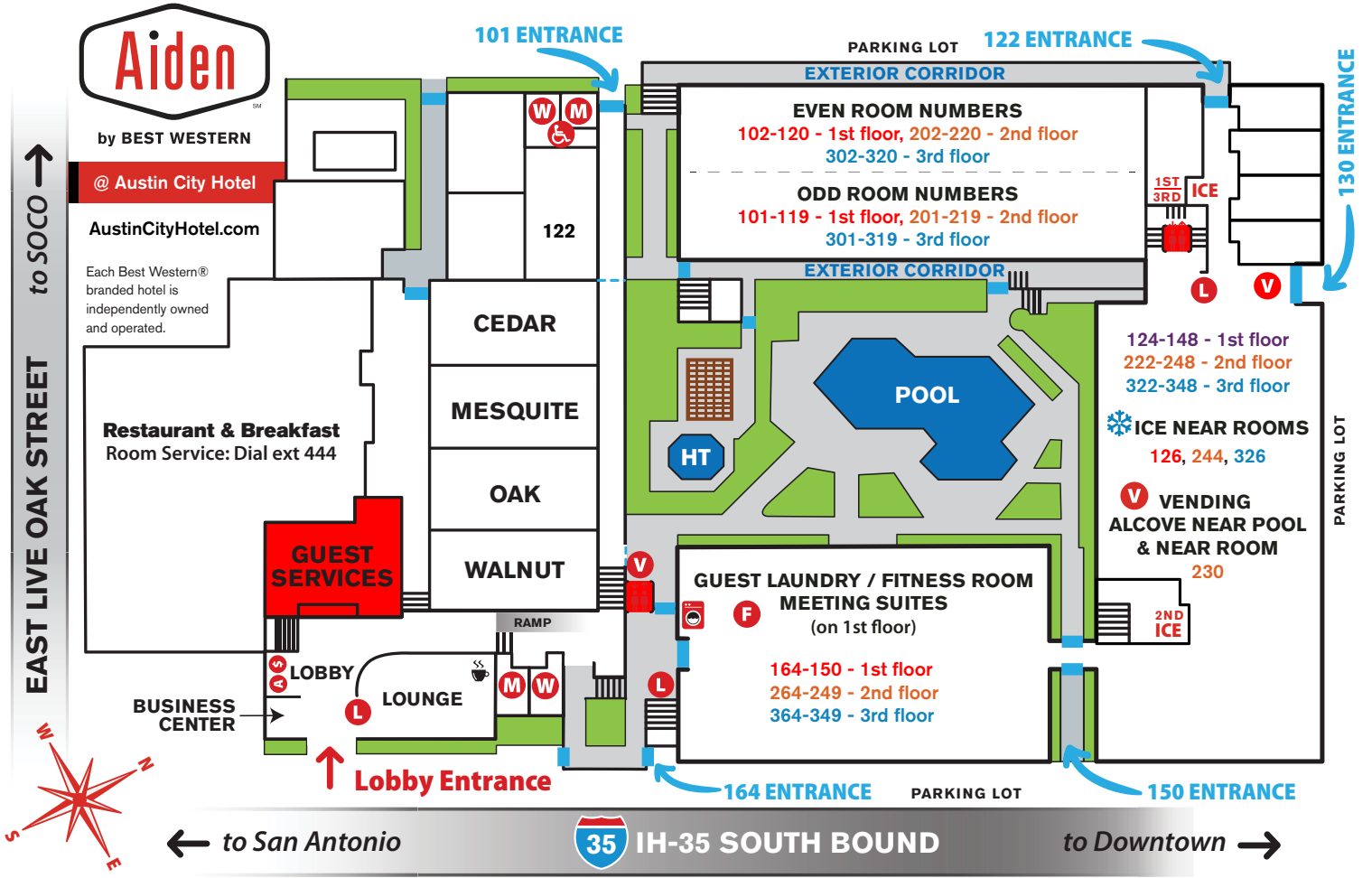
34	NBC - KXAN
35	PBS - KLRU
37	A&E
38	ABC Family
39	American Movie Classics - AMC
40	Animal Planet
41	Black Entertainment Television - BET
42	Bravo
43	Comedy Central
44	Discovery
45	E!
46	FX
47	History
48	Lifetime
49	SyFy
50	Turner Broadcasting - TBS
51	USA Network
52	Cartoon Network
53	Disney Channel
54	Nickelodeon
55	Food Network
56	HGTV
57	MTV
58	National Geographic
59	Science
60	The Learning Channel
61	Travel
62	Turner Network Television - TNT
63	Spanish
64	Telefutura - KTFO (KAKW Multiplex)
65	Telemundo - KEYE2 (KEYE Multiplex)
66	Univision - KAKW

**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-CAPITULO H, CAPITULO 411, CÓDIGO DE GOBIERNO (LEY DE PORTAR ARMAS). TIENE PROHIBIDO INGRESAR EN ESTA PROPIEDAD CON ARMAS CORTAS EXHIBIDAS PÚBLICAMENTE.



MAP KEY

ATM Machine	Keyed Entry / Door
Attraction Brochures	Luggage Cart
Elevator	Public Restrooms
Guest Laundry	Vending Machines
Ice Machine	Fitness Room
First Floor	

DO NOT LEAVE VALUABLES IN YOUR CAR

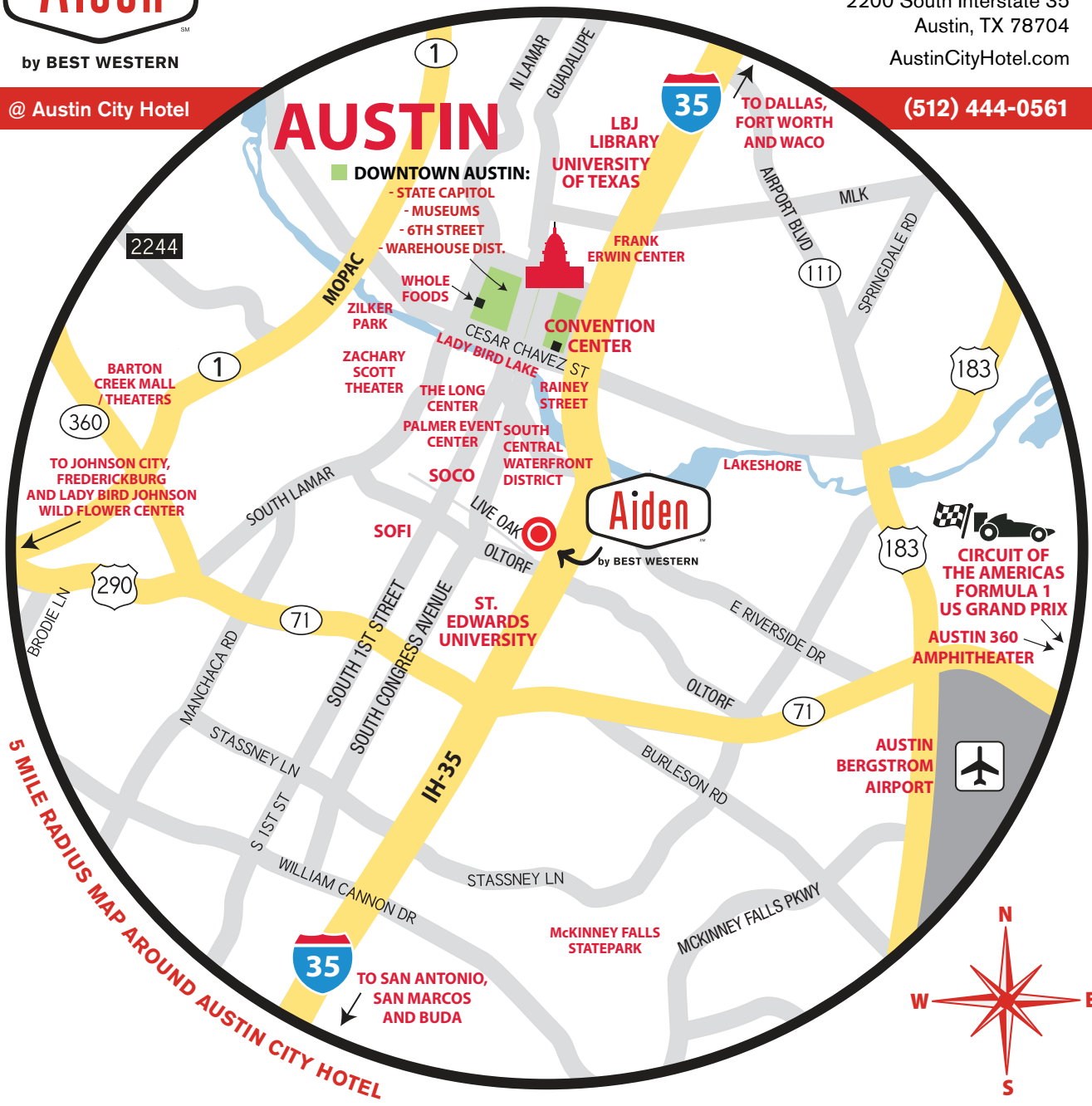


HOTEL LOCATION.



2200 South Interstate 35
Austin, TX 78704
AustinCityHotel.com

@ Austin City Hotel **(512) 444-0561**



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.

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.

- 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"**

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 ¹

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.²

¹ Source of symptom list: Consumer Product Safety Commission & Mayo Clinic.
² Source of recommended responses to sounding alarm or symptoms: Consumer Product Safety Commission.

IN CASE OF AN EMERGENCY - DIAL 911