

HOTEL INFORMATION

Check Out Time 1100 Daily

Internet / WiFi Password

Log into the Wi-Fi that corresponds with your guest room number.

Telephone Dialing Instructions

For Emergencies: Dial 99-112 or the front desk at 7111

For an off-base ambulance, from a guest room: Dial 99-112

DSN from a commercial or cell phone: 423 = SHAPE, dial 065-44 + extension | 597 = Chievres, dial 068-25 + extension

Front desk: Press the front desk speed dial button or dial 7111

Room to room: Dial 7 + guest room number

Voicemail: Press the message center speed dial button on the phone or dial 7444

USA 1-800 numbers are NOT toll free outside the USA. You may make and accept calls to your room, but these calls will be charged at appropriate rates. Please see the front desk for rates.



Chievres Army Lodging participates in the GreenLife Initiative. To find out more, please reference the placard on the bathroom counter.

Do Not Disturb

Housekeeping is provided every day unless you display a "Do Not Disturb" sign. If the sign is not removed by noon, we honor your privacy and will not provide housekeeping service that day. After 24 hours, we will check in with you to make sure all is well.

Cooking

Using other portable cooking appliances not provided by Army Lodging is prohibited in all rooms. Please clean all kitchen items prior to check out.

Microwave safety is important. If you are not familiar with the use of a microwave oven, please contact the front desk for assistance. If the microwave catches fire, keep the door closed and press the off /stop button.

Mail

We cannot accept personal mail for guests including items from USPS or FedEx. Please have personal mail delivered to your unit or sponsor. Guests assigned to Chievres or TDY guests with orders may use the USPS to mail items out. Please see the front desk for further information.

Animals

Animals in Lodging are limited to cats and dogs. When there is availability, animals may stay after payment of a non-refundable fee of \$50 per room and guest will be charged \$3 per animal, per day. Animal owners must properly dispose of all pet waste. When guests are not in the room, animals must be kept in a carrier cage. Animals who cause a disturbance cannot be left alone in rooms. We reserve the right to remove an animal at the owner's expense that becomes a problem for the facility, staff or other guests. When animals are found in non-animal guest rooms, guest will be assessed a \$100 fee in addition to standard animal charges above and animal must be removed.

Room Keys

Please keep your key with you at all times. Key cards expire at checkout time the day of departure. If you lose your key, please request a replacement at the front desk. This new key will cancel out all keys previously issued. Duplicate keys are provided by request. Please return all guest room keys to the front desk at check out.



Dear Valued Guest,

Welcome "Bienvenue en Belgique" to the Chievres Army Lodge USAG Benelux. Whether you're visiting for business or pleasure, we hope you enjoy your stay with us. Please think of us as your home away from home. If you have any concerns, please let us know. Our team is dedicated to providing you with outstanding guest services, quality accommodations and the highest standard of performance. This directory acquaints you with the USAG Benelux Lodge and the surrounding community. Please take a moment to read the safety and security instructions.

To help us continue providing excellent accommodations and service, please send us your comments to: <https://ICE.disa.mil/> or fill out a customer comment card.

Warm regards,

Seth Kloss

General Manager

USAG Benelux, Chievres Army Lodging

USArmy.Benelux.ID-Europe.MBX.Hotel-Reservations@mail.mil

GARRISON HISTORY

The spread out compound of Chievres Air Base and U.S. Army Garrison Benelux is located in the Midwest of Belgium, about 30 minutes from the French border. Evidence of World War II still remains in this peaceful farming community, as air raid bunkers and bombed buildings can still be found along roadsides. Bombs are found from time-to-time, the last in 1995, as farmers continue to till the land. Bunkers, though well hidden by overgrown grass and reshaped by wind and rain, can be found with a keen eye among the sugar beets growing in the fields.

The Supreme Headquarters Allied Powers Europe (SHAPE) is located about 20 minutes from Chievres near Mons, and about 45 minutes southwest of the capital, Brussels. USAG Benelux supports U.S. interests at SHAPE, Luxembourg, Netherlands, and APS sites in Germany.

THINGS YOU MAY NEED

Wake-Up Call

Each room has a programmable radio/alarm; or press the message center speed dial button on the phone and follow the prompts; or the front desk speed dial button to set up a wake-up call.

Rollaway Beds and Cribs

A limited number of rollaway beds and cribs are available.

Did You Forget?

Please check at the front desk for basic toiletries you may have forgotten.

Ice/Vending Machines

Ice machines are located on every floor; soda and snack machines are located on every other floor.

Guest Laundry

Washers, dryers and coin-operated soap and fabric softener dispensers are located on each floor. Please notify the front desk if a machine isn't working. Cleaning of TA-50 (centrally issued gear) is not permitted in any washer.

Dry Cleaning

See front desk for information on AAFES locations.

In-Room Safes

For your convenience, we offer a safe in your guest room.

Inquire at the front desk for information on local restaurants, maps, tours and attractions.



The Book and Video Nook (3rd floor) offers self-service movie and book viewing. Please return videos within 48 hours; books can be exchanged or kept.




Sunrise Start
CONTINENTAL BREAKFAST
IN THE LOBBY

WEEKDAYS 0630 - 0930
WEEKENDS & HOLIDAYS 0700 - 1000

Visitors of registered guests may purchase breakfast at the front desk for \$3 per person.

WHAT'S AROUND US



ATM

Andrews Federal Credit Union has an ATM located between the Commissary and the Exchange.

Worship Services

Please contact the front desk for the most current schedule and location of worship opportunities for the Chievres and SHAPE communities.

Vehicle Maintenance / Repair

Please do not perform maintenance on your vehicle while in the lodge parking lot. The Auto Skills Center is located next to the kennel on the main road leading away from the lodge.



**USAG Benelux, Chievres Army Lodging
Bldg. 20191
Chievres Air Base, Belgium**

Within Belgium:
068-26-7111
DSN: 314-597-5233

Outside Belgium:
011-32-68-26-7111



KEEPING YOU SAFE

For Emergencies

Commercial and Cell: Dial 99-112 or call the front desk at 7111.
DSN from phones located in business center and vestibule: Dial 114 (base PMO).

Be Prepared

Read the detailed instructions on the back of your room door. Locate the nearest stairwell, fire extinguisher and fire alarms.

Smoking Areas

Please ask at the front desk for designated smoking areas or smoke outside and at least 50 feet from the building. Guests who smoke in the lodging facility will be charged \$200 and will be required to leave.

If the Fire Alarm Sounds or You See Flames/Smell Smoke

Stay calm. DO NOT panic. Touch the door to your room - if hot, do not open it; if not hot, open it and check the hallway. If the alarm has not yet sounded, but you smell smoke, sound the alarm. Use stairwells only. If you cannot leave your room, dial 7111 or 99-112 and give your name and room number.

For Your Protection and the Safety of All Guests

The following actions are prohibited: storing of flammable liquids, burning of candles or incense, using unauthorized cooking or heating appliances, space heaters, power strips or extension cords. Please do not place hot appliances (irons, coffee pots, etc.) in drawers or on combustible surfaces.

Bicycle Storage

Please store your bicycle on the outdoor bicycle rack. Please do not bring it to your room or chain it to any hotel railing.

Firearms

Firearms are not permitted in the lodge. If you have one, please secure it at the Provost Marshal's Office.