

A. Wi-Fi Instructions Guide

Document ID: GSH-AMN-001

Last Updated: March 1, 2024

CONNECTION PROCEDURES:

1. Standard Wi-Fi (Complimentary):

- Network: "GSH_Guest"
- Password: "Welcome2024" (changes quarterly)
- Speed: 25 Mbps download/10 Mbps upload
- Device limit: 3 devices per room

2. Premium Wi-Fi (\$9.95/day):

- Network: "GSH_Premium"
- Speed: 100 Mbps download/50 Mbps upload
- No device limit
- Streaming optimized

3. Business Wi-Fi (Complimentary for Corporate Accounts):

- Network: "GSH_Business"
- VPN compatible
- Priority bandwidth
- Available in meeting rooms

TROUBLESHOOTING:

1. Common Issues:

- Forget network and reconnect
- Restart device
- Contact support: Dial "0" from room phone or 888-555-WIFI

2. Conference Support:

- Dedicated event network available
- IT support on-site for large groups
- Wired connections in meeting rooms

B. Dining Hours Guide

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Applicable: All properties unless noted

Last Updated: March 15, 2024

RESTAURANT HOURS:

1. Main Restaurant:

- Breakfast: 6:30 AM - 10:30 AM (Weekdays), 7:00 AM - 11:00 AM (Weekends)
- Lunch: 11:30 AM - 2:30 PM
- Dinner: 5:30 PM - 10:00 PM
- Sunday Brunch: 10:00 AM - 2:00 PM (\$45 adults, \$22 children)

2. Pool Bar & Grill:

- Open: 11:00 AM - 6:00 PM (Seasonal)
- Last order: 5:30 PM
- Limited menu during inclement weather

3. In-Room Dining:

- 24-hour service available
- Late-night menu: 11:00 PM - 6:00 AM
- Delivery time: 30-45 minutes
- \$5 delivery fee + 18% service charge

SPECIAL DIETARY REQUIREMENTS:

- Gluten-free options available at all meals
- Vegan/vegetarian menu upon request
- Allergies: Notify server or pre-order via app

C. Parking Rules Guide

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PARKING OPTIONS:

1. Self-Parking:

- Located in adjacent garage or lot
- In/out privileges included
- Height restriction: 6'8"
- Oversized vehicles: Additional \$25/night

2. Valet Parking:

- Available 24 hours
- Retrieval time: 10-15 minutes average

- Overnight vehicles moved to secure lot
- Maximum vehicle value: \$100,000 (insurance limitation)

3. Electric Vehicle Charging:

- Level 2 chargers: \$15/day
- Tesla Superchargers at select properties
- Charging time limit: 4 hours maximum

POLICIES:

- Lost ticket fee: \$75
- No in/out after 11:00 PM without prior arrangement
- Commercial vehicles must use loading dock

D. Spa Menu & Services

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Last Updated: March 10, 2024

TREATMENT MENU:

1. Massages (60/90 minutes):

- Swedish: \$145/\$195
- Deep Tissue: \$155/\$210
- Hot Stone: \$165/\$225
- Couples Massage: \$280 (60 min)

2. Facials:

- Classic Facial: \$135
- Anti-Aging: \$165
- Men's Grooming Facial: \$120
- Teen Facial: \$95

3. Body Treatments:

- Detox Wrap: \$175
- Salt Scrub: \$145
- Hydrating Body Treatment: \$160

POLICIES:

- 24-hour cancellation required
- Arrive 30 minutes before appointment

- 18% service charge automatically added
- Packages available: Save 15% on 3+ services