



DEAR GUEST

It's great to have you here at the Holiday Inn Express & Suites Carpinteria. We're glad you chose to stay with us.

We provide many complimentary services for you, and we don't want you to miss out on any of them. That's why we have put together this Guest Services Directory. You'll find all you need to know right here.

However, if there is anything else you need, please let us know and we will see to it right away. We want you to enjoy your stay, your way.

Yours,

D. Michael Ensign
General Manager



With more than 4,700 hotels around the world, InterContinental Hotels Group (IHG) gives you an incredible number of options. Our family of nine trusted brands offers hotels in nearly 100 countries and more rooms than any other hotel company. From an award-winning InterContinental® resort to a city-center Holiday Inn® hotel, IHG has the right choice for all your travel needs.

As a member of IHG® Rewards Club, your travels bring you so much more in return. Redeem your points for Reward Night stays at any of our IHG hotels worldwide, airline miles and credits, car rentals, merchandise, gift cards and more. We can't wait to see where your rewards will take you. Enroll now at the Front Desk or visit ihgrewardsclub.com and start earning points for this stay!

Independently Owned and Operated by HMBL, LLC.

HOSPITALITY PROMISESM

Making your stay a complete success is our goal.

Just let our Manager on Duty or Front Desk Staff know if any part of your stay isn't satisfactory. We promise to make it right or you won't pay for that part of your stay.



OUR SERVICES & FACILITIES

Airline Information

Aer Lingus	866.474.7435
AeroMexico	800.237.6639
Air Canada	888.247.2262
Air France	800.237.2747
Air Jamaica	800.523.5585
airTran Airways	800.247.8726
Alaska Airlines	800.426.0333
All Nippon Airways	800.235.9262
American Airlines	800.433.7300
British Airways	800.247.9297
Cathay Pacific	800.233.2742
Delta/KLM	800.221.1212 or 800.225.2525
Frontier Airlines	800.452.2022
Icelandair	800.223.5500
Japan Airlines	800.525.3663
jetBlue Airways	800.538.2583
Lufthansa	800.645.3880
Piedmont	800.251.5720
Southwest	800.435.9792
Sun Country	800.359.6786
Swiss International Air Lines	877.359.7947
United	800.241.6522
US Airways	800.428.4322
Virgin Atlantic	800.862.8621

Airports

Los Angeles International	310.646.5252
Santa Barbara	805.967.7111

Airport Transportation

0

Private airport shuttle service available. Please contact our Front Desk Staff for information.

Automobile Rental

0

Our Front Desk Staff will be happy to assist you with arrangements for car rental or limousine service.

Avis	800.331.1212
Budget	800.527.7000
Enterprise	800.736.8222
Hertz	800.654.3131
National	800.227.7368





OUR SERVICES & FACILITIES

Baby Crib/Rollaway 0

Our Front Desk Staff will be happy to deliver a complimentary crib to your guestroom. Rollaways available on a first-come, first-served basis. There is a \$10.00 charge for rollaways.

Breakfast

Express Start™ is a complimentary breakfast buffet available in the Hotel Great Room from 6:30 a.m. – 9:30 a.m., daily.

Business Center

Located on the First Floor, in the Lobby. Open 24 hours a day, the center is equipped with two computers, Internet access and printer service. Printed pages are 25¢ each and they print to the Front Desk.

Check-In Time — 3 p.m.

Should we be unable to provide an early check-in, we can assist with storage of your baggage.

Check-Out Time — Noon 0

If your departure time does not coincide with your check-out time, please contact our Front Desk Staff. Every effort will be made to accommodate your request. A late check-out fee may apply.

Church Services 0

Contact our Front Desk Staff for information about nearby places of worship, or refer to the "out & about" section of this directory for a list of nearby locations.

Copy Machine

Located at the Front Desk. Copies are 10¢ each.

Courier Services 0

FedEx and UPS make regular pickups at the Front Desk Monday – Friday, excluding holidays. The last pickup of the day is 6 p.m. Please call our Front Desk Staff for information about other courier services.

Credit Cards

We honor MasterCard, American Express, Optima, Visa, Discover, Diners Club, Carte Blanche and JCB.



OUR SERVICES & FACILITIES

Dry Cleaning/Valet 0

Same day service available Monday – Friday. Laundry left at the Front Desk by 6 a.m. will be available for pickup after 9 p.m. Service is not available Saturday, Sunday and holidays. A laundry bag is located in your guestroom closet. There is a \$20.00 minimum.

Emergencies 9 + 911

For medical assistance or in case of an accident.

Fax 0

The hotel fax number is 805.566.9433. Contact our Front Desk Staff for assistance with receiving or sending a fax. There is a \$1.00 charge for each incoming and outgoing fax.

Fitness Center

Our Fitness Center is located on the Second Floor, in the west corridor. Accessible from 5:30 a.m. – 11 p.m., daily, the center is equipped with 2 treadmills, a Life Fitness 9100 Elliptical and free weights. Your room key is required for access.

Forget Something?SM Program 0

If you forgot to pack any standard toiletry item (toothbrush, toothpaste, shaving cream, razor or comb), just call our Front Desk Staff and we'll get you a complimentary replacement right away.

Front Desk 0

If you have any questions or a special request, we're here to help you.

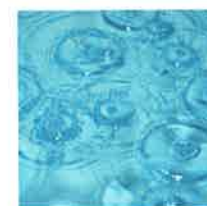
Guest Laundry

Our Guest Laundry is located on the First Floor, in the west corridor, and accessible from 7:30 a.m. – 10 p.m. Supplies are available at the Front Desk. Your room key is required for access.

Hair Dryer

Conveniently located in your guestroom bathroom.

Hotel Operator 0





OUR SERVICES & FACILITIES

Housekeeping 0

If you have any special requests, our Housekeeping Staff will be pleased to assist you. Housekeeping service is provided from 8:30 a.m. – 4 p.m., daily.

Ice Machines

Ice machines are located on both floors, near the elevator.

Internet Access 0

Complimentary high-speed Internet connection available in your guestroom. Complimentary wireless Internet access available in guestrooms, the Lobby and public areas. If you have difficulty connecting, please contact our Front Desk Staff for assistance or contact Technical Support directly at 1.800.224.4626.

Iron & Ironing Board

Conveniently located in your guestroom closet.

Lost and Found 0

Please call our Front Desk Staff to report any lost or found property.

Manager On Duty 0

Meetings 0

Our Rincon Room features over 200 square feet of meeting space. We are able to accommodate groups of 8-10. Our Sales Staff will be happy to help arrange your next function. Please call for information.

Messages and Voice Mail 27

Messages are indicated by a flashing light on the phone. Touch 27 and follow the instructions.

Newspaper

Complimentary *USA Today* newspapers available in the Lobby, Monday – Friday.

Pet Policy

Pets are allowed in designated guestrooms. There is a \$15.00 per night charge. Service animals are exempt from this charge. Violations of the pet policy will result in a \$150.00 charge.

Privacy 0

A privacy sign is located on each guestroom doorknob. For telephone privacy, please contact our Front Desk Staff.



OUR SERVICES & FACILITIES

Rapid Check-OutSM 0

Rapid Check-Out available for all guests wishing to settle their account with a credit card. Please contact our Front Desk Staff for assistance.

Refrigerators/Microwaves 0

Miniature refrigerators and microwaves available in every guestroom. The miniature refrigerators are equipped with motion sensors that will turn on once food is present.

Reservations 0

For future reservations at our location, please call our Front Desk Staff at 805.566.9499 or 1.800.HOLIDAY (1.800.465.4329).

Safe-Deposit Boxes

Complimentary and available at the Front Desk. The hotel cannot be held responsible for valuables left in your guestroom.

Snack Shop

Located in the Lobby, open 24 hours a day. Basic non-alcoholic beverages and snacks are available.

Smoking Policy

Smoking is not permitted in the hotel guestrooms or facilities. Designated smoking areas are provided outside every entrance. Violation of the smoking policy will result in a \$150.00 charge.

Swimming Pool

Located outside on the north side of the building. The pool is open year-round, from 7 a.m. – 10 p.m., daily. There is no lifeguard on duty. Parents are required to be present at all times when children are in the pool area.

Taxi Service 0

Our Front Desk Staff will be happy to arrange taxi service.

Train

Amtrak

800.USA.RAIL

Transportation 0

Need assistance getting around town? Call our Front Desk Staff for information about transportation options.





OUR SERVICES & FACILITIES

Travelers with Disabilities

This hotel, like all hotels in the Holiday Inn Express® system, is committed to providing accessible facilities for travelers with disabilities. If you encounter barriers during your stay, please contact the Manager on Duty. If you have further comments regarding your stay, let us know by calling Guest Relations at 1.800.621.0555 (within the U.S. and Canada). The Hospitality PromiseSM Program and the Holiday Inn Express® Reservation Promise apply to all guests. If in the future you require an accessible guestroom, you can assist us in meeting your needs by making advance reservations through 1.800.HOLIDAY (1.800.465.4329), requesting an accessible guestroom and let the agent know your individual needs.

Wake-Up Calls

0

We'll be glad to wake you up so you can get your day started at the time you want. Simply call our Front Desk Staff and specify the time of your wake-up call.





TELEPHONE & TECHNOLOGY

Hotel Telephone Numbers

Holiday Inn Express & Suites Carpinteria 805.566.9499
Room-to-Room 7 + Room Number

Outside Calls

Local Calls (no hotel fee) 9 + Number

Note: Some calls in the 805 area code are considered long distance.

Long Distance 8 + 1 + Area Code + Number
(bill to guestroom)

Operator-Assisted Calls* 8 + 0 + Area Code + Number

International Calls 8 + 011 + Country Code +
(bill to guestroom) City Code + Number

Information

Area Code — 805 (bill to guestroom) 9 + 411

All Other Area Codes (bill to guestroom) 9 + 1 +
Area Code + 555.1212

Local telephone directories available at the Front Desk.

Emergency Calls

Police/Fire/Ambulance 9 + 911

Toll-Free, Credit Card, Collect Calls

There are no hotel fees for these calls.

*Applicable taxes will be added. Rates subject to change.

Operator Service calls are processed by:

Verizon
PO Box 11328
St Petersburg, FL 33733

You may use another long distance carrier from this telephone. Follow your carrier's instructions or touch "0" for assistance.

Address consumer comments to:

FCC Enforcement Bureau
Mailstop 1600A2
Washington, DC 20554





TELEPHONE & TECHNOLOGY

Television Channel Listing

56	A&E	81	FX HD
89	A&E HD	52	Galavision (Espanol)
40	ABC Family	60	Golf Channel
3	ABC: KEYT	91	GOLF CHANNEL HD
74	ABC: KEYT HD	94	HBO HD
26	AMC	61	HGTV
33	Animal Planet	92	HGTV HD
85	Animal Planet HD	55	History Channel
44	Azteca America	7	HSN
59	BET	48	KBEH
57	BRAVO	9	KCAL 9
54	Cartoon Network	77	KCAL 9 HD
12	CBS: KCOY	76	KCET HD
78	CBS: KCOY HD	41	Lifetime
24	CNBC	42	MSNBC
22	CNN	38	MTV
80	CNN HD	13	My Network TV
23	CNN Headline News	6	NBC: KSBY
62	Comedy Central	75	NBC: KSBY HD
20	County Access	29	Nickelodeon
8	Cox Community KNBC	10	PBS: KOCE
47	C-SPAN	2	QVC
5	CW	17	SBCHL
32	Discovery Channel	21	SBEDU
84	Discovery Channel HD	63	SPEED Channel
30	Disney Channel	45	SPIKE TV
66	E!	51	SYFY
34	ESPN	14	TBS
35	ESPN 2	79	TBS HD
86	ESPN HD	43	Telefutura
87	ESPN2 HD	15	Telemundo: KTAS
93	FOOD NETOWRK HD	88	THC HD
64	FOOD Network	46	The Weather Channel
53	FOX Deportes	31	TLC (Learning Channel)
25	FOX News	83	TLC HD
36	FOX Sports Prime Ticket	28	TNT
37	FOX Sports West	82	TNT HD
11	FOX: KKFX	58	Travel Channel
27	FX	90	Travel Channel HD





TELEPHONE & TECHNOLOGY

Television Channel Listing

49	TRU TV	4	USA
69	Turner Classic Movies	100	VEL
68	TV Land	67	VERSUS
16	Univision: KPMR	39	VH-1
101	UNV HD		

Television Channel Blocking

You may block any channels at your discretion. Please dial "0" if you need assistance.





TELEPHONE & TECHNOLOGY

Internet Access

Complimentary wired and wireless in-room Internet access available via eHost®. We also offer complimentary Internet access in the Lobby and public areas.

In-room instant access to eHost

- Book your next stay
- Explore the area
- Check flight status
- Find car rentals
- Check the weather
- Learn about this hotel
- And much more

Instructions for accessing the Internet via Wired or Wireless Connection:

1. Connect to the Internet:

Via wired connection: (select rooms)

- Simply connect your computer to the Ethernet jack provided. Contact our Front Desk Staff for an Ethernet cable.

Via wireless connection:

- Your computer must have an installed and working Wireless Ethernet Card or must be Wireless Bridge enabled. (Call extension "0" for a Wireless Bridge.)
 - Make sure your computer has completed the start up process.
 - View the available networks via your Wireless Network Card's configuration screen.
 - Select the SSID "HIExpressCarpinteria."
2. Accept the "Terms of Use of Internet" for the service.
 3. Click "Access the Web" to continue.
 4. You will be connected to eHost®.

If you need assistance connecting to the Internet, call 1.800.224.4626. To return to eHost®, type <http://express.ihg.com/CPYCA> in the address bar.

If you have difficulty connecting, please contact our Front Desk Staff for assistance or contact Technical Support directly at 1.800.224.4626.



DINING



EXPRESS START™ BREAKFAST BAR

Free Hot Breakfast Daily

Location: Hotel Great Room

Hours: Daily, 6:30 a.m. – 9:30 a.m.

Whether you're ready to sit down and relax before you start your day or in a hurry, our breakfast bar offers a variety of choices. Count on getting your day off to the right start with a breakfast just the way you like it.

LOCAL RESTAURANTS

Cabos Baja Grill & Catina

5096 Carpinteria Avenue

805.684.5507

Clementine's Steak House

4631 Carpinteria Avenue

805.684.5119

Corktree Cellars

910 Linden Avenue

805.684.1400

Delgado's Mexican Restaurant

4401 Carpinteria Avenue

805.684.4822

Gianfranco's

66 Linden Avenue

805.684.0720

Giovani's Pizza

5003 Carpinteria Avenue

805.684.8288

Padaro Beach Grill

3765 Santa Claus Lane

805.566.9800





DINING

The Palms

701 Linden Avenue
805.684.3811

Sly's Seafood & Steak

686 Linden Avenue
805.684.6666

Tony's Restaurant

699 Linden Avenue
805.684.3414

Zookers

5404 Carpinteria Avenue
805.684.8893



OUT & ABOUT



For more information on the following local attractions, please contact our Front Desk Staff at extension "0."

Points of Interest

Carpinteria Boathouse
Holly & Ash Avenues
888.326.2822

Carpinteria Salt Marsh Nature Park
Holly & Ash Avenues
805.684.5405

Carpinteria Public Library
5141 Carpinteria Avenue
805.684.4314

Harbor Seal Preserve Rookery
Bluffs parking lot near Ballard
Avenue
805.684.2247

Island Brewery
Linden Avenue at railroad tracks
805.745.8272

Tee Time
5885 Carpinteria Avenue
805.566.9948

Museum

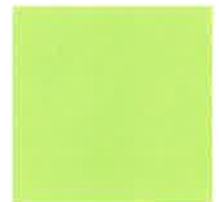
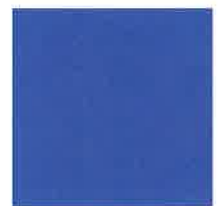
Carpinteria Valley Historical Society
& Museum
956 Maple Avenue
805.684.3112

Places of Worship

Carpinteria Community Church
Presbyterian
1111 Vallecito Road
805.684.2211

Faith Lutheran Church
1335 Vallecito Road
805.684.4707

Reality Carpinteria
Evangelistic
5251 6th Street
805.684.5247



SAFETY

Your safety and the security of your personal property are of the utmost concern to those of us who welcome you as our guest. We urge you to take advantage of the following precautions.

Safe-Deposit Boxes

Do not leave money or valuables in your guestroom. We provide safe-deposit boxes at the Front Desk, free of charge. Under state law, the hotel is not responsible for loss unless articles have been secured properly in these boxes.

Double Locks

For additional security, use the deadbolt on your door. This will prevent the door from being opened by a regular room key. As an additional precaution, please secure the safety lock.

Admittance

Do not admit persons to your guestroom without first identifying them. To see into the hall, use the viewer in your door. Never sit in your guestroom with the door open and never invite strangers to your guestroom. If there is any doubt about the person's identity, please contact our Front Desk Staff at extension "0."

Keys

Do safeguard your room key. Do not leave it in your guestroom or in the door. Do not give your room key to others.

Fire

Please familiarize yourself with the location of the nearest fire exit stairway. In the unlikely event of a fire, please move quickly but calmly to the stairs. Report fire or smoke to our Front Desk Staff at extension "0."

Vehicles

Do not leave valuables in your vehicle (laptops, radar detectors, telephones, etc.). Lock your vehicle when you leave it.

Entrances

When returning to the hotel late in the evening, be sure to use the Main entrance of the hotel. Before leaving your guestroom or going to sleep, check the windows and doors to ensure they are properly secured.





SAFETY

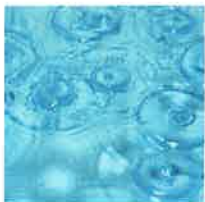
Parking

Always look around before entering large parking lots or venturing onto the grounds. If you notice someone or something suspicious, do not continue into that area. Return to your guestroom or use a house phone to alert the Hotel Management. We will be happy to provide you with an escort.

Fire Safety

Planning ahead is your key to safety in the unlikely event of a fire.

1. Read the escape plan posted in your room.
2. If there is any indication of a fire, immediately call our Front Desk Staff at extension "0." Give your name, guestroom number and a brief description of the situation.
3. Determine an outdoor spot for everyone in your party to meet.
4. Feel the door with the palm of your hand. If the door or knob is warm, do not open it.
5. If the door is not warm, drop to your knees and slowly open the door, but be ready to close it quickly if smoke is present. If the hallway is clear, proceed to the nearest exit. Taking your room key with you, close the door behind you. Do not use the elevator.
6. Do not stand upright, but crawl or keep low to the floor to avoid smoke and odorless carbon monoxide.
7. Stay on the same side of the hall as you exit, counting the number of doors to the exit.
8. When you reach the exit, walk quickly but cautiously down the stairs, holding on to the handrail as you go. If you encounter smoke, do not try to pass through it. Turn around and proceed to a smoke-free corridor and cross the building to an alternate exit. Never use the elevator.
9. If you are unable to leave your guestroom, call our Front Desk Staff at extension "0" or the Fire Department by dialing 9 + 911.
10. If there is fire outside the window, pull the drapes off of the wall and move everything that is flammable away from the window.
11. Do not jump from your guestroom under any circumstances. Continue to protect yourself from the fire and signal from your window for help.



PRIVACY STATEMENT



InterContinental Hotels Group | Privacy and Security

How We Protect Your Privacy

The privacy and security of your personal information is very important to us. We do not share your personal information in ways not disclosed in our privacy statement or without your informed permission. We value your trust very highly, and we strive to protect the confidentiality and appropriate use of any personal information you provide to us. Details are described in our Updated Privacy Policy.

InterContinental Hotels Group is a Participant in the TRUSTe Privacy Seal Program. TRUSTe is an independent organization whose mission is to advance privacy and trust in the networked world. As this Web site wants to demonstrate its commitment to your privacy, it has agreed to disclose its information practices and have its privacy practices monitored for compliance by TRUSTe. To view a complete list of these validated InterContinental Hotel Group sites please click on the TRUSTe seal.

If there are questions or concerns regarding this statement, we ask that you first contact:

InterContinental Hotels Group

Attn: Privacy Office
Three Ravinia Drive
Atlanta, Georgia 30346
Phone: 1-770-604-8347
Fax: 1-770-604-5275
Email: privacyoffice@ihg.com

If satisfactory response or resolution is not received within a reasonable timeframe, TRUSTe is available as a contact. Please see additional information at TRUSTe Watchdog Dispute Resolution Process. TRUSTe will serve as a liaison with the Web site to resolve user concerns.





PRIVACY STATEMENT

InterContinental Hotels Group complies with the EU Safe Harbor framework as set forth by the Department of Commerce regarding the collection, use, and retention of data from the European Union. www.lhg.com participates in the EU Safe Harbor Privacy Framework as set forth by the United States Department of Commerce. As part of our participation in the safe harbor, we have agreed to TRUSTe dispute resolution for disputes relating to our compliance with the Safe Harbor Privacy Framework. If you have any complaints regarding our compliance with the Safe Harbor you should first contact us (as provided above). If contacting us does not resolve your complaint, you may raise your complaint with TRUSTe by Internet at http://www.truste.org/consumers/watchdog_complaint.php, fax at 415-520-3420, or mail at Watchdog Complaints, TRUSTe, 55 2nd Street, 2nd Floor, San Francisco, CA, USA 94105. If you are faxing or mailing TRUSTe to lodge a complaint, you must include the following information: the name of company, the alleged privacy violation, your contact information, and whether you would like the particulars of your complaint shared with the company. For information about TRUSTe or the operation of TRUSTe's dispute resolution process, see http://www.truste.org/consumers/watchdog_complaint.php or request this information from TRUSTe at any of the addresses listed above. The TRUSTe dispute resolution process shall be conducted in English. For human resources data we have agreed to cooperate with Data Protection Authorities. Any questions, comments or complaints about the data practices (including without limitation compliance with data privacy principles of notice, choice, onward transfer, access, security, data integrity, or enforcement) of a hosted online OnBoarding software customer or partner for whom IHG processes data should be addressed to that customer or partner.

