



GUEST SERVICES

SAFETY & SECURITY

FIRE SAFETY PROCEDURE

Sandia Resort & Casino is equipped with the latest emergency alert and fire prevention systems.

Once you've checked into your room, please read the evacuation plan displayed on the inside of your door. It lists, in detail, the safest way to leave the premises in the unlikely event of an emergency.

Please take time to note the location of the two fire escapes at the end of the corridor as well. (In the event of fire, they will be your first line of retreat.)

Your room key plays an important part in your safe enjoyment of the hotel. So please, remember to keep it close at hand. When you're out and about, take it with you. When you're in your room, leave it in a convenient place where you can find it. (In an emergency, halls or exits could become blocked. A key-card in your possession ensures that you'll be able to return to the safety of your room.)

If you detect a fire or smoke on the premises, call the hotel operator immediately (Ext. "0"), and take the following steps...

Check your room door with the back of your hand.

If the door or door handle is warm, do not open it! Wait for help to arrive. Place wet towels at the foot of the door, and shut off the air conditioning to prevent smoke from fouling the ventilation system.

If the door or door handle is not warm, open the door slowly and make your exit, shutting the door behind you. Stay low to avoid smoke and gases, and move

directly to the stairwell. Check the staircase door for signs of heat or smoke, and then proceed down to the main level exits.

Never use the elevator! Heat from a fire can short-circuit an elevator's operating system, making it ineffective and dangerous.

ADDITIONAL SAFETY TIPS

Never allow a stranger into your room. Use the view hole in your door to check the identity of your caller(s). As a matter of safety, all hotel employees carry an ID, and if requested, will be pleased to present it. Call the hotel operator if you need assistance (Ext. "0").

GUEST SERVICES

Sandia Resort & Casino features a complete array of guest services to make your stay a pleasant one, including...

AUDIOVISUALS

Audiovisual/meeting equipment (as well as special support service) is available upon request. Please contact our Convention Services Department.

Phone Ext. 3970

AUTOMATED TELLER MACHINES

ATMs are located in the hotel lobby. They can also be found in convenient locations throughout the casino.

BAGGAGE SERVICE/STORAGE

Complimentary transfer and storage (in the case of late departure) of luggage can be arranged through the bell desk in the main lobby.

Phone Ext. 3255





GUEST SERVICES

BANQUET/CATERING SERVICES

Assistance with business luncheons, weddings, charity balls and other events can be arranged through the hotel's Catering Sales Manager. Accommodations are available for groups ranging from 50 to 3,000 guests.

Phone Ext. 3970

CAB/TAXI/CAR RENTAL

Outside transportation is available with 30 minutes' advance notice. We do, however, recommend reservations, which can be made through the hotel's concierge.

Phone Ext. 3240 or 3255

CASINO

Closed Monday through Thursday from 4 a.m. to 8 a.m. except for federal holidays, when we're open 24 hours.

CHECKOUT TIME

Checkout time is 12 noon. In case of late departure, our bell desk will be happy to store your luggage.

Phone Ext. 3255

CONCIERGE/BELL DESK

For information about local attractions, sightseeing, airline boarding pass printing or to arrange amenities or transportation, please visit or call our concierge desk.

Phone Ext. 3255

CREDIT CARDS

Sandia Resort & Casino is pleased to accept the following credit cards: American Express, MasterCard, Visa and Discovery.

CRIBS/ROLLAWAYS

Cribs and rollaway beds are available on a limited basis. Please contact the operator (Ext. "0") for information.

DO NOT DISTURB

Checkout time is 12 noon. For your safety, our guest room attendants are instructed to check your room after 12 noon on the day of your departure.

DOCTOR/MEDICAL SERVICES

Contact the hotel operator (Ext. "0").

DRY CLEANING/LAUNDRY

Clothing left with the bell desk prior to 8:30 a.m. will be laundered or dry cleaned and returned to your room by 6 p.m. the same day. Services are available Monday through Saturday. Please call the bell desk for pickup.

Phone Ext. 3255

EMERGENCY/SECURITY

Call the hotel operator for assistance (Ext. "0").

Emergency evacuation instructions are posted on the back of your guest room door. (For fire safety procedures, please refer to the special safety section at the front of this directory.)

Phone Ext. "0"



GUEST SERVICES

ENTERTAINMENT AND SHOWS

Sandia Resort & Casino offers year-round entertainment in our 4,200-seat outdoor amphitheater, and our 2,500-seat Sandia Ballroom. Please visit the Ticket Booth at the casino main entrance for details. Sandia Resort & Casino is an official Ticketmaster outlet.

Phone Ext. 7778

Tlur Pa Lounge

Located on the casino floor, the Tlur Pa Lounge offers live entertainment Tuesdays through Thursdays, 8 p.m. to midnight; Fridays and Saturdays, 9 p.m. to 1 a.m.; and Sundays, 7:30 p.m. to 11:30 p.m.

EXERCISE/FITNESS CENTER

The hotel fitness center is located on the lobby level, inside the Green Reed Spa, and includes both weight training and cardio equipment. The facilities are complimentary for all registered hotel guests, and accessible by guest room key only. Children under 18 years may not use the exercise equipment unless accompanied by an adult, and the use of all equipment is enjoyed at the guest's risk. Towels are provided for your convenience (please do not bring room towels to the fitness center). Fitness center hours are 6 a.m. to 10 p.m. daily.

Phone Ext. 3980

EXPRESS CHECKOUT

To minimize checkout time, press "Menu" on your TV remote and follow the Express Checkout instructions.

FRONT DESK

The hotel's front desk is staffed 24 hours a day, and our representatives are happy to assist with any questions or concerns you may have during your stay.

Phone Ext. 3244

GIFT SHOP

The Bien Mur Gift Shop – which offers gifts, necessities, magazines and sundries – is located near the Peak Rewards Player's Club, open daily from 8 a.m. to midnight.

Phone Ext. 7510

GOLF

The Sandia Golf Club features an 18-hole Scott Miller-designed, par 72 championship links course – at 7,772 yards, the longest in New Mexico. We also offer a full-size driving range, practice putting green, pro shop, and Golf Clubhouse Grill. As the course is exclusively designed for golf, jogging and hiking are not permitted.

HAIR SALON

Located in the Green Reed Spa on the lobby level, the hotel salon is open daily, 8 a.m. to 7 p.m. and Sundays 9 a.m. to 6 p.m. To schedule an appointment (highly recommended), call Ext. 3980.

HOUSEKEEPING SERVICES

An iron and ironing board are located inside your closet, along with an extra pillow and blanket. If you need additional in-room amenities, or if you wish to request turndown services, please call the operator.

Phone Ext. "0"





GUEST SERVICES

ICE/VENDING MACHINES

Ice and vending machines are located on every floor, adjacent to the guest elevators.

LOST AND FOUND

Items found within a hotel room are turned over to our housekeeping department. Items left elsewhere on the premises will be turned over to security. For assistance, please call the hotel operator.

Phone Ext. "0"

MAIL

Outgoing mail may be left at the concierge/bell desk in the main lobby. Stamps are available in the lobby gift shop.

MESSAGE/VOICEMAIL

All guest room phones are voicemail equipped. If a message has been left for you, your in-room phone will display a special "message" light. To pick up your voicemail messages, simply follow the instructions on the phone. Or, ask the hotel operator for assistance.

Phone Ext. "0"

MOVIES

Pay-per-view movies are available 24 hours a day on your in-room television. Press "Menu" on your TV remote and follow the on-screen instructions.

NOTARY PUBLIC

Please contact the concierge to arrange notary services.

Phone Ext. 3255

POOL

The hotel pool is located on the lobby level, and is available to all registered guests. Children under 18 years must be accompanied by an adult at all times, and the facilities are to be enjoyed exclusively at the guest's risk. Towels are provided for your convenience (please do not bring room towels to the pool). Pool hours are 8 a.m. to 10 p.m. daily. The heated outdoor pool and hot tub are open year-round and the pool bar is open from May to October.

RELIGIOUS SERVICES

Contact the concierge for times and locations of local services.

Phone Ext. 3255

RESPONSIBLE GAMING RESOURCES

Sandia Casino encourages responsible gaming. For additional information, please feel free to consult the following resources.

New Mexico Council on Problem Gambling

Phone 1-800-572-1142

Evolution Group Inc.

Phone 505-242-6988, Ext. 112

ROOM SERVICE

Room service is available from 6:30 a.m. to 11 p.m. To order, choose your selections from the full-service in-room menu, then dial Room Service from your guest phone. For an even larger menu of cuisine options, consider joining us at one of the hotel's many fine restaurants.

Phone Ext. 3243





GUEST SERVICES

SAFE DEPOSIT BOXES

All rooms are equipped with a safe deposit box (found inside the TV credenza) for the storage of money, jewelry and other valuables. The hotel is not responsible for lost, stolen or damaged items, so please take advantage of this in-room security feature whenever possible.

SIGHTSEEING

Historic Albuquerque and the surrounding areas offer a broad range of activities, attractions and sightseeing. Our concierge will be happy to provide information and make reservations for your specific outing.

Phone Ext. 3255

SPA

Sandia's Green Reed Spa is located off the main lobby of the hotel. Open Monday through Saturday from 8 a.m. to 7 p.m. and Sunday from 9 a.m. to 6 p.m., the Spa offers private massages for both ladies and gentlemen, along with invigorating plunge pools and luxurious treatment rooms. To schedule an appointment, call the Green Reed Spa.

Phone Ext. 3980

TRAVEL CENTER

Before driving, fill up at the Bien Mur Travel Center, located across the street from the resort and casino on Tramway. Services include gas pumps, a quick service restaurant, and all the necessities a traveler needs for a safe, comfortable road trip.

TURNDOWN SERVICE

Turndown service is provided upon request. Please call Ext. "0" between the hours of 6 p.m. and 9 p.m. to arrange your request.

VALET PARKING

Valet parking is free to hotel and casino guests. Valet-parked cars must be claimed in person at the main lobby entrance of the hotel.

WAKE-UP CALL

Wake-up calls can be arranged through the hotel operator (Ext. "0"), or by programming your nightstand radio alarm clock.

WEATHER

Weather forecasts are available 24 hours a day on the weather channel. Or call the hotel operator (Ext. "0").

