



Guest Directory

Cocoa Beach Hotel & Suites Cocoa Beach, Florida

Each Best Western® branded hotel is independently owned and operated.

Dear Valued Guest,

On behalf of our entire staff, I wish to welcome you to the Best Western Cocoa Beach Hotel & Suites.

We are delighted and honored that you have chosen to spend your time with us. Whether you are traveling for business or pleasure, we are committed to your comfort, safety, rest and relaxation. Our employees will be happy to assist you in any way, please feel free to ask anyone of them for information about our hotel and the local attractions, shopping, and restaurants. For directions and detailed information on the "Space Coast" area, our Guest Service representatives can provide you with suggestions and maps, along with any special events that may be occurring in the Cocoa Beach area during your visit.

We are proud of the beautiful sandy beaches and close proximity to the Cocoa Beach Pier. Our hotel offers a full complement of amenities, including Best Western's award-winning "Build Your Own Breakfast" program which is served daily in the Family Suites Building, on the first floor.

Once again, thank you for choosing to stay with us and please let us know if there is anything we can do to make your stay more enjoyable.

Sincerely,

A handwritten signature in blue ink, appearing to be 'J. Teijeiro', with a stylized flourish at the end.

Mr. Jaime Teijeiro, CHA, CHRM
General Manager

Guest Directory

Welcome to Best Western Cocoa Beach Hotel & Suites

Accommodations, beaches, and attractions will become your haven for sun, fun, and exploration on Florida's Space Coast! With direct beach access, two refreshing pools, and a garden courtyard terrace there are plenty of areas to cool off and unwind at our hotel.

Please note that our check-out time is 11:00 AM.

Wireless High-Speed Internet (Complimentary)

Wi-fi is available throughout the hotel and in all guest rooms. Please connect to BW-CocoaBeach. Refer to page 8 if you're having issues connecting to our internet.

Telephone Information

All calls made in room are complimentary.

Front Desk.....Dial 0

To call another guest.....Dial room number
If the room number has only 3 digits, dial a 7 + room number

To place a local call.....Dial 9 + local number

To place a long distance call.....Dial 9 + 1 + Area code + Number

Operator assisted, Collect,
or Credit Card Calls.....Dial 9 + 1 + Area code + Number

Calling card.....After tone, enter your card # + PIN # (14 digits)
Service charges do not apply to 800, 888, or 866 numbers

Best Western Central Reservations.....Dial 9 + 1-800-528-1234

Message Service

The message light on your telephone will be illuminated if we have a message for you. To access your messages, dial 6.

Television Channels

For current channel line-up, please consult your in-room TV directory on your TV.

Air Conditioning

For your comfort, each room has a year-round heating, ventilating and air conditioning, controlled by individual thermostats. For

optimal comfort, we suggest leaving your unit at 72 °.

Breakfast (Complimentary)

Breakfast is located in our Suites building on the first floor. Please bring your key to access the facility. Our hot breakfast includes cereals, muffins, bagels, oatmeal, pancakes, toast & danishes, scrambled eggs, sausage and your favorite breakfast beverages.

Breakfast is served every day 6:00 AM - 10:00 AM.

Restaurants

There are a variety of restaurants located within walking distance. Please refer to this directory and area map for advertisements and nearby restaurants. Cocoa Beach Fish Camp & Grill is located next to the front lobby and The Cocoa Beach Ale House is affiliated with the hotel. All Best Western guests receive a discount, just show your room key.

Snack/Soda Machines

Please refer to locations on the Best Western map on page 9.

Coffee/Tea (Complimentary)

Complimentary coffee and tea is served in our lobby daily from 6:00 AM - 11:00 PM.

Ice

Please refer to locations on the Best Western map on page 9

Water

Bottled water is available in vending machines. Please refer to locations on the Best Western map on page 9.

Pool

The swimming pool's daily hours of operation are as follows: Weather permitting, children must be accompanied by adult supervision. No lifeguard is on duty. Pools are heated during winter. Towels are available at each pool. Please inquire at the front desk for Blue Flip Flop Bar hours.

Our pools open at 8:00 AM and closes at 10:00 PM.

Please see more on the next page

Guest Directory (Cont.)

Fitness Room

The fitness room is located in the suites building. Please bring room key to access the complimentary facility.

Our fitness room opens at 8:00 AM and closes at 10:00PM.

Attractions & Activities

Discount Kennedy Space Center tickets are available in our lobby.

Tourist Information

Please call or visit the front desk to speak to one of our friendly and knowledgeable guest service agents.

Beach Rules

Glass bottles are not allowed on the beach, but cans are OK. Dogs are not allowed on the beach. Don't forget your sunscreen. Please be mindful of rip tide currents and undertows, and remember to swim parallel to the shore if you ever get caught in one. Swim near other people, do not swim alone. If you do need help, wave your arms in the air and call out.

Business Services

Photocopy and faxing services are available from 7:00 AM - 11:00 PM at the front desk. Dial 0 to reach the front desk.

Guest Laundry

Please refer to locations on the Best Western map on page 9.

Front Desk

Our front desk staff is available to assist you 24 hours a day. The following items are available upon request: extra blankets, pillows, towels, soap, etc. Forget something? Complimentary items are available 24 hours: combs, razors, shaving foam, toothbrushes, toothpaste, sanitary napkins, and sewing kits.

Credit Cards

Best Western accepts Master Card, Visa, American Express and Discover cards.

Cribs & Rollaways

Contact the front desk for availability and delivery. Rollaways are available for \$10.00 + tax per night.

Lost & Found

Contact the front desk, dial 0.

Luggage Assistance

Assistance is available from 7:00AM to 11:00 PM. To request assistance, dial 0.

Luggage Storage

Storage is available from 7:00 AM to 11:00 PM. Luggage will be held in our secured luggage closet.

Mail/Postage

Mail is picked up and delivered at 11:00 AM, daily, except Sundays and holidays.

Newspapers (Complimentary)

Complimentary USA Today newspapers are available in our lobby Monday to Friday.

Pets

\$15.00 charge for up to 2 pets, 75 pound limit per pet. Pet-friendly rooms are only located in our Garden Courtyard rooms ONLY.

Safety Deposit Boxes

For your convenience and safety, we suggest that you leave any valuables in the safe deposit facilities provided for guests' use. Please inquire at the front desk. Please do not leave money, travelers' checks or jewelry in your room. We are not responsible for any valuables not deposited.

Wake-up Service

Schedule wake-up calls with the front desk, or you may set your alarm clock provided in your room.

With our three distinct building types and locations, we are certain to have the room for you! From our best-priced traditional two-story Courtyard rooms, to our oversized Family Suites rooms in our five-story building, to our Beachside Tower rooms located closest to the beach with the best views on the space coast, we are certain to have the right room for you.

All of our rooms come with our complimentary hot breakfast buffet and wireless internet access, free local calls, and are just steps away from our 250 feet of beaches.

Beachside Tower (One King or Two Queen Oceanfront Balcony)

Come and relax on your private balcony as you listen to the waves crashing along the shoreline, or watch the sun come up in the morning. Located in our eight-story, oceanfront building, these rooms feature one king or two queen-sized beds, a refrigerator, microwave, coffee maker and cable TV with free HBO. The building also features laundry facilities.

Oceanfront Jr. Suite

More room, an extra TV and a pull-out sofa make this room even more comfortable. Also located in our eight-story Oceanfront building, these rooms feature two queen-sized beds and a queen-sized sofa bed, refrigerator, microwave, coffee maker and cable TV with free HBO.

Family Suites (One King Balcony Suite or Two Queen Balcony Suite)

Three suites are located in our five-story building just off the beach and feature an extra large balcony overlooking one of our heated, outdoor pools. The kitchen is fitted with granite counter-tops, large refrigerator, microwave and coffee maker. In addition to the king-sized bed, or two queen beds, each room also features a sleeper sofa in the living area, large work desk, and two TV's with cable and free HBO. This building has the easiest access to our hot breakfast, which is served in the dining room on the first floor. The fitness center is also located in the building.

Garden Courtyard

The best value! Perfectly situated around our garden terrace with two firepits and our heated pool and Blue Flip Flop Bar. These rooms also feature microwaves, refrigerators, and coffee makers. All rooms come with cable TV with free HBO, and are just steps from our 250 feet of beautiful beach! Courtyard rooms feature two double beds, two queen beds or one king bed, with rooms facing our tropical courtyard with convenient drive-up access. The Courtyard has its own guest laundry facility. Pets are allowed in building C with advance notice at a \$15 per day, non-refundable deposit.



Beachside Tower

One Hotel, Three Building Types and Locations.



Garden Courtyard

Rooms and Amenities to Fit All Your Needs.



Family Suites



Surfside Room

Perfect for pre-cruise groups, meetings, student groups, beach weddings, and more!



Palm Room



Hibiscus Room

Meetings and Events

Looking for a beach getaway along with your meeting or event! Designed for intimate gatherings, the Best Western Cocoa Beach Hotel & Suites offers an ideal location for fun corporate events, relaxed social gatherings and unforgettable experiences.

With over 3,000 square feet of flexible meeting space, coupled with convenient location, and superior service, the Best Western Cocoa Beach Hotel & Suites is sure to make your next group stay memorable! All meeting space has natural lighting. Choose from a variety of settings perfectly sized for your group!

- Over 3,600 sq. ft. of meeting space
- Indoor and outdoor event space
- High-speed internet
- AV equipment rentals
- Special group room rates
- We are the perfect place for beach weddings
- We host many military reunions
- Our pool and beach makes us popular for corporate and church retreats

For sales and additional information, please call (321) 783-7621 ext. 2492 or email Cheryl Gromlich at cgromlich@oceanpartnerscb.com

Meeting Room & Location	Size	Capacity
Surfside Room Located in the Beachside Tower Building	700 sq ft.	40 people
Palm Room Located in the Family Suites Building	1,718 sq ft.	85 people
Hibiscus Room Located in the Family Suites Building	1,195 sq ft.	65 people

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 re-enter the premises until the emergency services responders have given you permission. ²

¹Source of symptoms list: Consumer Product Safety Commission & Mayo Clinic

²Source of recommended responses to sounding alarm or symptoms: Consumer Product Safety Commission




It's easy to connect!

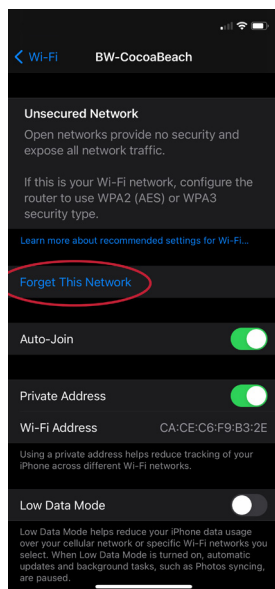
1. Use a laptop, tablet or phone with wireless capability
2. Connect to our wireless network
3. You will be immediately prompted to log in. If a login page does not immediately appear, open a web browser and go to any website, such as hotelwifi.com

Should you need technical assistance, please call the 24/7 Customer Support at (877) 254-4571

Internet Troubleshooting

Apple iOS

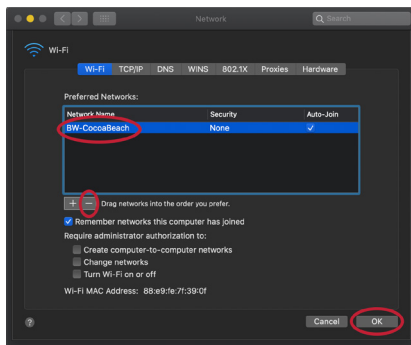
1. On the home screen, select the “Settings” gear icon
2. Select “Wi-Fi”
3. Select the  icon next to the connected network.
4. Select “Forget This Network” and then “Forget”



5. Select the Wi-Fi network BW-CocoaBeach
6. If you are still having issues, please call the 24/7 customer support at (877) 254-4571

Mac OS

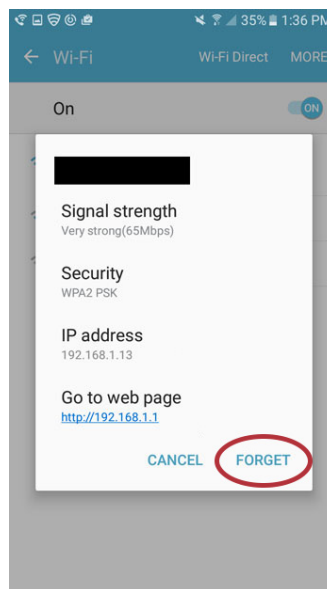
1. Select the Wi-Fi icon at the very top
2. Select “Open Network Preferences” at the bottom of the list
3. Select “Turn Wi-Fi off” and then select “Turn Wi-Fi on”
4. If you’re still having issues, select “Advanced..”
5. Under the “Wi-fi” tab, locate BW-CocoaBeach and select the minus sign, and click “Ok”



6. Select the Network name, BW-CocoaBeach, and select “Apply”
7. If you are still having issues, please call the 24/7 customer support at (877) 254-457

Android

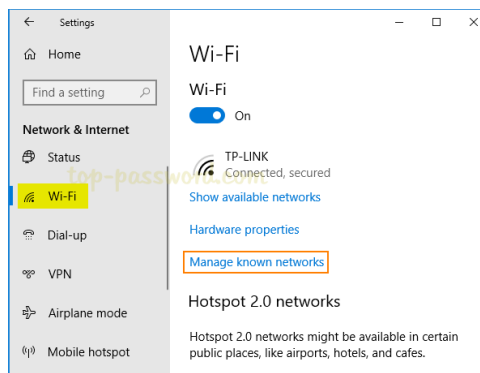
1. Swipe down from the top of the screen
2. Make sure Wi-Fi is turned on
3. Touch and hold Wi-Fi
4. Touch and hold a saved network, BW-CocoaBeach
5. Tap Forget network



5. Select the Wi-Fi network BW-CocoaBeach
6. If you are still having issues, please call the 24/7 customer support at (877) 254-4571

Windows 10

1. Click the Network icon on the lower right corner of your screen
2. Click Network settings.
3. Click Manage Wi-Fi settings.
4. Under Manage known networks, click the network you want to delete.



5. Click Forget. The wireless network profile is deleted.
6. If you are still having issues, please call the 24/7 customer support at (877) 254-457



Cocoa Beach

Cocoa Beach
Pier

Beach
Access

Beach
Access

Beach
Access

TOWER BLDG
Floors 3-8

01	02	03	04	05	06	07
10	09	08				

BBQ
&
Picnic
Area

P

GARDEN COURTYARD
BLDG C

141	142	143	144	145	146	147	148	149	150
241	242	243	244	245	246	247	248	249	250
160	159	158	157	156	155	154	153	152	151
260	259	258	257	256	255	254	253	252	251

BBQ
&
Picnic
Area

P

GARDEN COURTYARD
BLDG B

101	102	103	104	105	106	107	108	109	110
201	202	203	204	205	206	207	208	209	210
120	119	118	117	116	115	114	113	112	111
220	219	218	217	216	215	214	213	212	211

Garden Courtyard
Terrace

P

GARDEN COURTYARD
BLDG A

Blue Flip
Flop Bar

Young Ave

Hendry Ave

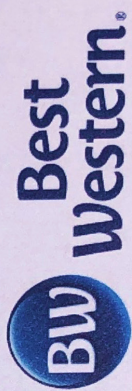
SUITES BLDG
Floors 1-5

01	02	03	04	05	06	07	08	09	10	11	12
Fitness Room						Daily Hot Breakfast		1st Floor		6AM - 10AM	

Daily Hot
Breakfast

1st Floor

6AM - 10AM



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Suites Bldg. First Floor
- GUEST LAUNDRY**
Tower Bldg. 3rd Floor
Garden Room Bldg. B-East End
Suites Bldg. 4th Floor

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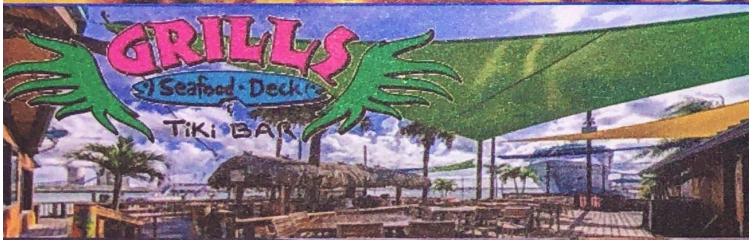


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Cocoa Beach Ale House



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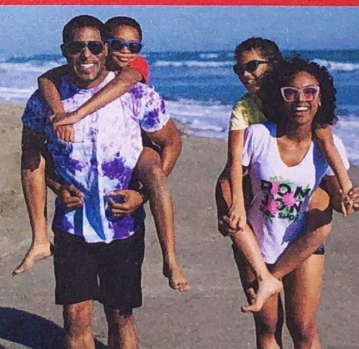
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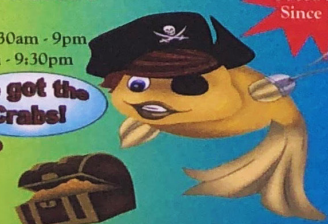
The Old Fish House Restaurant

Opening Hours

Tues. - Thurs. 11:30am - 9pm

Fri. - Sat. 11:30am - 9:30pm

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Cabel*



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