



Welcome to the Heritage Cottages, a Navy Recreational Lodging destination aboard Naval Air Station Jacksonville. It is our pleasure to welcome you as our guest and we wish you a pleasant stay. Our staff is committed to providing the highest level of customer service and we pledge to do our personal best to make your stay an enjoyable one.

The Navy's Recreational Lodging Program offers quality recreational lodging at 46 sites, including more than 2,631 RV spots, cottages, cabins, townhomes and hotels, and more than 332 tent sites. Navy Recreational Lodging provides vacation accommodations to active duty military and retirees, reservists, DoD civilians and sponsored guests.

Front desk associates are available 8 a.m. to 5 p.m. at (904) 542-3227/5898 to provide additional help or information during your stay. The RV Park Host is available after hours at (904) 652-7816/6486.

Navy Recreational Lodging values your business and we request feedback on ways to improve the services we offer. If you can take a moment, please fill out a guest comment card located at the front desk or the electronic survey after check-out. We would greatly appreciate your feedback.

We hope you enjoy your stay with us. Thank you for making Navy Recreational Lodging your preferred vacation destination to Stay! Play! Relax!

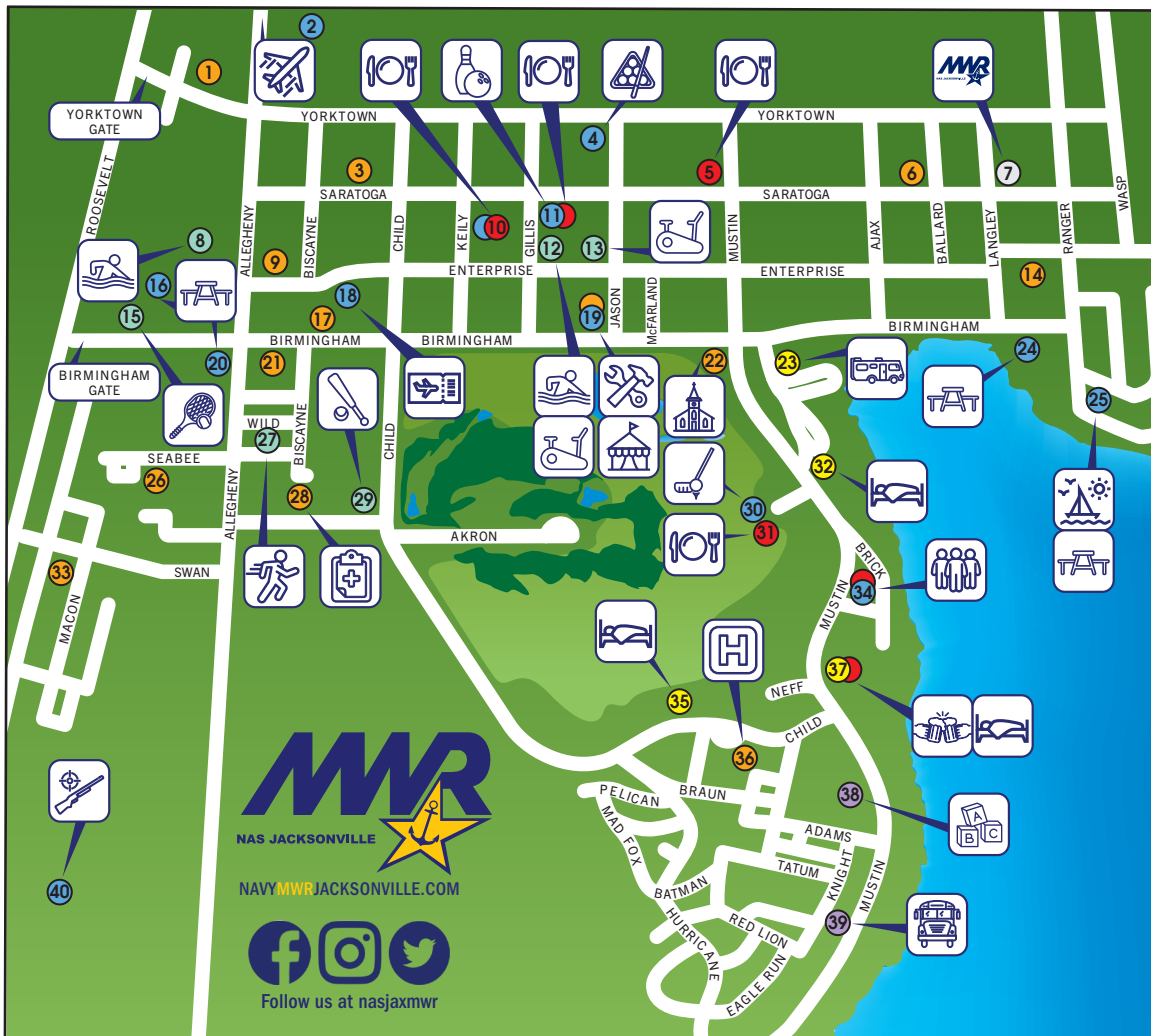
Sincerely,

Kelley Harkins

MWR Director
NAS Jacksonville

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MWR Base Map



MWR Base Map

MAP#	BLDG#	FACILITY	MAP#	BLDG#	FACILITY	MAP#	BLDG#	FACILITY
ADMINISTRATION			LODGING			SUPPORT SERVICES		
7	1	Morale, Welfare & Recreation (MWR) Administration	23	NA	Manatee Cove RV Park	1	1050	USO
CHILD & YOUTH PROGRAMS			32	802	Navy Lodge	3	NA	Patriots' Grove
38	2070	Child Development Center (CDC)	37	845	Navy Gateway Inns & Suites (NGIS)	6	960	Housing Office
39	2069	Youth Activities Center & Gymnasium	35	NA	Heritage Cottages	9	501	Commissary
39	2065	School Liaison Office	RECREATION & SERVICES			14	27	Fleet & Family Support Center
DINING & CATERING			2	847A	Flying Club (not visible on map)	17	987	Navy Exchange
5	855	Galley	4	816	Liberty Center	19	622	Autorama / RV & Deployed Storage Office
10	608	Dewey's	10	608	Bingo	21	429	Gas Station / Autoport
11	609	Freedom Lanes Snack Bar	11	609	Freedom Lanes Bowling & Entertainment Center	22	751	Chapel
31	809	Mulligan's Restaurant & Bar	16	NA	Allegheny Park	26	NA	Auto Skills Storage Lot
34	10	River Cove Community Center	18	953A	Tickets & Travel Office	28	537	Veterinary Treatment Facility
37	844	T-Bar (NGIS)	19	622	Auto Skills Center / Outdoor Equipment Rental / Command Event Support	33	10	MWR Warehouse
FITNESS, SPORTS & AQUATICS			20	NA	Sea King Park	36	2080	Naval Hospital Jacksonville
8	419	Outdoor Pool	24	NA	Fisherman's Cove / Mariner's Cove			
12	614	Base Gym / Indoor Pool	25	1072	Mulberry Cove Marina / Marina Pavilion / Water Equipment Rental			
13	867	Fitness Center	30	809	Casa Linda Oaks Golf Course & Pro Shop			
15	NA	Tennis & Basketball Courts	34	10	River Cove Community Center			
27	NA	Outdoor Track	40	NA	Trap & Skeet Range			
29	NA	McCaffrey Softball Complex						

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Emergency Telephone Numbers



In the event of a medical or other emergency, please contact the number listed below or the front desk for immediate assistance. If calling 911, **state to the operator that you are aboard NAS Jacksonville.**

Ambulance	911
Chaplain	(904) 542-3051
Command Duty Officer	(904) 542-2338
Fire Department	911
Fire Department (Non-emergency)	(904) 630-0529
MWR Maintenance	(904) 652-7816
Police	911
Quarterdeck	(904) 542-2338
Red Cross	Local (904) 358-8091 Toll Free 1-877-272-7337
Security (Emergency)	911
Security (Information)	(904) 542-2661

Emergency Telephone Numbers

Safety & Security



Fire Safety

SHOULD A FIRE OCCUR IN YOUR COTTAGE:

- Secure an outside line and then dial 911.
- To reach a front desk associate, call (904) 652-7816.
- Once outside, move to an open area at least 20 yards from the cottage.
- Keep roadways clear for emergency vehicles.

Medical

For medical emergencies, secure an outside telephone line then dial 911. To reach a front desk associate between 8 a.m. - 5 p.m., call (904) 542-3227/5898. After hours, call (904) 652-7816.

American Hotel and Lodging Association Safety Tips

- Do not answer the door without verifying who it is. If a person claims to be an employee, call the front desk and ask if someone from their staff is supposed to have access to your cottage and for what purpose.
- Do not needlessly display guest room keys in public or carelessly leave them on restaurant tables, at the swimming pool or other places where they can be easily stolen. Do not draw attention to yourself by displaying large amounts of cash or expensive jewelry.
- Do not invite strangers to your cottage.
- Do not leave valuables in your vehicle.
- Check to see that doors and windows are locked.
- If you see suspicious activity, report your observations to (904) 652-7816.

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Guest Services



We are committed to providing our guests with comfortable and safe lodging accommodations. We offer the following information for your awareness and convenience to ensure your stay is enjoyable and we meet your expectations.

Airlines:

American Airlines	1-800-433-7300
Delta Air Lines	1-800-221-1212
Southwest Airlines	1-800-435-9792
United Airlines	1-800-864-8331

Banking Services: A VyStar Credit Union is located in Building 39, at the corner of Langley Street and Saratoga Avenue. A Navy Federal Credit Union is located across from NAS Jacksonville – Yorktown gate, 7231 Golden Wings Road.

Check-out: Check-out time is 11 a.m.

An additional one day service charge rate may apply for late check-out unless arrangements were made in advance with the Front Desk Office or Supervisor on duty. Early check-in and late check-out may be granted whenever possible to accommodate guests.

For your safety and security, all guests shall be registered at the front desk. There is no extra charge for additional guests; however, occupancy shall not exceed the maximum allowable capacity of a cottage.

Concerns: Please contact the front desk at (904) 542-3227/5898 or (904) 652-7816 after hours. Our goal is to ensure your lodging experience is an exceptional one.

Conduct: Guests are responsible for their conduct and that of their guests at all times. Children must be accompanied by an adult at all times.

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Guest Services



Conservation: Conserving natural resources is a primary mission of Navy Lodging. We ask our guests to close windows when the heating and air conditioning (HVAC) systems are in operation; conserve water by limiting shower times; don't allow water to continually run when brushing teeth and/or shaving; shut off the TV and all lights when departing your cottage; and report electrical shortages, water leaks or concerns with room temperature or lack of air conditioning to the front desk immediately by calling (904) 542-3227/5898.

Controlled Substances: The possession of controlled substances (marijuana, cocaine, hashish, prescription drugs, etc.), other than those prescribed by a competent medical authority, and any type of paraphernalia is prohibited on NAS Jacksonville.

Customer Service Survey Form: We value your business and we request feedback on ways to continue improving the services we offer. If you can take a moment to fill out a customer service survey form located at the front desk or the electronic survey sent after check-out, we would greatly appreciate it.

Damage/Theft of Government Property: The destruction or theft of government property will not be tolerated. The replacement cost for damages to the facility, appliances, furnishings or missing items will be applied to the guest's account.

Dining Establishments: See the Dining Options section of this directory for more information.

Dry Cleaning Service: Available at the Navy Exchange, located at Building 987 between Enterprise and Birmingham Avenues.

Fitness Center & Gym:

- Gym is located in Building 614 on Gillis Street.
- Fitness Center is located in Building 867 on Enterprise Avenue.

Guests and Visitors: All guests or visitors must be accompanied by a sponsor.

Guests with Disabilities: Should you need assistance, please contact the front desk.

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Guest Services



Housekeeping Services: Full housekeeping services are provided 7 days a week from 8:30 a.m. - 5 p.m. and include replacement of dirty bath linens and amenities, making of bed, cleaning bathroom, vacuuming and light dusting. Linens are changed at your request or every 7th day and at every check-out.

If you do not wish to be disturbed, place the Do Not Disturb sign on the outside of your cottage door. For the security, health and safety of our guests, staff members are required to enter cottages every 24 hours. DND will not be honored after 24 hours unless prior arrangements have been made with the Housekeeping Manager.

We ask guests to assist us by properly stowing personal items in the closet or dresser drawers provided. Housekeeping may provide limited service if personal items are on the floor, bed and other furnishings.

Please be prepared to show identification if returning to your cottage while housekeeping is in progress.

Internet Access: Complimentary wireless internet is provided in all cottages. For connection instructions, please refer to the instructions provided in this directory.

Key Cards: Should you lose your key card, please notify the front desk immediately so a new key card may be issued. Proper photo identification is required.

Lost and Found Items: Personal items left in the cottage at check-out are turned in to the lost and found custodian and stored in a secured location. If you find an article missing after you depart, please contact our front desk Monday through Friday during normal business hours at (904) 542-3227/5898.

Luggage Storeroom: A secure luggage area is available to guests should they arrive when their cottage is not immediately available at check-in. The luggage area is for short-term use and available on the day of check-in/out.

Guest Services



Mail and Package Service: Navy Lodging employees are not permitted to receive guest's personal mail. The Post Office is located in Building 569 on the corner of Enterprise Avenue and Child Street. The front desk may accept UPS, FedEx and/or DHL packages if notified by the guest in advance. For your convenience, our contact information is as follows:

Guest Name & Cottage Number
c/o MWR RV Park
622 Birmingham Ave.
NAS Jacksonville, FL 32212

Maintenance Issues: Please contact the front desk at (904) 652-7816 to report maintenance issues. Guests may also complete the maintenance request form located in the front pocket of the Guest Directory and drop it off at the front desk or leave it in the room. The front desk or housekeeping staff will report the issue to the maintenance department. During your absence, a maintenance representative may enter your cottage to correct maintenance issues reported. He or she will leave a copy of the form in the cottage explaining what was done to correct the issue. **Be sure to remove your Do Not Disturb sign from the door.**

Parking: Designated parking areas are located at each guest cottage. Please do not park on the grass, in restricted areas or block driveways, entryways or exits.

Payment Options: We accept American Express, Discover, Mastercard, Visa, cash and traveler's checks. Personal checks are not accepted. A form of payment is required at check-in.

All guests must provide a valid credit card and government identification card for verification purposes at time of check-in. Front desk associates **MUST** pre-authorize the credit card upon a guest checking in. Guests without a credit card **MUST** make full cash payment in advance at time of check-in.

Upon check-out, guests will be charged for actual expenses incurred during your stay to include the daily service charge rate, late check-out and other charges, if applicable.

Be advised, using a check/debit card will cause funds to be withdrawn immediately from the account upon check-in.

Management highly recommends the use of the government travel card for those guests traveling on TDY/PCS orders.

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Guest Services



A late check-out charge equal to one additional night shall be charged unless prior arrangements have been made with the General Manager or Front Office Manager. Failure to properly check-out may result in additional charges.

Pet Policy: Pets are permitted in designated cottages.

At check-in, guests with pets must sign a “Pet Agreement” acknowledging all requirements by reading and initialing each area to show he/she is responsible for controlling pets at all times and accepts full personal and financial liability for damages incurred.

A maximum of two pets are allowed per family. The pets must meet established criteria for each Navy installation. Please contact the Front Office Manager for additional information.

Guests with pets are required to pay the established daily service charge rate, plus a pet fee per night, at the time of check-in as noted in the “Pet Agreement.” This fee does not include damages caused by a pet in the cottage and its content. If extensive cleaning or repair is necessary beyond the normal deep cleaning process, the guest will be charged actual costs to cover expenses.

Quiet Hours: Please respect other guests by observing quiet hours from 10 p.m. - 6 a.m.

Religious Accommodations: The Navy makes every reasonable effort to accommodate the religious practices of our members and places a high value on religious freedoms for all. Religious materials are available at the Installation Chaplain’s Office.

Security: Your safety and security are of the utmost concern to us. We ask guests to review the safety guidelines in this directory. If a security need arises, please contact the front desk for immediate attention.

Smoking: The Heritage Cottages are a smoke-free destination, however, smoking is authorized on the patio. A cottage recovery fee of \$150 (one time per stay) will be charged if you smoke inside of the cottage.

Guest Services



Telephones: For the convenience and safety of our guests, telephones equipped with voicemail are provided in each guest cottage. Please see the Telephone Instructions section of this directory for more information.

Weapons: Weapons such as (but not limited to) pistols, rifles, shotguns, spear guns, air rifles, BB guns, bow/arrows, pellet guns, knives over 4" in length and ammunition are prohibited in Navy Recreational Lodging properties. All weapons shall be turned over to the security department prior to checking into the Heritage Cottages.

Worship: For information on local places of worship, please see the Base Facility Information section of this directory for more information.

Base Facilities



Auto Skills Center
Bldg. 622, Birmingham Avenue
Jacksonville, FL 32212
(904) 542-3681

Bowling Alley
Bldg. 609, Gillis Street
Jacksonville, FL 32212
(904) 542-3493

Branch Medical/Dental Center
Bldg. 2080, Child Street
Jacksonville, FL 32212
(904) 542-7300

Child Development Center
Bldg. 2070, Mustin Road
Jacksonville, FL 32212
(904) 542-5529

Commissary
Bldg. 951, Allegheny Avenue
Jacksonville, FL 32212
(904) 542-5311

Fitness Center
Bldg. 867, Enterprise Avenue
Jacksonville, FL 32212
(904) 542-3518

Fleet & Family Support Center
Bldg. 27, Ranger Street
Jacksonville, FL 32212
(904) 542-5745

Golf Course
Bldg. 809, Mustin Road
Jacksonville, FL 32212
(904) 542-3249

Gym/Indoor Pool
Bldg. 614, Gillis Street
Jacksonville, FL 32212
(904) 542-3239

Housing Office
Bldg. 960, Ballard Street
Jacksonville, FL 32212
(904) 542-2996

Legal
Bldg. 4, Ranger Street
Jacksonville, FL 32212
(904) 542-2565

Mulberry Cove Marina
Bldg. 1072, Ranger Street
Jacksonville, FL 32212
(904) 542-3260

Navy College Office
Bldg. 110, Yorktown Avenue
Jacksonville, FL 32212
(904) 542-2477

Navy Exchange
Bldg. 987, Child Street
Jacksonville, FL 32212
(904) 777-7286



Base Facilities

Pass & ID Office
Bldg. 9, Yorktown Avenue
Jacksonville, FL 32212
(904) 542-4529

USO
Bldg. 1050, Yorktown Avenue
Jacksonville, FL 32212
(904) 542-3028

Passenger Terminal
Bldg. 118, Albemarle Avenue
Jacksonville, FL 32212
(904) 542-8159

Veterans Support Office
Bldg. 554, Child Street
Jacksonville, FL 32212
(904) 542-5790

Post Office
Bldg. 569, Child Street
Jacksonville, FL 32212
(904) 542-6294

Veterinary Clinic
Bldg. 537, Biscayne Street
Jacksonville, FL 32212
(904) 542-3786

Quarterdeck
Bldg. 1, Langley Street
Jacksonville, FL 32212
(904) 542-2338

Tickets & Travel Office
Bldg. 955A, Child Street
Jacksonville, FL 32212
(904) 542-3318

Hours of operation may vary by season. Please call or check NavyMWRJacksonville.com for up to date information regarding MWR programs.

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On Base Dining Options



Dewey's (CPO Club)
Bldg. 608, Enterprise Avenue
Jacksonville, FL 32212
(904) 542-3521

Mulligan's Restaurant & Bar
Bldg. 809, Mustin Road
Jacksonville, FL 32212
(904) 542-2936

Strike Zone Grill (Bowling)
Bldg. 609, Gillis Street
Jacksonville, FL 32212
(904) 542-3493

NEX Food Court
Bldg. 987, Child Street
Jacksonville, FL 32212
(904) 771-7458

McDonald's
Bldg. 910, Saratoga Avenue
Jacksonville, FL 32212
(904) 777-0127

Subway
Bldg. 931, Birmingham Avenue
Jacksonville, FL 32212
(904) 772-8229

On Base Dining Options



Online food ordering is available for MWR's restaurants Dewey's, Mulligan's and the Strike Zone Grill.

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Favorite Local Dining Options

American Cuisine:

Biscottis
3556 St. Johns Avenue
Jacksonville, FL 32205
(904) 387-2060
biscottis.net

Brick Restaurant
3585 St Johns Avenue
Jacksonville, FL 32205
(904) 387-0606
brickofavondale.com

Cool Moose Café
2708 Park Street
Jacksonville, FL 32205
(904) 381-4242
coolmoosecafe.net

Grumpy's Restaurant
834 Kingsley Avenue
Orange Park, FL 32073
(904) 215-1956
grumpysrestaurantco.com

Happy Grilled Cheese
9965 San Jose Blvd #48
Jacksonville, FL 32257
(904) 660-2857

Loop Pizza Grill
4591 Lakeside Dr Unit 101
Jacksonville, FL 32210
(904) 384-7301
looppizzagrill.com

Pinegrove Market & Deli
1511 Pinegrove Avenue
Jacksonville, FL 32205
(904) 389-8655
pinegrovemarket.com

River & Post
1000 Riverside Avenue #100
Jacksonville, FL 32204
(904) 575-2366
riverandpostjax.com

Wicked Barley Brewing Company
4100 Baymeadows Road
Jacksonville, FL 32217
(904) 379-7077
wickedbarley.com

Asian Cuisine:

Hawkers Asian Street Fare
1001 Park Street
Jacksonville, FL 32204
(904) 508-0342
eathawkers.com

Kaika Teppanyaki Asian Fusion
1012 Margaret Street
Jacksonville, FL 32204
(904) 355-5168

Seasons Dumpling
10584 Old St Augustine Road
Jacksonville, FL 32257
(904) 465-5155
seasonsdumpling.com

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Favorite Local Dining Options



BBQ Cuisine:

4 Rivers Smokehouse
220 Park Avenue
Orange Park, FL 32073
(844) 474-8377
4rsmokehouse.com

Berndt Ends BBQ
10131 San Jose Boulevard
Jacksonville, FL 32257
(904) 379-0222

Mission BBQ
8440 Blanding Boulevard
Jacksonville, FL 32244
(904) 712-0252
mission-bbq.com

Mojo BBQ
3572 Saint Johns Avenue
Jacksonville, FL 32205
(904) 381-6670
mojobbq.com

Italian Cuisine:

Enza's Italian Restaurant
10601 San Jose Boulevard #109
Jacksonville, FL 32257
(904) 268-4458
enzas.net

Josephine
3563 Saint Johns Avenue
Jacksonville, FL 32205
(904) 647-7556
josephineavondale.com

Sorbello's Restaurant
195 Blanding Blvd
Orange Park, FL 32073
(904) 269-3000
sorbellorestaurantmenu.com

Mexican Cuisine:

El Jefe
947 Edgewood Avenue South
Jacksonville, FL 32205
(904) 619-0938
eljefejax.com

Hightide Burrito Co
4591 Lakeside Drive
Jacksonville, FL 32210
(904) 490-8427
hightideburrito.com

Lola's Burrito & Burger Joint
1522 King Street
Jacksonville, FL 32205
(904) 738-7181
lolasburritojoint.com

Mossfire Grill
1537 Margaret Street
Jacksonville, FL 32204
(904) 355-4434
mossfire.com

Iguana on Park
3638 Park St, Jacksonville, FL 32205
(904) 834-8383
iguanaonpark.com



Favorite Local Dining Options

Pizza Cuisine:

Carmines Pie House
2677 Forbes Street
Jacksonville, FL 32204
(904) 387-1400 Carminespiehouse.com

Moon River Pizza
1176 Edgewood Avenue South
Jacksonville, FL 32205
(904) 389-4442
moonriverpizza.net

Renna's Pizza
6001 Argyle Forrest Blvd
Jacksonville, FL
(904) 771-7677
www.rennaspizza.com

V Pizza & Tap Garden
1605 County Road 220, #145
Fleming Island, FL 32003
(904) 579-4530
vpizza.com

Wood Fired Up Pizza
1050 Edgewood Avenue South
Jacksonville, FL 32205
(904) 503-5142

Seafood Cuisine:

Blue Fish Restaurant & Oyster Bar
3551 St Johns Avenue
Jacksonville, FL 32205
(904) 387-0700
bluefishjax.com

Julington Creek Fish Camp
12760 San Jose Blvd
Jacksonville, FL 32223
(904) 886-2267
julingtoncreekfishcamp.com

Trent's Seafood
4553 120th Street
Jacksonville, FL
(904) 908-4202
www.jltrentsseafood.com

Whitey's Fish Camp
2032 County Road 220
Fleming Island, FL
(904) 269-4198
www.whiteysfishcamp.com

These are just a few Jacksonville favorites, however there are a number of chain restaurants located outside of the base as well. MWR does not endorse any non-federal entity including local dining establishments.

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Local Attractions



The Tickets and Travel Office offers discount tickets for special events, local attractions and more. For a current list of available tickets and prices, stop by the Ticket Office or email nasjxtickets@gmail.com.

Autobahn Indoor Speedway & Events
6601 Executive Park Ct N
Jacksonville FL 32216
www.autobahnspeed.com

iFly Indoor Skydiving
10579 Brightman Blvd
Jacksonville FL 32246
www.iflyworld.com/jacksonville

Catty Shack Ranch Wildlife Sanctuary
1860 Starratt Road
Jacksonville, FL 32226
www.cattyschack.org

Jacksonville Symphony
300 Water St #200
Jacksonville FL 32202
www.jaxsymphony.org

Local Attractions

Fun Starts Here

Enjoy discounted tickets to some of the most popular attractions, sporting events, amusement parks and hotels in the area!

The Tickets and Travel Office is located by the Navy Exchange.

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Phone & Voicemail Instructions

Local Calls: No Charge
Toll Free: No Charge
Continental US: No Charge

*****All calls will be added to the guest's bill prior to check-out**

In Room Dialing Instructions:

Your Room #
(904) 769-6872 and then see below for your extension:

Local Calls: 9+1+Area Code+Number (xxx-xxx-xxxx)
Long Distance Calls: 9+1+Area Code+Number (xxx-xxx-xxxx)
Toll Free: 9+1+8+Number (xxx-xxx-xxxx)
International: 9+011+Country Code+Number
Emergency: 911

Room to Room Dialing:

To obtain a room extension - call the front desk.
To call Room to Room dial the five digit extension in the format listed above.

Voicemail:

Dial 8000 and follow prompts.

The front desk will not be able to support or troubleshoot any communication issue.
Please contact ViaSat's free 24/7 technical support team:



PHONE: 866-353-1607
EMAIL: support@gowifi.com
WEB: www.gowifinavy.com

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Wi-Fi Instructions



For additional support please contact the Technical Support number below. For unresolved internet connectivity issues (open tickets), please provide your Trouble Ticket Number to the Front Desk upon check-out.

ACCEPTABLE USE POLICY

By using Go Wi-Fi Internet Access, you agree to our Acceptable Use Policy. This means that you will act legally, responsibly and be considerate of others. We reserve the right, but do not bear the responsibility, to prohibit any conduct; communication; or content which, in our sole discretion, is determined likely to be unlawful or harmful to others.

Call our Free 24/7 technical support team:

PHONE: 866-353-1607
EMAIL: support@gowifi.com
WEB: www.gowifinavy.com

- 1 Turn on your wireless-enabled laptop, tablet, smart phone or other device.
- 2 Choose "gowifi" from your list of available wireless networks.
- 3 Launch web browser to be automatically redirected to the Wi-Fi homepage.
- 4 Select the plan that works for you.
- 5 Read the terms and conditions and accept to activate the internet connection.

Channel List



2	HBO	44	TV LAND
3	WJXT LOCAL JAX	45	AMC
5	WJXX ABC	46	TNT
6	WJAX CBS	47	SYFY
8	WJCT PBS	48	ESPN
9	WCWJ CW	52	GOLF
10	WFOX FOX	59	A&E
11	WTLV NBC	80	TRU TV
12	WPXC ION	81	CARTOON NETWORK
13	WJEB TBN	103	BLOOM
15	BRAVO	104	CSPAN2
16	THE WEATHER CHANNEL	106	FOX BUSINESS
17	TBS	108	NATIONAL GEOGRAPHIC
18	LIFETIME	111	ID
19	FOOD NETWORK	112	AMERICAN HEROES
21	HGTV	114	BBC
22	DISNEY	117	WE
23	FX	119	LMN
24	NBC SPORTS NETWORK	126	TRAVEL
28	WGN	137	HALLMARK
31	USA	192	HISTORY
33	FOXNEWS	256	HALLMARK M&M
34	E!	302	HBO
35	CNN	303	HBO2
36	HLN	304	HBO SIGNATURE
37	CNBC	305	HBO FAMILY
38	THE DISCOVERY CHANNEL	306	HBO COMEDY
39	TLC	307	HBO (PACIFIC)
41	ANIMAL PLANET	311	HBO ZONE
42	NICKELODEON	312	HBO LATINO

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Disaster Procedures



Hurricane Season is 1 June to 30 November

Tropical Depression: A storm or cluster of storms, which is forming a circular pattern with sustained winds less than 39 mph.

Tropical Storm: A tropical depression, which has formed a circular pattern and has intensified to sustained winds between 40 mph and 70 mph. Very heavy thunderstorms and a low pressure area have developed over the center or eye of the storm.

Hurricane: A tropical storm, which has intensified to 75 mph and has high tides, strong winds, and heavy rainfall. There are 5 categories of hurricane intensity:

Category I: Maximum sustained wind speed of 74 to 95 mph; 3 to 5 foot storm surge. Storm surge is the difference between sea level (at the time of the storm) and mean sea level.

Category II: Maximum sustained wind speed of 96 to 110 mph; 6 to 8 feet storm surge.

Category III: Maximum sustained wind speed of 111 to 129 mph; 9 to 12 feet storm surge.

Category IV: Maximum sustained wind speed of 130 to 156 mph; 13 to 18 feet storm surge.

Category V: Maximum sustained wind speed of 157 mph and higher; more than 18 feet storm surge.

Hurricane Watch: Issued 48 hours in advance of an anticipated onset of tropical storm force winds.

Hurricane Warning: Issued 36 hours in advance of an anticipated onset of tropical storm force winds.

Conditions of Readiness (COR) Categories

COR V: Minimum state of readiness from 1 June – 30 Nov. Destructive winds possible within 96 hours.

COR IV: Commence tracking storm, review destructive weather plans and commerce planning actions to safeguard personnel and materials. Destructive winds possible within 72 hours.

COR III: Take preliminary precautions with regional and local destructive weather plans. Destructive winds possible within 48 hours.

COR II: Execute local destructive weather directives. Destructive winds possible within 24 hours.

COR I: Take all possible precautions to safeguard personnel and materials. Destructive winds occurring or anticipated within 12 hours.

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Disaster Procedures



Evacuation

Evacuation Planning: Advance planning is imperative to ensure the safety of our guests. When hurricane conditions exist, an evacuation order may be called during Condition of Readiness (COR) 3. The goal is to evacuate early to avoid traffic jams and locate safe lodging accommodations with family, friends or in a community outside the affected area.

Guests: Recreational Lodging guests will be directed to vacate lodging. If extreme conditions exist, guests will be directed to designated shelters.

Off Base Shelters: Contact the Duval County Emergency Management: (904) 255-3110.

Evacuation Routes: Contact the front desk for the most up to date information on evacuation routes.

Tornadoes: Tornadoes are one of nature's most violent storms. Spawned from powerful thunderstorms, tornadoes can cause fatalities and devastate a neighborhood in seconds. A tornado appears as a rotating, funnel-shaped cloud that extends from a thunderstorm to the ground with whirling winds that can reach 300 miles per hour. Damage paths can be in excess of one mile wide and 50 miles long. Some tornadoes are clearly visible; while rain or nearby low-hanging clouds obscure others. Occasionally, tornadoes develop so rapidly that little, if any, advance warning is possible. Before a tornado hits, the wind may die down and the air may become very still. A cloud of debris can mark the location of a tornado even if a funnel is not visible. Tornadoes generally occur near the trailing edge of a thunderstorm. It is not uncommon to see clear, sunlit skies behind a tornado.

What to do After a Tornado: Injury may result from the direct impact of a tornado or it may occur afterward when people walk among debris and enter damaged buildings. Because tornadoes often damage power lines, gas lines or electrical systems, there is often a risk of fire, electrocution or an explosion. Protecting yourself and your family requires promptly treating any injuries suffered during the storm and using extreme care to avoid further hazards.

Injuries: Check for injuries. Do not attempt to move seriously injured people unless they are in immediate danger of further injury. Get medical assistance immediately. If someone has stopped breathing, begin CPR if you are trained to do so. Stop a bleeding injury by applying direct pressure to the wound. Have any puncture wound evaluated by a physician. If you are trapped, try to attract attention to your location.

Disaster Procedures



Flash Flooding: Flash floods can occur within a few minutes or hours of excessive rainfall, a dam or levee failure. Flash floods often have a dangerous wall of roaring water carrying rocks, mud and other debris. Overland flooding, the most common type of flooding event, typically occurs when waterways such as rivers or streams overflow their banks as a result of rainwater or a possible levee breach and cause flooding in surrounding areas. It can also occur when rainfall or snowmelt exceeds the capacity of underground pipes, or the capacity of streets and drains designed to carry flood water away from urban areas.

What to do During a Flood:

- Listen to the radio or television for information.
- Be aware that flash flooding can occur. If there is any possibility of a flash flood, move immediately to higher ground. Do not wait for instructions to move.
- Be aware of stream, drainage channels, canyons and other areas known to flood suddenly. Flash floods can occur in these areas with or without typical warnings such as rain clouds or heavy rain.

If you must prepare to evacuate, you should do the following:

- Secure your room. Move essential items to an upper level of the room.
- Disconnect electrical appliances. Do not touch electrical equipment if you are wet or standing in water.

If you have to leave your room, remember these evacuation tips:

- Do not walk through moving water. Six inches of moving water can make you fall.
- If you have to walk in water, walk where the water is not moving. Use a stick to check the firmness of the ground in front of you.
- Do not drive into flooded areas. If floodwaters rise around your car, abandon the car and move to higher ground when water is not moving or not more than a few inches deep. You and the vehicle can be swept away quickly. If your vehicle is trapped in rapidly moving water, stay in the vehicle. If the water is rising inside the vehicle, seek refuge on the roof.