

Welcome

Welcome

Welcome to the Hilton Garden Inn San Jose Airport City Mall

We understand what you need to get from one bustling business day to the next.

In this directory you will find more information about our property and its guest services. If there is anything else we can do to help you with your stay, please contact our Front Desk who will be happy to assist you.

Hilton Garden Inn™
San José Airport City Mall

A Tradition of Hospitality.

On behalf of the entire Hilton Garden Inn team, welcome to our hotel. We are proud to be a part of the tradition established more than eighty years ago, by Conrad Hilton. Today, we are a member of the Hilton Portfolio of Brands which together, is setting new standards in the hospitality industry. We had the Honor to be the 1000 Hilton Garden Inn Hotel around the world in 2024, when we opened our doors and we are thrilled that you have chosen us for your stay.

Throughout your stay with us, our team is committed to your comfort. With our commitment to service, our team members pride themselves on providing service that is unparalleled. For assistance, please dial 0 from your guestroom phone and we will be glad to help you.

Enjoy your stay!

The Hilton Garden Inn PROMISE

Our goal is to make your stay better and brighter. If something isn't just the way you like it, simply let any hotel team member know, and we will make it right. **Guaranteed.**

Hotel Services

Hilton Honors™ Program

With Hilton Honors™, you are more than our guest. You are a member. Honors points can be redeemed for a world of free travel - from free hotel nights to airline flights to merchandise from top retailers. To enroll instantly in the Hilton Honors program, pick up an application at the Front Desk or visit www.honors.com.

The Shop®

Conveniently located next to the Front Desk, The Shop is always open. Swing by for a snack or or simply pick up a beverage of your preference or a last minute amenity that you may need.

The Garden Grille and Bar

Our full-service restaurant, located next to the vibrant and modern lobby, offers a buffet breakfast, à la carte lunch, and dinner, along with a fully stocked bar—perfect for unwinding at the end of a busy day.





Hotel Services

Business Center
The Business Center is located on the first floor and is complimentary to all of our guests. We have the latest equipment available for your use, including a Windows computer compatible with Microsoft Office®, and a laser jet printer.

Please dial 0 from the phone for more information or ask assistance in our Front Desk. For Internet access and information on remote printing services see Complimentary Internet Access and Guest Printing Service.

Check-In / Check-Out Check-In begins at 3:00 pm and Check-Out time is 12:00 pm.

Cribs and Rollaways

Cribs and rollaways are available upon request. Please contact the Front Desk for assistance.

Emergency Services

In case of an emergency please contact Front Desk immediately and they will be able to assist you.

Direct Access to City Mall

Direct conectivity with City Mall is available on second floor using your room key.

Safe Deposit Boxes

Do not leave money and valuables unattended in your guestroom. Complimentary Safe Deposit boxes are available for your use on each guestroom.

Airport Shuttle

Airport Shuttle Service available every day from 4:00 a.m. to 1:00 a.m.
Rountrip service to and from the airport every 30 minutes.

Hotel Services

Laundry / Dry Cleaning Services

Same day dry cleaning is available Monday through Friday, excluding holidays. Clothing will be returned by 8:00 p.m the same day. Valet bags and pricing list are available in the closet of each room. Please enclose the completed laundry slip in the laundry bag prior to dropping off your clothing at the Front Desk.

Ice / Vending Machines

Ice machines are located on floors 2, 3, 5, 7 and 9.

Lost and Found

Please dial our Front Desk regarding any lost and found items.

Reservations

For room reservations, please visit our website at www.HGI.com. You can also call + 506 4052 2301 for reservations.

Sales / Conference & Meeting Services

For more information, please contact our Sales Department located in the administrative offices of the hotel. Professional assistance is available to cater to your meeting, banquet or group needs.

Hotel Services

Swimming Pool

Our outdoor heated swimming pool in located in the fourth floor and is open from 6:00 a.m. to 10:00 p.m. daily. Parents are required to be present while children are in the pool area and to follow the posted rules.
Also relax and enjoy handcrafted cocktails and a delicious snack menu in the pool bar located in the same area.

Wake-up Calls

Please dial our Front Desk for assistance in requesting a wake-up call.



Complimentary Internet Access

Refer to the Technology Service or Complimentary Internet Access section of this directory.

Pet Friendly Hotel

In our pet-friendly hotel, furry companions are not only welcome but celebrated!

Fitness Center

For your fitness convenience we offer ellipticals, treadmills, and weights.

Guest Services

ROOM TO ROOM: Dial 7 + Room Number

FRONT DESK: Dial 0

LOCAL CALLS: Dial 9 + Number

LONG DISTANCE: Dial 9 + 00 + Country Code + Number

OPERATOR ASSISTED: Dial 0

EMERGENCY: Dial 0

ROOM SERVICE: Dial 2204



For your safety

Safety and Security Procedures

In Case of Fire...
Plan what to do when you check in so that you are prepared in case a fire does occur. Remember, access to your room is gained from an interior passageway, and each passageway is served by interior stairways, which lead directly to the parking lot level.

When you hear an alarm, ACT, don't investigate.

If fire is in your guestroom, get out and close the door. Once out, report the fire. Use stairways to exit the building, do NOT use the elevator.

If fire is not in your room, leave if you can. First, feel the door. If it's cool, open it slowly and go to the nearest EXIT. If your guestroom door is hot, do not open it.

Your room may be the safest place to be. Seal all cracks with wet towels, shut off fans and signal out your window. Dial 911 to call the fire department and wait to be rescued. Refer to evacuation plans on the back of the guestroom door for egress routes.

A Hotel map is located on the back of each guestrooms door, indicating the emergency exits. .

Safety and Security Procedures

Room Security

Guestroom doors are fitted with an electronic locking system that locks automatically when the door is closed. For increased security while you are in the room, engage both the dead bolt and the swing lock located above the door hardware. Your room key will operate your door lock until 1:00 p.m. on your departure date.

If you have any questions during your stay, please call the Front Desk and they will be able to assist you.

Admittance

Do not allow any persons to enter your room without first identifying them. A door viewer is provided in the door for your safety. If there is any doubt about the person's true identity, please dial our Front Desk staff.

Keys

Our room keys do not display room numbers. If you lose or misplace your key, notify the Front Desk as soon as possible. You will be required to provide identification to replace a lost room key. Be sure to leave your room key with the Guest Service Representative upon departure or leave it in your room. Do not give your key to others.



Safety and Security Procedures

Security Tips for Travelers

The following tips are recommended whenever and wherever you travel.

1. Don't answer the door in a hotel room 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 room and for what purpose.

2. When returning to your hotel late in the evening, use the main entrance of the hotel. Be observant and look around before entering parking lots.

3. Close the door securely whenever you are in your room and use all of the locking devices provided.

4. Don't display guestroom keys in public, or leave them visible on restaurant tables, at the swimming pool, or in public areas.

5. Do not draw attention to yourself by displaying large amounts of cash or expensive jewelry.

6. Don't invite strangers to your room.

7. Place all valuables in the hotel's safe deposit box.

8. Do not leave valuables in your vehicle.

9. Check to see that any sliding glass doors or windows and any connecting room doors are locked.

10. If you see suspicious activity, please report your observations to the Management.

Technology services

Complimentary Internet Access

Wireless Access (WiFi) for laptops

1. Turn your laptop on
2. Select View Network Connections
3. Select Wireless Network Connection
4. Select “Hilton Honors” as your wireless network and Connect
5. Open your internet browser (Internet Explorer, Firefox, etc.)
6. Follow sign-on instructions. Once the connection to the internet is established, you can proceed with your desired activities. Your computer must have wireless capabilities to access the internet via wireless. Your laptop must either have a wireless card or an internal wireless chip. Ensure your wireless network adapter is enabled.



Complimentary Internet Access

Trouble Shooting Common Issues

"Page Cannot be Displayed"

If you open your browser and receive this error message, check for internet connectivity by typing any valid internet website such as www.hilton.com in your address bar. If you still cannot connect, contact StayConnected Customer Care.

"HTTP Proxy Error"

If you open your browser and receive this error message, uncheck any proxy settings in your browser. Check for these Tools, Internet Options, Connection, or LAN settings.

If you are using a wired connection, the Ethernet cord plugged into your PC may connect to a modem on the desk or plugged into a wall nearby. If you see a modem and can easily examine it, verify that the lights are on and that the unit is plugged into an electrical outlet. The phone line should be connected to the wall on one end and to the DSL port on the modem end. Verify all cables are connected, i.e. power and Ethernet.