



Army Lodging, Ederle Inn

Building 345
Caserma Ederle
Vicenza, Italy

Outside Italy:
+39-0444-71 1935/1936/1937

Within Italy:
0444-71 1935/1936/1937

DSN:
314-646 1935/1936/1937

army.dodlodging.net



Welcome

Dear Valued Guest,

Welcome to the Ederle Inn on Caserma Ederle, Vicenza, Italy. Whether you're visiting for business or pleasure, we hope you enjoy your stay with us. Please think of us as your home away from home. If you have any concerns, please let us know. Our team is dedicated to providing you with outstanding guest services, quality accommodations, and the highest standard of performance.

This directory acquaints you with the Ederle Inn and the surrounding community. Please take a moment to read the safety and security instructions, too.

To help us continue providing excellent accommodations and service, please send us your comments to <https://ICE.disa.mil/>, or fill out a customer comment card located at the front desk.

We're glad you're here, and wish you a memorable and productive stay with us!

Warm regards,

Hotel Management
Ederle Inn - Army Lodging Italy
usarmy.usag-italy.id-europe.mbx.fmwr-vmc-ederle-inn@army.mil

GARRISON HISTORY

Caserma Ederle serves as the headquarters of U.S. Army Garrison Italy of the United States Installation Management Command, an umbrella for all U.S. military properties in Vicenza, Italy. The base is named after Major Carlo Ederle, an Italian war hero of World War I and recipient of the French Croix de Guerre (French War Cross), among other military honors. The U.S. Army Garrison Italy was constituted May 1936 as the 22nd Quartermaster Truck Regiment. It participated in three campaigns in Italy during World War II, beginning in 1943 earning the Army's Meritorious Unit Commendation. The 22nd Quartermaster was inactivated in October 1945. The unit reactivated as the 22nd Area Support Group in Italy in October 1985. As part of the Army's Standard Garrison Organization, in October 2005, all Area Support Groups in Europe were re-designated as U.S. Army Garrisons.

HOTEL INFORMATION

Check Out Time 1100 Daily

Internet / Wi-Fi Password

Log into the Wi-Fi that corresponds with your guest room number.

Telephone Dialing Instructions

For Emergency Services (Fire, Police, Medical): Dial 8+ 117

To call the Ederle Inn, Vicenza from the United States: Dial 011-39-0444-71-1935



The Ederle Inn participates in the GreenLife Initiative.
To find out more, please reference the placard on the bathroom counter.

Do Not Disturb

Housekeeping is provided everyday unless you display a "Do Not Disturb" sign. If the sign is not removed by noon, we honor your privacy and will not provide housekeeping service that day. After 24 hours, we will check in with you to make sure all is well.

Cooking

Using other portable cooking appliances not provided by Army Lodging is prohibited in all rooms. Always be mindful of your cooking and do not leave food unattended. Please clean all kitchen items prior to check out.

Microwave safety is important. If you are not familiar with the use of a microwave oven, please contact the front desk for assistance. If the microwave catches fire, keep the door closed and press the off/stop button.

Mail

We cannot accept personal mail for guests including items from USPS or FedEx. Please have personal mail delivered to your unit or sponsor. Guests assigned to USAG Italy or TDY guests with orders may use the USPS to mail items out. Please see the front desk for further information.

Animals

Animals in lodging are limited to cats and dogs. When there is availability, animals may stay after payment of a non-refundable fee per room, and guest will be charged an additional fee per animal-per day. Animal owners must properly dispose of all animal waste. When guests are not in the room, animals must be kept in a carrier cage. Animals who cause a disturbance cannot be left alone in rooms. We reserve the right to remove an animal at the owner's expense that becomes a problem for the facility, staff, or other guests. When animals are found in non-animal guest rooms, guest will be assessed a deep cleaning fee in addition to the standard animal charges above and animal must be removed.

Room Keys

Please keep your key with you at all times. Key cards expire at checkout time the day of departure. If you lose your key, please request a replacement at the front desk. This new key will cancel out all keys previously issued. Duplicate keys are provided by request. Please return all guest room keys to the front desk at check out.

THINGS YOU MAY NEED

Wake-Up Call

In order to schedule a wake-up call, please contact the front desk at extension "0."

Rollaway Beds and Cribs

A limited number of rollaway beds and cribs are available on request.

Did You Forget?

Please check at the front desk for basic toiletries you may have forgotten.

Coffee & Beverages

There are two Italian coffee vending machines in the breakfast area with cappuccino, espresso, hot chocolate, and tea 24 hours a day. Swipe your room key to enjoy one of the best perks of being in Italy!

Ice / Vending Machines

Ice machines are located in the laundry rooms on the 2nd floor of each wing. Vending machines for sodas and snacks are located in wings 1 and 2 on the 2nd floor, and on the ground floor of wing 3 near the breakfast area.

Guest Laundry

Laundry facilities are located on the 2nd floor in all wings; there are also laundry machines located on the 3rd floor of wing 3. The laundry machines are free of charge to all registered guests; guests must provide own cleaning products. The hotel is not responsible for lost or damaged items.

Dry Cleaning and Alterations

Dry cleaning service is available at the AAFES Dry Cleaning, building 305. AAFES Alterations is located in building 227.

In-Room Safes

For your convenience, we offer a safe in your guest room.

Recycle — Please Do Your Part

USAG-Italy policy mandates recycling. Our recycle program provides common area bins for plastic/metal, paper, and glass. The installation also provides larger recycle bins located behind the hotel for bulk recycling.

Inquire at the front desk for information on local restaurants, maps, tours, and attractions



**CONTINENTAL BREAKFAST
IN THE BREAKFAST AREA**

Daily 0630-0930





KEEPING YOU SAFE

For Emergencies

Police, Fire or Medical: From Room Dial 8+ 117

Be Prepared

Guests please read the Evacuation Plan located on the back of your room door. Locate and familiarize with the nearest stairwell, fire extinguisher, and fire alarms.

Smoking Areas

Please ask at the front desk for designated smoking areas, or smoke outside at least 50 feet from the building. Guests who smoke in the lodging facility will be charged a service fee, and will be required to leave.

If the Fire Alarm Sounds or You See Flames / Smell Smoke

Stay calm. DO NOT panic. Touch the door to your room — if hot, do not open it; if not hot, open it and check the hallway. If the alarm has not yet sounded, but you smell smoke, sound the alarm. Use stairwells only. If you cannot leave your room, dial 8+ 117 and give your name and room number.

For Your Protection and the Safety of All Guests

The following actions are prohibited: storing of flammable liquids, burning of candles or incense, using unauthorized cooking appliances, space heaters, etc. Please do not place hot appliances (irons, etc.) in drawers or on combustible surfaces.

Bicycle Storage

Please store your bicycle on the outdoor bicycle rack. Please do not bring it to your room or chain it to any hotel railing.

WHAT'S AROUND US



Banking and ATM

There are two banks and one credit union servicing Caserma Ederle. They are located across the street from the Exchange. ATM machines are located at The Arena, the post office, in front of the Exchange, or at each banking location.

Shuttle Services

US Army Garrison Italy operates a shuttle bus between the various installations in the community; it also operates a shuttle bus to Marco Polo Airport. Please contact the front desk for the current schedule.

Taxi Service

Local taxis are allowed on Caserma Ederle. Current telephone number for the Radio Taxi Service is 0444-920600.

Vehicle Maintenance / Repair

Please do not perform maintenance on your vehicle while in the lodge parking lot. Please make use of the on-post Auto Skills Center instead.

