



# **FLIGHT TRAINING INTERNATIONAL**

## **DENVER TRAINING CENTER GUEST INFORMATION GUIDE**



Thank you for choosing Flight Training International. We at Flight training International are committed to the careers of professional Pilots-in-Command and established airline and cargo carriers. It is our promise to give complete and comprehensive training support to ensure first-class satisfaction, efficiency, quality and above all, individualized attention.

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## Guest Information A-Z

**ALCOHOL** Absolutely no alcoholic beverages are allowed on premises

**BANKING** Please contact sales support for banking information. The staff at your accommodations can also advise you about bank hours and services. Please do not carry large amounts of cash on your person.

**MEDICAL SERVICES** If you become ill during training, please notify your instructor, who can arrange for you to be escorted to the nearest medical facility. Please be aware that private treatment will be at your expense. If you become ill during the day and cannot attend class, please notify your instructor. For medical emergencies that occur away from the training center, call 911.

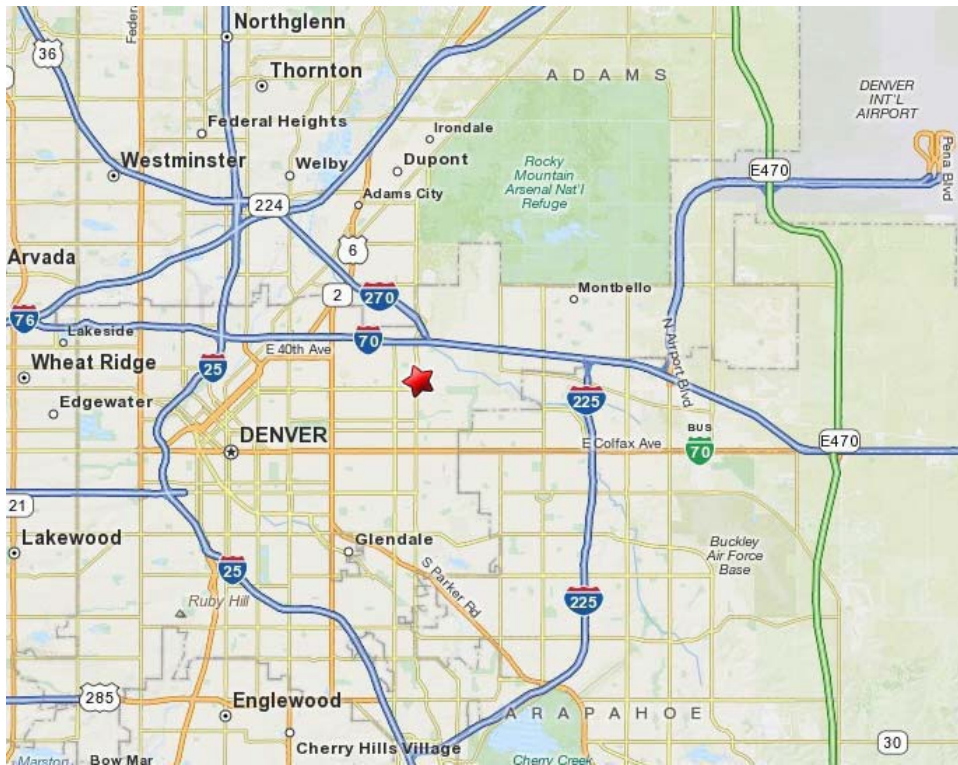
**PASSPORTS AND VISAS** If you are a visitor to this country, you are required to carry your passport at all times during your stay. Passports are required for all students entering the training center.

**SMOKING POLICY** Smoking is not permitted in the training center, but it is allowed outdoors. Please dispose of your cigarette and cigar butts in the ash cans located near the designated smoking areas. Thank you for cooperating with this policy.

**TELEPHONES** At the Denver Training Center, you will find telephones available for toll-free and local calls.

**TRANSPORTATION** If you need assistance arranging transportation during your stay, contact sales support or ask the staff at your accommodations. They are knowledgeable about local public and private transportation.

## FTI Headquarters Area Maps and Driving Instructions



### Attractions

■ <a href="#">Northfield Shopping Center</a>	2.0
■ <a href="#">Stapleton</a>	2.2
■ <a href="#">Denver Museum of Nature and Science</a>	2.3
■ <a href="#">City Park</a>	2.7
■ <a href="#">Dick's Sporting Goods Park</a>	3.0
■ <a href="#">Congress Park</a>	3.3
■ <a href="#">Denver Coliseum</a>	3.7
■ <a href="#">Denver Botanic Gardens</a>	3.7
■ <a href="#">Cherry Creek Mall</a>	4.1
■ <a href="#">Curtis Park</a>	4.2
■ <a href="#">Uptown</a>	4.3
■ <a href="#">Five Points</a>	4.5
■ <a href="#">Capitol Hill</a>	4.6
■ <a href="#">Colorado State Capitol Building</a>	4.7
■ <a href="#">Colorado History Museum</a>	4.8
■ <a href="#">Denver Zoo</a>	4.8
■ <a href="#">Denver Merchandise Mart</a>	4.8
■ <a href="#">Denver Central Library</a>	4.8
■ <a href="#">Civic Center Park</a>	4.8
■ <a href="#">Coors Field - Colorado Rockies</a>	4.8

### Denver FTI Headquarters

3401 Quebec Street, Ste 10000  
 Denver, CO 80207  
 303-329-0999  
 800-233-0050



## Two Great Hotels, Two Great Rates, One Call Away!



The Renaissance Stapleton and the Holiday Inn Stapleton have teamed up to provide you two options in the Stapleton area. Both hotels are newly renovation, provide great service, and provide transportation to and from the Central Park A-Line station. Rates based on availability.

### At the Renaissance

**2019 Flight Training International is \$124 for a standard deluxe room**

Amenities Included in Sleeping Room Rate:

- Complimentary High Speed Internet Access
- Complimentary Covered Self-Parking

Hotel Amenities:

- Spacious Rooms with Balconies
- Complimentary Laundry Facilities
- Complimentary Internet Access in Public Areas
- Executive Fitness Center
- 24-Hour Business Center
- Transportation to the Shops at Northfield
- Participation in Marriott Rewards Program
- Complimentary on-demand shuttle to Central Park Station

To make a reservation at the Renaissance please contact Tracie Green-Saathoff at 303.336.5213

### At the Holiday Inn

**2019 Flight Training International Rate is \$95 for a standard deluxe room/ 7+ night rate is \$82**

Amenities Included in Sleeping Room Rate:

- Complimentary High Speed Internet Access
- Complimentary Covered Self-Parking

Hotel Amenities:

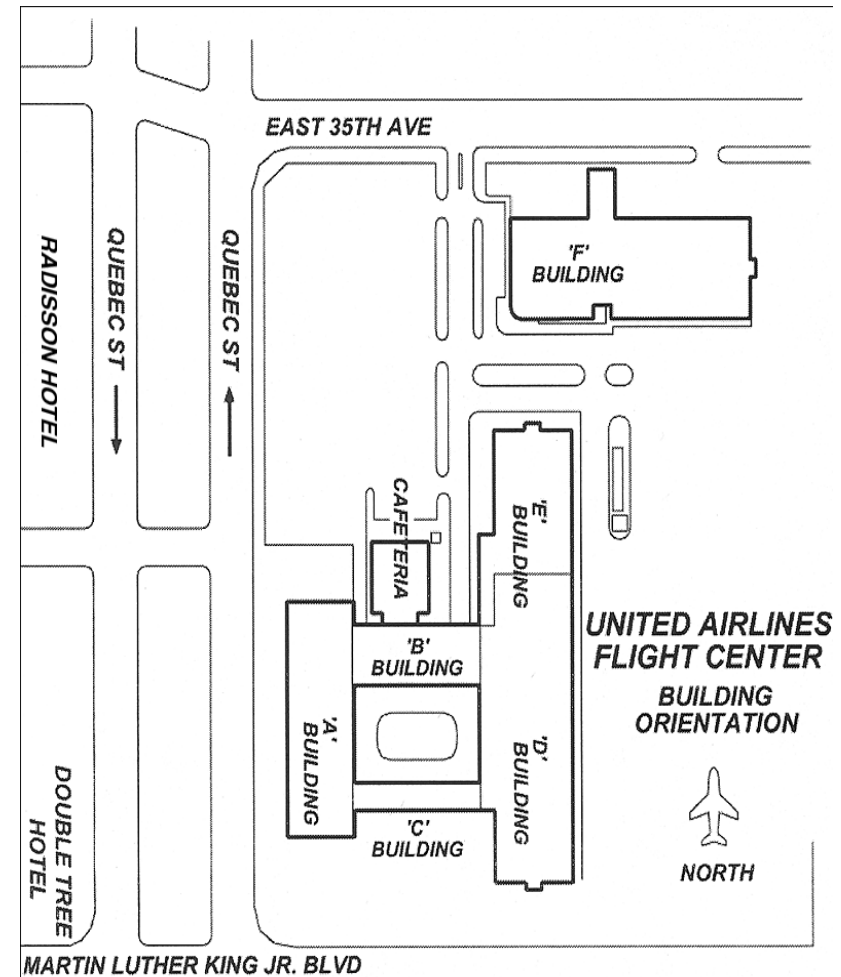
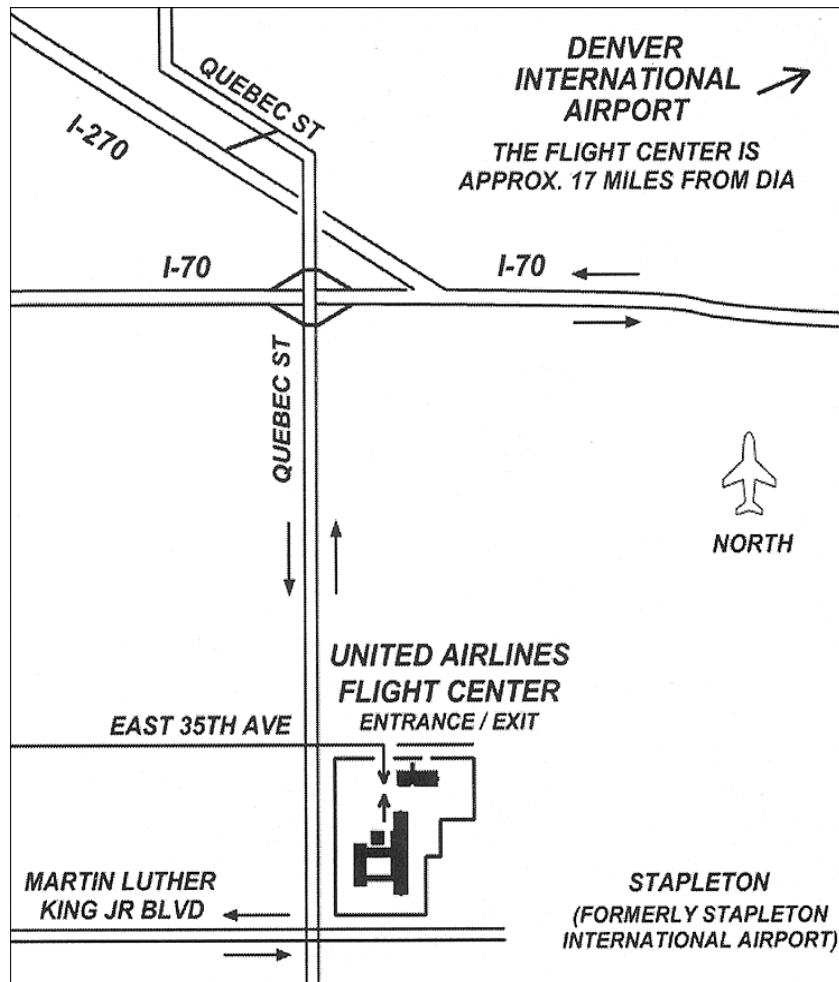
- Spacious Rooms with Balconies
- Complimentary Internet Access in Public Areas
- Fitness Center
- 24-Hour Business Center
- Transportation to the Shops at Northfield and Shops at Quebec Square
- Participation in IHG Rewards Program
- Complimentary on-demand shuttle to Central Park Station

To make a reservation at the Holiday Inn please contact Allie Johnson at 303.329.2772

[alberta.johnson@HIStapleton.com](mailto:alberta.johnson@HIStapleton.com)



University of Colorado A Line Light Rail  
0.7 Miles Away from Central Park Station  
\$10.60 to and from the Airport  
\$2.60 from Central Park Station to Peoria Station  
\$2.60 from Central Park Station to Union Station

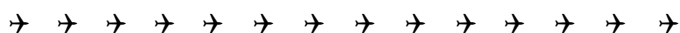


#### Driving Instructions:

As you exit the airport, you will be on Pena Boulevard. Take Pena Blvd. south to I-70 West. Take the Quebec Exit. Once at Quebec Street turn left.

Go to East 35<sup>th</sup> Ave. (3<sup>rd</sup> traffic light), turn left. The United Flight Training Center is now directly on your right. To enter gate press call button for security to grant access. Immediately to your left will be Building F (glass building with United emblem). Park in the visitor parking and retrieve a parking permit and ID badge from the security office inside the F Building.

## IMPORTANT INFORMATION FOR FLIGHT TRAINING INTERNATIONAL STUDENTS



**WELCOME!** Thank you for choosing United Services Flight Training, Denver, Colorado for your training needs. Please thoroughly read through the following information as it will help make your company's training in Denver a more pleasant experience.

### → **TRANSPORTATION**

There is a train at the south end of the main terminal that will take you to the Central Park Station where the hotel shuttles will pick you up and take you to the hotels. The train cost is \$12, but if you let the Holiday Inn know you are training with FTI you should be able to use the cost of the train in the restaurant.

If you are driving to the Flight Training Center, from the airport take Pena Blvd south to I-70 West.

Exit at Quebec Street and turn left at the light at the bottom of the exit ramp. Turn left on 35<sup>th</sup> Ave (traffic light). The Training Center will be directly on your right.

We have two main cab companies: Yellow Cab (303 777-7777) and Metro Transportation (303 333-3333), Bus service is frequent and schedules can be easily accessed through RTD at 303 299-6000

### → **TRAINING CENTER ACCESS**

When entering the campus, you will encounter a horizontal security bar. Push the white button to call security. Let them know which company you are with and that you are here for training. Our Flight Training Security Desk is located in the lobby of the "F" building which is the large glass building on your left as you enter the facility.

If you have driven your own vehicle or have rented one, you must obtain a parking permit for the duration of your training. You may use a Reserved Parking space in front of the "F" building to park your car while you obtain your parking permit. Temporary parking passes can be obtained at the Flight Training Security Desk in the "F" building lobby. After you have your parking permit, you may park in any unreserved parking space in the lot. No overnight parking is permitted.

All trainees and instructors must pick up Flight Training Identification Badges from the Flight Training Security Desk in the "F" building lobby (open 24 hours) before training begins. A current and valid passport is required in order to receive an ID Badge. Identification badges must be displayed at all times. Instructors who will be teaching multiple classes (and therefore staying in Denver for an extended or multiple periods of time) can be given Instructor Access Badges and/or permanent parking passes. Please have these instructors stop by United Services Flight Training (located in the 1<sup>st</sup> floor of the "A" building) to pick up an application. This badge will allow access into the parking lot, the elevator/stairs in the "F" building, door to the "D" building and the lobby of the "B" building (where the cafeteria is located). Student badges will not be

activated to allow access into the building – students must either be with their instructor or they can ask one of the security officers to “buzz” them into the parking lot or up the elevator/stairs in the F building. Please do not leave these cards at your hotel. All IDs must be turned in before leaving Denver.

NOTE: Names for all students and instructors must be provided a MINIMUM of 48 business hours prior to arrival. Please be sure to include: full, legal name, class number and dates. If they are not a US citizen, we also need a copy of the TSA “approval to train” e-mail.

## → ***SIMULATOR SCHEDULE***

Schedules will be e-mailed to your scheduler (or other designated personnel). All schedules should be forwarded to crew members and instructors prior to their arrival in Denver. If they have any questions about their schedule, they can come to United Services Flight Training (1<sup>st</sup> Floor – “A” Building), however, no change requests will be accepted from students. Any requested adjustments must come from your company’s scheduling department (or other designated personnel).

Please keep in mind that simulator periods may be changed if there are technical issues or in accordance with United’s pilot labor contract. We will notify your scheduler (or other designated personnel) of any schedule change as soon as possible after the change is made. It is your responsibility to advise the crew members and/or instructors of any changes. It is helpful to advise United Services of a contact person for each crew. This will be helpful in the event of changes that may occur after hours or on the weekend.

## → ***SIMULATOR CHECK OUT (FAMILIARIZATION)***

We offer one complimentary “sim-check-out” session for up to four of your instructors. Instructors who are unable to attend this initial sim-check-out can be checked out by your own instructors, either during a scheduled class time or by pre-scheduling a separate simulator session (which will be charged at your normal hourly DRY sim rate). We ask that you pick up a “sim check out form” from us so that we can log the information and save it in our files.

ALL instructors must be checked out prior to conducting any training.

## → ***SIMULATOR USAGE GUIDELINES***

All crews must enter and leave the simulator at your scheduled time. If they get into the simulator late they are still expected to be out on time.

Any additional training time that may be required must be brought to the attention of United Services Flight Training and we will make the necessary schedule changes.

The Simulator Log **must** be filled out before and after every training period. The log is located in the computer on the podium near each simulator.

Instructors should log simulator gripes into the computer (use Customer number for ID number). Simulator maintenance will check the issues and/or problems noted during the sim maintenance hours.

Instructors and trainees should leave the simulators, classrooms and other training equipment clean and ready for the next crew. Be sure that the simulator is completely shut down/turned off

after each session. Simulators should be left as if you had just completed the parking checklist and reset all the circuit breakers. **Food, drinks, and tobacco are prohibited in all equipment.**

## → **BUSINESS SERVICES**

Photo-copy and Fax services are available for minimal business use at United Services Flight Training (1<sup>st</sup> Floor – “A” Building). Please contact us for assistance.

Computers, with printers, are located throughout the buildings and are available for access to e-mail and the Internet. Please be considerate of others waiting.

Wi-Fi access is available throughout most of our facility. The user name is: **skyfi** and the password is **unitedwireless**. (All lower case).

## → **CAFETERIA**

The Flight Center cafeteria is located in the “B” building and is open daily during the following hours:

0630-1530 M-F

0630-1430 S-S prepackaged and grab-and-go items only The daily menus can be found on:

[http://www.aramarkcafe.com/layouts/classic\\_new/locationhome.aspx?locationid=3393](http://www.aramarkcafe.com/layouts/classic_new/locationhome.aspx?locationid=3393)

There is a break room with microwave etc on the 2<sup>nd</sup> floor of the “F” building and the 1<sup>st</sup> floor of the “D” building.

Vending Machines are located throughout the facility.

## → **MAINLINER STORE**

The United Airlines Mainliner Club Store is located in the F Building, main floor. As well as many gift items, you will find supplies you may need and even snacks!

Mon-Fri 0900-1700

A 10% discount is offered to our contract customers – please show them your airline ID.

## → **ATM MACHINE**

An ATM machine is located in the “B” building lobby. It is available and accessible 24 hours a day and accepts most major credit cards and debit cards.

## → **UNITED AIRLINES EASY CHECK-IN UNIT (ECU)**

For those flying out on United Airlines an ECU is located in the “B” building lobby. It is available and accessible 24 hours a day for check-in on all UAL flights

## ➔ **COLORADO CLIMATE**

The weather in Denver can be unpredictable at any time of year. Summer is usually hot and dry. September and October are mild, about 70 to 80F, but snow is possible. November and December are colder, and snow more likely. The heaviest snows and coldest temperatures are in the months of January, February, and March. The best way to be prepared for extreme winter weather is to bring a coat or heavy jacket, a knit cap, wool socks, a scarf and gloves and boots or heavy shoes (most items can be purchased nearby, if necessary) and to dress in layers.

## ➔ **MEDICAL FACILITIES**

CALL 9-911 FROM ANY DENTK EXTENSION FOR A MEDICAL EMERGENCY. Please notify the Flight Center Security Desk (x3605 from any DENTK phone or 303 780-3605 from a private phone) if you have summoned an emergency vehicle (i.e. ambulance).

For medical needs that are not life threatening, an Urgent Care Medical Facility is located at 13650 East Mississippi Ave. Aurora, CO 80012. Urgent Care is open everyday between the hours of 0700-2200, Exit DENTK to the north on Quebec Street, join I-70 eastbound, transition to I-225 southbound and exit westbound on Mississippi Ave. At the first cross street, Potomac Ave, turn left (south) Urgent Care on the right. Phone: 303 695-1338.

The Medical Center of Aurora is the closest full-service hospital to the Flight Training Center. Exit DENTK to the north on Quebec Street, join I-70 eastbound, transition to I-225 southbound and exit westbound on Mississippi Ave. At the first cross street, Potomac Ave, turn left (south) and travel ½ mile to the hospital. Phone: 303 363-7200.

## **➔ CODE OF CONDUCT WHILE AT THE UNITED AIRLINES FLIGHT TRAINING FACILITY**

The information below is taken from United Airline's Employee Code of Conduct Booklet. Although it is written for United employees, the policies apply to all those doing business at our facility. Please ensure that all students and instructors who are training at United are aware of these policies.

### **Harassment and Discrimination**

United's policy is "zero tolerance" for unlawful harassment and discrimination and United will take appropriate action to eliminate prohibited harassment and discrimination in the workplace. Verbal or physical harassment by an employee that disrupts another's work performance or creates an intimidating, offensive, abusive or hostile work environment based on a protected characteristic will not be tolerated. In addition, unwelcome sexual advances, requests for sexual favors, and other unwelcome verbal or physical conduct of a sexual nature are specifically prohibited. All employees are encouraged to inform the source of any harassment or discrimination that the behavior is unwelcome, and should promptly report such harassment to the appropriate company representative when it occurs. Supervisors and managers are required to survey their workplaces regularly to ensure compliance with United's zero tolerance policy.

### **Safety and Health**

Each employee is responsible for observing the safety and health rules and practices that apply to his or her job to ensure a safe work environment for everyone. Employees are also responsible for immediately reporting accidents, injuries, hazards, broken equipment and unsafe practices or conditions to a supervisor or manager. Managers are responsible for ensuring that required training on relevant safety policies is provided. Managers are also ultimately responsible for regularly monitoring work areas for unsafe conditions and practices and ensuring timely action is taken to correct known unsafe conditions.

### **Violence in the Workplace**

United's policy is "zero tolerance" for any behavior that endangers the safety of its employees, customers, or others. Employees must immediately report to a supervisor all threats, attempts at or actual violence against themselves, other employees, customers or third parties on company premises. United has also adopted policies for when a passenger threatens the safety or well being of employees, customers or others. Violent behavior on airplanes is strictly prohibited by United and may violate criminal laws. It is extremely important that all public contact employees know the procedures to deal with customer violence. Public contact employees should consult their supervisor or manager with questions regarding these procedures.

### **Alcohol and Drugs**

Each employee must report to work free from the influence of any substance that could prevent him or her from conducting work activities safely and effectively. United prohibits the possession, sale, purchase, delivery, use or transfer of illegal substances (except medically prescribed drugs) on company property or at company functions. Alcohol served at company functions on company property such as award ceremonies must be approved in advance by the sponsoring division head and must comply with all other relevant company policies. Our Medical and Safety departments must be notified immediately of any illegal activity involving employees whose job requires they be licensed by the FAA.

### **Protecting Company Assets**

The integrity of United's assets is a key to our continued success. It is the job of all United employees to safeguard Company assets including physical, financial and intellectual property and ensure their efficient use. Employees must not use these assets for any purpose not related to company business without proper authorization. When it becomes necessary to utilize United's communications equipment, including the Internet and messaging systems, for occasional and infrequent non-business use, good judgment should prevail.

## ***Entertainment, Shopping and Restaurant's***



### **From Stapleton:**

Take Quebec Street and proceed north to Northfield Boulevard. Make a right onto Northfield Boulevard and then another right onto Uinta. Take the first left past Borders and enter Main Street shops and restaurants.

### ***Directory (detail listing available on website [www.northfieldstapleton.com](http://www.northfieldstapleton.com))***

AT&T Wireless / Spring Mobile	303-371-8591
Cold Stone Creamery	303-373-0500
Eddie Bauer	303-375-4927
Ergo Aveda Salon	303-373-5455
Finish Line	303-373-4155
Harkins Theatres 18 Theater	720-374-3118
Improv Comedy Club and Dinner Theatre	303-307-1777
Islamorada Fish Company Bass Pro Shops	720-385-3500
JCPenney	303-576-6661
Jim 'N Nick's Bar-B-Q	303-371-1566
Jos. A. Bank Clothiers	303-373-0766
La Sandia Mexican Kitchen and Tequila Bar	303-373-9100
Ling & Louie's Asian Bar and Grill	303-371-4644
Macy's Dept	303-227-7222
New York & Company	303-371-1927
Old Navy	303-371-3992
Olive Garden	303-371-1147
Qdoba Mexican Grill	303-286-7337
Red Lobster	303-307-9955
Starbucks	303-371-1503
Subway	303-574-0344
Sunglass Hut	303-371-8640
SuperTarget	303-209-8720
T-Mobile	303-373-3991
Texas de Brazil - Brazilian Steakhouse	720-374-2100
TGI Friday's	303-371-8840
Verizon Wireless	303-307-8570
Victoria's Secret	303-574-3055

## ➔ **LOCAL RESTAURANTS**

(Information is subject to change without notice)

This area has a varied selection of eating establishments, shops and entertainment, aside from what is available at your hotel. Restaurants are conveniently located in Stapleton's three shopping hubs and most hotels will provide a shuttle if requested.

### **QUEBEC SQUARE**

• Arby's • Buffalo Wild Wings • Country Buffet • Famous Dave's BBQ • Golden Spoon • Green Chili's • IHOP • Jimmy John's • McDonald's • Panda Express • Panera Bread • Papa John's Pizza • Rocky's Wings • Smashburger • Subway • Taste of Asia • Smash Burger

### **EAST 29<sup>th</sup> AVENUE**

• Anthony's Pizza • Blue Fin Sushi • Casey's Bistro & Pub • Casey's Bistro & Pub Chipotle • Cold Stone Creamery • Einstein Brothers Bagels • Noodles & Company • Starbucks • The Berkshire • Udi's Bread Café

### **THE SHOPS AT NORTHFIELD STAPLETON**

• Bar Louie • Cold Stone Creamery • Del Taco • Euro Café • Heidi's Brooklyn Deli • Islamorada Fish Company (located inside of the Bass Pro Shop) • Jamba Juice • Jim 'N Nick's Bar-B-Q • La Sandia Mexican Kitchen and Tequila Bar • Ling & Louie's Asian Bar and Grill • Marco's Pizza • Menchie's Frozen Yogurt • Olive Garden • Pizza Hut • Qdoba Mexican Grill • Red Lobster • Starbucks • Subway • Sweet Factory • Texas De Brazil • TGI Fridays • Toby Keith's I Love This Bar & Grill • Wahoo's Fish Tacos