



DEPARTMENT OF THE NAVY
NAVAL SUPPORT ACTIVITY MONTEREY
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MONTEREY, CA 93943-5189

NSAMINST 11103.1A
N9
JAN 06 2016

NAVAL SUPPORT ACTIVITY MONTEREY INSTRUCTION 11103.1A

From: Commanding Officer, Naval Support Activity Monterey

Subj: GROUP RESERVATION PROCEDURES AT NAVY GATEWAY INNS & SUITES
NAVAL SUPPORT ACTIVITY MONTEREY

Ref: (a) CNICINST 11103.18
(b) CNICINST 5009.1

Encl: (1) Group Reservation Request Form
(2) Group Reservation Commitment Form

1. Purpose. To issue a standard operating procedure (SOP) for group reservations at Naval Support Activity (NSA) Monterey, Navy Gateway Inns and Suites (NGIS).
2. Cancellation. NSAMINST 11103.1. This instruction has been completely revised and should be reviewed in its entirety.
3. Scope. Reference (a) addresses group reservations for lodging programs administered and operated by the United States Navy. Reference (b) indicates that the Installation Commander will review, revise and approve policy instructions at the installation level in support of the CNIC Lodging Program. This instruction is meant to clarify the procedures for making group reservations and the important working relationship between NSA Monterey, NGIS and tenant commands.
4. Background. Each year, many group visitors attend a variety of advanced education and research programs offered by our tenant commands. To ensure their visits are a success, it is essential that their lodging needs be met in a fair and equitable way.
5. Definitions. For the purpose of this instruction, the following definitions will apply regarding group reservation requests:
 - a. A group is five or more rooms.
 - b. A group reservation will be coordinated through one central person for the group called the Group Point of Contact (GPOC).
 - c. The Group Coordinator will represent NGIS in managing all aspects of the group reservation process. The Group Coordinator will provide instructions to the GPOC on group and individual payment options and explain the process for confirming the group members' reservations and other requirements.

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d. A room block is a selection of rooms set aside (removed from hotel inventory) for group members to reserve.

e. Individual reservations are made from the group's room block and confirmed against a "room category." Specific rooms are not guaranteed.

f. Individual reservations are confirmed only when they are guaranteed with a credit card.

g. The group cut-off date is the date by which all room reservations must be confirmed.

h. Priority 1 (Space Required) travelers are eligible lodging patrons within the following categories (no preference of one category over another):

(1) Armed Forces active duty members on TDY orders.

(2) Reserve component members on a special tour of active duty for training and during periods of scheduled inactive duty training at an installation.

(3) U.S. DOD civilians (both APF and NAF) on TDY orders.

(4) DOD-sponsored foreign nationals on TDY orders.

(5) Guests of the Armed Forces as determined by the Installation Commander.

i. Priority 2 (Space Available) travelers are eligible lodging patrons other than Priority 1 travelers.

6. Policy

a. Group reservation requests will be accepted on a first-come basis without regard to rate or rank and must be submitted directly to the Group Coordinator by the GPOC.

(1) Priority 1 requests may be made up to one year in advance of the group's arrival date.

(2) Priority 2 requests may be made up to 30 days in advance of the group's arrival date for a maximum length of stay of seven days. Additional extensions of time may be granted in increments of up to seven days depending on continued availability.

b. NGIS accepts Visa, Mastercard, American Express, Discover, and Government Travel Card credit cards.

c. Incidental charges are the responsibility of each guest unless noted on the group contract or account.

d. Groups staying longer than 30 days will be billed on a monthly basis with payments due by the fifth of each month.

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7. Attrition. The contracted room block may not be reduced by more than 20 percent of the original room block without possible penalty. At NGIS' discretion, guests may be responsible for the difference between the actual rooms reserved and 80 percent of the contracted room block. For repeat groups, previous attrition rates will be considered in determining the number of rooms to be confirmed (room block) for a group reservation request.
8. Procedures. In order to maintain the highest standard of customer service while ensuring assets are effectively utilized, the following timeline for group reservation requests apply:
 - a. Group reservation requests will be accepted as specified in paragraph 5 of this instruction.
 - b. Within five business days of receipt, group reservation requests will be reviewed and responded to by the Group Coordinator. For the request to be reviewed, a group reservation request form, enclosure (1), must be completed and signed by the GPOC. If approved, the GPOC will receive a group reservation commitment form, enclosure (2), which must be signed and returned. This commitment will detail the specifics of the request as well as reiterate the procedures as contained in this instruction. The reservation will be confirmed and a confirmation number will be provided when the signed commitment is received.
 - c. If the group reservation request is not approved, an alternate offer of rooms may be offered, subject to availability. If the alternate offer is accepted, the group reservation commitment provided to the GPOC will reflect the alternate offer.
 - d. If the group reservation request is not approved and an alternate offer is not made, the GPOC will be notified via email.
 - e. Ninety days prior to the group's scheduled arrival, the Group Coordinator and GPOC will reconfirm the room block to include the number of rooms and the room categories.
 - f. Sixty days prior to the group's scheduled arrival, the Group Coordinator and GPOC will reconfirm the room block to include the number of rooms and the room categories.
 - g. Thirty days prior to the group's scheduled arrival, the Group Coordinator and GPOC will reconfirm the room block to include the number of rooms and the room categories.
 - h. Fourteen days prior to the group's scheduled arrival, the GPOC will provide a rooming list to the Group Coordinator. The rooming list will have each member's name, arrival date, expected time of arrival and departure date. The GPOC will confirm the method of guarantee, method of payment and, if applicable, the schedule of payments for long-term stays. Rooms not included on the rooming list will be released (returned to hotel inventory). Failure to provide a rooming list at this time will result in cancellation of the room block.
 - i. Ten days prior to the group's arrival, the Group Coordinator will provide the GPOC with an individual confirmation number for each member. The GPOC will advise each member of his or her confirmation number and, if required, to contact NGIS prior to the cut-off date with valid credit card information to guarantee arrival.

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j. Three days prior to the group's arrival is the final cut-off date. The Group Coordinator and GPOC will confirm the final rooming list. Non-guaranteed reservations will be released (returned to hotel inventory). Additions to the rooming list after the cut-off date will be subject to availability at the time of request.

k. Cancellation of a confirmed reservation must be provided no later than 1800 on the group's scheduled arrival date. Failure to cancel a confirmed reservation will constitute a "no-show." All "no-shows" will be assessed a service charge equal to one day's rate.

9. Policy Exceptions/Waivers. Requests for exceptions to policies and procedures outlined in this instruction shall be provided in writing and approved by lodging management on a case-by-case basis. Any matter that cannot be agreed upon will be referred to the Quality of Life Director for settlement.



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NAVY GATEWAY INNS & SUITES
NAVAL SUPPORT ACTIVITY MONTEREY
 1 University Circle, Room 104
 Monterey, CA 93943
 Office: (831) 656-2934

GROUP RESERVATION REQUEST

1. GROUP INFORMATION:

GROUP NAME: _____

COMMAND NAME: _____

COMMAND UIC: _____

2. GROUP POINT OF CONTACT (GPOC):

NAME: _____

ADDRESS: _____

PHONE NO.: _____ FAX NO.: _____

MOBILE NO.: _____ EMAIL: _____

3. IS YOUR GROUP TRAVELING UNDER FUNDED GOVERNMENT ORDERS?

YES NO

If your group is NOT traveling underfunded orders, then your reservation request is considered Space Available (SA). **Space Available Requests cannot be submitted or reviewed until 30 days in advance.**

4. GROUP REQUIREMENTS:

ARRIVAL DATE: _____ DEPARTURE DATE: _____

ROOMS:

STANDARD QUEEN (without KITCHENETTE) NUMBER OF ROOMS: _____

STANDARD DELUXE (with KITCHENETTE) NUMBER OF ROOMS: _____

DELUXE QUEEN (with KITCHENETTE) NUMBER OF ROOMS: _____

EXECUTIVE ROOM (without KITCHENETTE) NUMBER OF ROOMS: _____

EXECUTIVE SUITE (with KITCHENETTE) (O6 and above) NUMBER OF ROOMS: _____

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5. PAYMENT OPTIONS:**OPTION #1: GUEST IS RESPONSIBLE FOR PAYING OWN BILL**

YES

NO

OPTION #2: DIRECT BILL

ROOM CHARGES AND INCIDENTALS

ROOM CHARGES ONLY (GUEST PAYS INCIDENTALS)

COMMAND NAME: _____

COMMAND UIC: _____

GPOC NAME: _____

UNIT/STREET ADDRESS: _____

PHONE NO.: _____

EMAIL: _____

OPTION #3: ONE CREDIT CARD FOR ALL GROUP CHARGES

PLEASE NOTE: Individual guests will be required to present a credit card at check-in. In the event we are unable to process the group master credit card, individual group members will be responsible for payment upon checkout.

ROOM CHARGES AND INCIDENTALS

ROOM CHARGES ONLY (GUEST PAYS INCIDENTALS)

CREDIT CARD NUMBER: _____

EXPIRATION DATE: _____

NAME ON CREDIT CARD: _____

BILLING ADDRESS: _____

CC HOLDER PHONE NO.: _____

CC HOLDER FAX NO.: _____

CC HOLDER EMAIL: _____

GPOC Signature and Date (must be handwritten or CAC Card Verified Signature)

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NAVY GATEWAY INNS & SUITES
NAVAL SUPPORT ACTIVITY MONTEREY
1 University Circle, Room 104
Monterey, CA 93943
Office: (831) 656-2934

MEMORANDUM

Date:

From: NGIS Group Coordinator

To:

Subj: Group Reservation Commitment

Your group reservation request has been approved and a tentative room block has been made as follows:

- a. Group Name:
- b. Arrival Date:
- c. Departure Date:
- d. Purpose:
- e. Rooms:
- f. Total Rooms:
- g. Payment Method:

Please review, sign and return this Group Reservation Commitment within five (5) business days. Once received, the group reservation will be confirmed and a group confirmation number will be provided. Failure to return a signed copy of this Group Reservation Commitment Form within five (5) business days will result in the above tentative room block being cancelled.

The following information and structure will assist with the group reservation process.

- a. **GPOC RESPONSIBILITIES AND REQUIRED INFORMATION:** A single Group Point of Contact (GPOC) from your organization or group will be responsible to provide information to the Group Coordinator. To minimize the chance of errors, all information (to include change requests) MUST be in writing, and will not be honored from anyone other than the GPOC. For groups not travelling on government funded orders, the GPOC must be active duty, reservist or retired Armed Forces members or family members with valid military ID, U.S. DoD Civilian or other non-military uniformed personnel with valid CAC identification card. The Group Coordinator will represent NGIS Monterey in coordinating all aspects of the group reservation process. The Group Coordinator will provide instructions to the GPOC on group and individual payment options and explain the process for confirming the group members' reservations and any other additional requirements.

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- b. **ARRIVAL AND DEPARTURE DATE CHANGES:** The GPOC may request arrival or departure date changes in writing for the group at any time. Approval of all changes is subject to availability.
- c. **GROUP GUARANTEE:** A valid credit card is required to guarantee and hold your group block unless prior arrangements have been made. The credit card information provided will only be used to guarantee your Group's individual reservations and facilitate NO SHOW charges, if necessary.
- d. **CANCELLATION/NO-SHOW POLICY:** Cancellation of a confirmed individual reservation must be provided no later than 1800 on the group's scheduled arrival date. Failure to cancel/change date on a confirmed reservation will constitute a "NO SHOW". All "NO SHOWS" will be assessed a service charge equal to one night's room charge.
- e. **GOVERNMENT ORDERS:** Group reservation requests for groups travelling on funded government orders can be submitted and reviewed up to 365 days prior to the arrival date. Groups not travelling on funded government orders can be submitted and reviewed up to 30 days prior to the arrival date and are considered "LEISURE/NON-DUTY". All guests traveling on funded government orders are required to present a copy of their orders at check-in.
- f. **TIMELINE FOR GROUP RESERVATIONS:**
- a. **90 DAYS** prior to the group's scheduled arrival, the Group Coordinator and GPOC will reconfirm the room block (number of rooms/category).
 - b. **60 DAYS** prior to the group's scheduled arrival, the Group Coordinator and GPOC will reconfirm the room block (number of rooms/category).
 - c. **30 DAYS** prior to the group's scheduled arrival, the Group Coordinator and GPOC will reconfirm the room block (number of rooms/category).
 - d. **14 DAYS** prior to the group's scheduled arrival, the GPOC will provide a rooming list to the Group Coordinator. This will include each guest's name assigned to a specific confirmation number along with the arrival and departure date and rank (if applicable). Failure to provide the rooming list by 14 DAYS prior to arrival will result in rooms being cancelled and released back to hotel inventory. Any unassigned rooms will be released back to hotel inventory.

EXAMPLE:

LAST NAME	FIRST NAME	ARRIVAL	DEPARTURE	BRANCH/ PAYGRADE	CONFIRMATION NO.	COMMENTS
Smith	Lucas	2 Jan 2015	9 Jan 2015	Army E7	30470395246	
Jones	Jacob	2 Jan 2015	8 Jan 2015	Army O2	30470395247	
David	Marcus	3 Jan 2015	9 Jan 2015	Army E9	30470395248	

- e. **3 DAYS** prior to the group's arrival is the cutoff date. The Group Coordinator and the GPOC will confirm the final rooming list. Non-guaranteed will be released (returned to hotel inventory). Additions to the rooming list after the cutoff date will be subject to availability at the time of the request.

g. **ADDITIONAL INFORMATION:**

- a. **GUESTS PAYING ON THEIR OWN:** For guests paying on their own, credit card pre-authorizations or cash payments are required at check in. Guests paying by cash are required to pay in advance. Guest account balances cannot exceed 14 days room charges. Guests staying more than 14 days must bring their account balance back to zero at least once every 14 days. These requirements are mandatory unless previous arrangements have been made with lodging management.
- b. **CHECK-IN/CHECKOUT TIMES:** Check-in time begins at 1500; checkout time is by 1100. Late checkouts must be requested the morning of departure and are subject to operations and/or availability. Unapproved late checkouts will be assessed a late checkout fee equal to one night's room charge.
- c. **SMOKING AND PET POLICY:** There is no smoking or pets allowed in the rooms or on the property. Guests will be charged a fee of \$150 if they smoke or have pet(s) in their room.
- d. **GATE ACCESS:** The GPOC is responsible for ensuring each guest is permitted on base. To establish gate access for guests, the GPOC should contact Gate Access and place guests on the Gate Access List. Information regarding placing your guests on the Gate Access list can be found online at <http://www.nps.edu/Adminsrv/police/index.html> or by calling the Gate Access office at 831-656-3477. The Gate Access Services Office is located at the Sloat Gate and is open Monday through Friday from 0700 to 1530.

AGREEMENT SIGNATURE: I have read and understand the above and agree to adhere to the policies and procedures set forth in this document.

GPOC Signature and Date (must be handwritten or CAC Card Verified Signature)