



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

NSAMINST 5050.1A
N924B
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NAVAL SUPPORT ACTIVITY MONTEREY INSTRUCTION 5050.1A

From: Commanding Officer, Naval Support Activity Monterey

Subj: STANDARD OPERATING PROCEDURES FOR DISTINGUISHED VISITORS
QUARTERS AT NAVAL SUPPORT ACTIVITY MONTEREY

Ref: (a) CNICINST 11103.18, Navy Lodging Program: Navy Gateway Inns & Suites Lodging Instruction
(b) DODI 1015.15, Establishment, Management and Control of Non-appropriated Fund Instrumentalities and Financial Management of Supporting Resources
(c) DODI 1015.12, Lodging Program Resource Management
(d) CNIC 11103, Standard Operating Procedure for Navy Gateway Inns and Suites Pet Friendly Lodging
(e) NSAMINST 5100.2, Tobacco Policy

1. Purpose. To issue a standard operating procedure (SOP) for two (2) Distinguished Visitor (DV) Suites and Rooms, located at Naval Support Activity Monterey (NSAM), Navy Gateway Inns & Suites (NGIS), Building 220 (Del Monte Hotel).

2. Cancellation. NSAMINST 5050.1. This instruction has been completely revised and should be reviewed in its entirety.

3. Action

(a) The lodging facility shall be operated and administered pursuant to policies established by references (a) through (c) and any directives issued by Commander, Navy Installations Command (CNIC).

(b) Reference (a) indicates that an Installation Commander may designate DV lodging within the lodging facility. Where the protocol office plays an active role in the assignment of rooms, the lodging operation and the protocol office will establish an SOP concerning reservations, service charges, special amenities and release of rooms. The SOP must be consistent with the guidance for reservations and check-in processes.

4. Scope. This SOP applies to NGIS rooms W404 and W406. All other lodging rooms/suites are considered non-DV transient space.

5. Distinguished Visitor Quarters Policy

(a) Installation Commanders will ensure the DV quarters operation is financially self-sufficient and does not rely on other transient operations for support.

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(b) All reservations must be entered and maintained by lodging staff. Access to the property management system is only available to lodging staff. All requests for use of DV rooms by eligible personnel (O9 and above or equivalent) on TAD/TDY/leisure will be coordinated through the Naval Postgraduate School (NPS) Protocol Office on behalf of the NSAM Commanding Officer. The lodging staff will only adjust a DV reservation if requested by the NPS Protocol Office.

(c) The NPS Protocol Office shall be responsible for notifying guests in one of the DV rooms/suites if the guest's reservation has been altered or changed.

(d) At 1800 hours, if any of the DV rooms/suites are neither reserved nor filled by the Protocol Office, the NGIS Lodging Manager may sell the guest room(s) for one night only.

(e) If the year-to-date DV occupancy is less than 35% or the cost center is not breaking even, NAF will only be spent on basic guest services.

6. Guidelines

(a) In order to accurately account for all reservations, requests must be made to the NPS Protocol Office. Protocol will then notify the NGIS lodging manager of this request.

(b) The NGIS General Manager will confirm the reservation (non-guaranteed) and provide a reservation confirmation number to Protocol.

(c) To guarantee arrival, the guest must provide a valid credit card number to the hotel front desk prior to the scheduled day of arrival. A guaranteed reservation is only confirmed with a valid credit card.

(d) Non-guaranteed reservations will be cancelled at 1800 on the day of arrival.

(e) Guaranteed reservations not cancelled by 1800 on the day of arrival or not checked in by 1100 the following day will be assessed one night's room charge at the room rate reserved.

(f) Check-in time is 1500 and checkout time is 1100. Early arrivals (no earlier than 0700) and late checkouts (no later than 1300) may be granted, depending upon occupancy and operational requirements. All requests will be considered on a case-by-case basis. Guests will be charged a late checkout fee equal to one day's room rate if prior arrangements for late checkout have not been made.

7. Pet Policy. Pets are only allowed in pet-qualified rooms. Reference (d) outlines the pet friendly lodging standards for NGIS and limitations regarding size, number, behavior and breeds of pets allowed.

8. Smoking Policy. The lodging facility is a smoke-free facility. Reference (e) outlines the NSAM smoking policy and designates the allowed smoking areas on base.

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9. Damage to Government Property. Guests will be provided clean, habitable accommodations and are required, upon checkout, to return the accommodations in the same condition, with allowances for ordinary wear and tear. Guests shall be liable for losses or damages caused by themselves, their dependents or their visitors due to abuse, negligence or willful misconduct.
10. Guests. Registered guests are permitted to have visitors provided that they do not interfere with good order and discipline or inconvenience other guests. Guests are solely responsible for the actions of their visitors.
11. Policy Exceptions/Waivers. Requests for exceptions to policies/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.
12. Records Management. Records created as a result of this instruction, regardless of media and format, must be managed per Secretary of the Navy Manual 5210.1 of January 2012.
13. Review and Effective Date. Per OPNAVINST 5215.17A, NSAM N9 will review this instruction annually on the anniversary of its effective date to ensure applicability, currency and consistency with Federal, DOD, SECNAV and Navy policy and statutory authority using OPNAV 5215/40 Review of Instruction. This instruction will automatically expire five years after effective date unless reissued or canceled prior to the 5-year anniversary date, or an extension has been granted.



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Releasability and distribution:

This instruction is cleared for public release and is available electronically only via CNIC Gateway <https://g2.cnic.navy.mil/tscnrsw/NSAMONTEREYCA/N00/default.aspx>