



NAVY GATEWAY INNS AND SUITES

Naval Air Station New Orleans
400 Russell Avenue
Belle Chasse, LA 70143
Group Reservation Request
www.DONLodging.org

Date:

From: Central Reservations Office (CRO) ATTN: Ms. Wills

To: _____ (Group Name)

Phone: 504-678-2952/3754 Fax: 504-678-2781/9745

Subj: GROUP RESERVATION REQUEST FORM

Ref: Navy Visitor Quarters Operations Manual

1. In accordance with (IAW) reference, and in order to maintain the highest standard of customer service while ensuring our assets are effectively utilized, CNIC has developed standard group reservation procedures. The procedures outlined below are necessary in making reservations for groups of ten personnel or more. Please read the instructions thoroughly, and provide complete and accurate information for your group.

2. Reservation procedures and contact information: To make and confirm a group reservation, please fax this form and the accompanying Group Reservation Information Sheet to CRO at 504-678-2781/9745 (DSN: 678-2781/9745). Normal business hours are from 0800 to 1630, Monday through Friday, excluding Federal Holidays.

3. POC responsibilities and required information: a single point of contact (POC) designated in paragraph 16) from your organization will be responsible for providing each person's name, grade, branch of service, last four of SSN, arrival/departure dates, command mailing address, command phone number and payment information (credit card or direct billing info - please see page 2 - paragraph 14a or 14b) to this office. The Central Reservations Office (CRO cannot pre-block rooms for groups and allow personnel to call in individually with their pertinent information. This procedure inevitably causes double bookings. 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 group POC. Pertinent information for each individual member of your group (name, address, last four of SSN, Credit Card Info, etc.) should be provided utilizing the accompanying Group Reservation Information Sheet. Once individual pertinent information is received and in our system, confirmation numbers will be provided. Personal information on each member of your group must be complete and received in the Central Reservations Office via fax NLT 14 days prior to the group arrival date. Failure to provide required booking information within the 14-day period will result in the rooms being forfeited. Note: IAW reference, Groups must reconfirm every 30 days and a valid credit card is required to confirm and hold all reservations within the Navy Gateway Inns and Suites.

4. Arrival and departure date changes: The POC of your group can request arrival or departure date changes in writing for the group at any time. The sooner changes are requested, the better the chance of confirmation. Note: One in house, extended departure date changes must be requested by the individual at the Front Desk, and will be accommodated on a space available basis.

5. Non-direct billing: The group POC should provide each individual's credit card info (name on card, card type, card number, and expiration date) on the Group Reservation Information Sheet, or can elect to provide one credit card to reserve all rooms for the entire group (see paragraph 14b). Note: Individuals paying their own

bill (see paragraph 14) will have their Credit Card "swiped at time of check in. All guest charges are due and payable every 14 days IAW the VQ Operations Manual, unless prior arrangements have been made.

6. Cancellations: Must be provided no later than 24 hours prior to 1800 on the group arrival date. Failure to cancel a confirmed reservation constitutes a "no show". IAW reference, all no-shows are assessed one night's room charge at the room rate at which they were reserved, and on the credit card they were reserved with - or the direct bill, whichever is applicable.

7. Conference rooms: Groups requiring conference rooms will need to contact the conference center coordinator on the base where they will be residing.

8. Is your group traveling under funded government orders? Yes No
Note: If your group is not traveling under funded orders, then your reservation request is considered Space Available (Space "A"). IAW CNI guidelines, Space "A" reservations can be accepted 5 days in advance of arrival, and for a period not to exceed 7 days. (A 7 day extension can be granted once in house, providing space is available for the additional time period.)

9. At which base are you requesting accommodations? _____

10. Provide a Group Name for identification purposes: _____

11. Will your group check in as a group or individually? Group Individual

If checking in as a group, indicate approximate time of arrival: _____.

12. Room Breakdown: Indicate the total number of personnel requiring accommodations, broken down by grade (note: E-1 to E-4 may be required to share a room:

E1-E4(male) ____ E1-E4(female) ____ E-5-E6 ____ E7-E9 ____

O1-O5 ____ O6 ____ O7-O10 ____ GS4-GS14 ____ GS15+ ____ SES 1/5 ____

13. Group arrival/departure dates:

Group arrival date: _____ ; Group departure date: _____

Check in time is 1500 on day of arrival / departure time is 1100.

14. Guest is responsible for payment of his/her own bill: Yes No
(if no, complete 14a or 14b)

Note: Utilize the Group Reservation Information Sheet to provide required information (outlined in paragraph 3 above) on each individual member of your group. Groups staying longer than 30 days will be billed on a monthly basis. All payments will be due by the 5th of each month.

a. Group Payment Option #1: Set up a Direct Billing Account

Invoice should be sent to:

Command Name: _____

Mailing Address: _____

UIC: _____ How will invoice be paid?: _____

Responsible POC Name: _____

Unit/Street Address: _____

City, State, Zip: _____

Phone # w/ area code: _____

Email Address: _____

- b. Group Payment Option #2: Payment of entire bill with one credit card

Credit Card used to pay all guest charges for your group:

Name on card: _____

Credit card type: _____ Credit card #: _____

Expiration date: ____/____

Phone # with area code: _____ Fax # with area code: _____

Email Address: _____

15. IAW reference, provide valid credit card information below to guarantee and hold your group reservation. Note: individual's personal or government credit cards will be "swiped" at time of guest check-in when guest is responsible for payment. If customer card is declined or determined inactive guest will be checked in for one night until guaranteed payment is provided. Information provided below will only be used to guarantee your group reservation and/or facilitate no-show charges, if necessary (see paragraph 6).

Credit card used to confirm group reservation: Use credit card in 14b above
 Yes No

Name on card: _____

Credit card type: _____ Credit card #: _____

Expiration date: ____/____

Phone # with area code: _____ Fax # with area code: _____

Email Address: _____

16. Provide valid POC information for your group:

Group POC Grade/Name: _____

Command Name: _____

Unit/Street Address: _____

City, State, and Zip: _____

Country Code: _____ Phone # w/ area code: _____ Fax: _____

Group POC Email Address: _____

Signature

Date

Navy Gateway Inns & Suites

Date

The Navy Gateway Inns & Suites is committed to providing our customers world-class service, and will do everything possible to afford your group an enjoyable stay. We

would appreciate any comments or suggestions you might have to improve our service.
We appreciate your business.