DEPARTMENT OF THE NAVY
U.S. NAVAL SUPPORT ACTIVITY
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NAVSUPPACT NAPLES INST 11104.2A
N93

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NAVSUPPACT NAPLES INSTRUCTION 11104.2A

From: Commanding Officer, U.S. Naval Support Activity, Naples, Italy

Subj: STANDARD OPERATING PROCEDURES FOR DISTINGUISHED VISITOR ACCOMODATIONS AT NAVSUPPACT NAPLES

Ref: (a) CNIC NGIS Desk Guide #6, Navy Gateway Inns & Suites Operations
(b) DoD Instruction 1015.15 of 31 October 2007
(c) DoD Instruction 1015.12 of 30 October 1996

1. Purpose. To issue a Standard Operating Procedure (SOP) for the four Distinguished Visitor (DV) suites and six standard rooms controlled by the U.S. Naval Support Activity (NAVSUPPACT), Naples Protocol Office.

2. Cancellation. NAVSUPPACT NAPLES INST 11104.2.

3. Discussion

a. Installation lodging facilities 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 the Commanding Officer (CO) NAVSUPPACT Naples may designate DV suites with the Navy Gateway Inns & Suites (NGIS) program. Because the Protocol Office plays an active role in the assignment of rooms, the lodging operation and the Protocol Office will establish an SOP regarding reservations, service charges, special amenities and assignment of suites. The SOP must be consistent with the guidance for reservations and check-in processes.

4. Scope. This SOP applies to the use of four DV suites and six transient rooms. These rooms are to be reserved/managed by NGIS designated front desk staff in cooperation with the Protocol Office. All other guest rooms are considered non-DV transient space routine guest accommodations.

5. Background

a. The NGIS Lodging Program is classified as a Department of Defense (DOD) Program Group IV, Category A lodging program. Reference (b) directs the Navy to establish a professionally managed, business-based lodging program in support of readiness, mission accomplishment and improved productivity by providing quality, affordable lodging and hospitality services for a mobile military community. These facilities are intended to provide quality lodging facilities and services to official travelers while minimizing travel costs.

b. NGIS lodging facilities are the primary source of quarters for temporary duty (TDY) personnel. Permanent Change of Station (PCS) lodging (Navy Lodge) is provided to meet the needs of active duty members and their families who are in a PCS status.

c. The CO has the overall responsibility for the lodging program, including maintaining facilities, staffing, programming, and executing resources properly. The individual installation billeting funds have been merged into a regional billeting fund. The Installation CO has the accountability and the fiduciary responsibility for the non-appropriated fund operation.

d. The CO is responsible for executing all management directives and guidance for this installation.

e. The NGIS Lodging Manager is responsible for the day-to-day operation, administration, and management of the lodging facility and is charged with responsibility for overall policy compliance.

6. Distinguished Visitor Quarters Policy

a. The CO will ensure DV suite operation is financially self-sufficient and does not rely on other transient operations for support.

b. All reservations must be entered and maintained by NGIS lodging staff. The Protocol Officer will have an allotment of suites for protocol priority reservations as outlined in the timeline below.

(1) Ten rooms (four DV and six transient) 30 days from arrival date.

(2) Eight rooms (four DV and four transient) eight days from arrival date.

(3) Four rooms (four DV) in the first seven days from arrival date.

c. All protocol reservation requests received under the seven day timeline will be subject to space availability. Access to the property management system is only available to lodging staff.

d. If the spaces annotated above are neither reserved nor filled during the above stated time line by the Protocol Office, the NGIS Lodging Staff will utilize the guest room(s) for eligible personnel.

e. If a guest is provided a DV suite to use, they may not be forced to check-out earlier than the published check-out time.

f No more than three percent of total lodging rooms will be designated as DV suites without regional approval.

7. Guidelines

a. In order to accurately account for all reservations, requests shall be made by email, facsimile, telephone, on-line (dodlodging.net), or in person.

b. Guests will be assessed a daily service charge based on room type. Guests are permitted to have visitors, provided they do not interfere with good order and discipline or inconvenience other guests.

c. Guests will provide a valid credit card number when making a reservation. To avoid a no-show service fee, the guest (or the Protocol Officer) is required to call to indicate a change in arrival or cancel the reservation. This is required to be done prior to 0700 the day after the scheduled arrival.

d. Check-in time is 1500 and check-out time is 1100. Room readiness permitting, early check-ins for early arrivals may be authorized.

e. Upon check-out, DV suites shall be first priority for housekeeping in order to allow for short-notice assignments.

8. Pet Policy. Pets are not permitted in NGIS facilities.

9. Smoking Policy. NGIS facilities are smoke-free. Smoking is allowed only in designated areas.

10. Damage to Government Property. Guests will be provided clean, habitable accommodations and are required, upon check-out, to return the accommodations in the same condition, with allowances for ordinary wear and tear. Guest shall be liable for losses or damages caused by themselves, their dependents or their visitors due to abuse, negligence, or willful misconduct.

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 CO.

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