



UNITED STATES MARINE CORPS
MARINE CORPS BASE HAWAII
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MCBHO 1710.51C
MCCS
9 Mar 22

MARINE CORPS BASE HAWAII ORDER 1710.51C

From: Commanding Officer
To: Distribution List

Subj: HOSPITALITY FACILITIES: INNS OF THE CORPS HAWAII

Ref: (a) MCO P1700.27B

Encl: (1) Inns of the Corps Hawaii Employee Reservation Form

1. Situation. To publish operational policies and reservation procedures for the Temporary Lodging Facilities (TLF), Recreational Beach Cottages, Villas and Cabanas collectively known as Inns of the Corps Hawaii (IOTC).

2. Cancellation. MCBHO 1710.51B.

3. Mission. This Order sets forth the rules and regulations for reservations and use of IOTC aboard Marine Corps Base Hawaii (MCBH). These facilities are provided for all patrons as authorized by the reference.

4. Execution

a. Commander's Intent

(1) To establish authority and rate guidelines for IOTC.

(2) To establish rules and regulations for reservations at IOTC aboard MCBH by providing payment guarantee, waiver, cancellation, registration, payment, priority and frequency and length of stay standards.

(3) To provide authority to levy additional charges.

b. Concept of Operations

(1) The operations of IOTC fall under the responsibility of the Director of Marine Corps Community Services (MCCS). The Director, MCCS delegates the day-to-day operation to the

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distribution is unlimited.

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Director, Business Operations. The IOTC Manager is responsible for the proper execution of policies and procedures.

(2) Department of Defense Instruction (DoDI) 1015.11 mandates rates are set to support program operation and recapitalization. The Commanding Officer (CO) of MCBH is the approving authority for changes to the established rates. Rates are reviewed and updated annually with the published Temporary Living Allowance (TLA) rates.

(3) To guarantee a reservation, a deposit equal to one night's stay is required at the time the reservation is made. Deposits must be made through a valid major credit card or cash. If a deposit is not received within 24 hours of the booking date, the reservation will be cancelled. If paying by cash at check-in, a credit card must be on file for incidentals/damages.

(a) Reservations for Cottage 6807 will be made through the Office of the Commander, Navy Expeditionary Combat Command Pacific at (808) 472-1631. If the reservation request is within 30 days of the arrival date, the reservation may be taken directly by IOTC at (808) 254-2806.

(b) When making a reservation, employees of IOTC must present a copy of IOTC Employee Reservation Form, enclosure (1), approved by Direct Supervisor or IOTC Manager.

(c) The name listed on the reservation will remain the same through registration at the front desk. At no time will the reservation and registered guest's name be changed. This is to avoid circumventing the priority reservations system (i.e., an active military member's name changed to a Department of Defense (DoD)/MCCS employee's name) and to ensure accountability on the part of the military or DoD sponsor.

(4) Registration: To check-in to any of the facilities, the authorized patron, under whose name the reservation is made, must be present with military/government identification to sign IOTC registration form. Check-in and key pickup for all facilities are located at IOTC front desk in Building 6534.

(a) Active duty stationed on MCBH may sponsor immediate family to stay. All other guests must be accompanied.

(b) Exception to this would be for immediate family members awaiting the return of a deployed service member. In this case, the registration form may be signed by the visiting family member and co-signed by the military member when he/she arrives on base.

(c) Check-in is any time after 1500. Failure to check-in by 1100 the following day will result in cancellation of the entire reservation and a forfeiture of the one night deposit.

(d) Only registered patrons and/or their sponsored guests may remain overnight in all properties.

(e) Registered patrons are responsible for the behavior of their dependents and guests at all times. All individuals residing at IOTC will comply with the base policies on appropriate attire and language. Noise above normal conversational level is prohibited after 2200. IOTC reserves the right to terminate a guest's stay due to damages, illegal operations or non-payment and to report the incident to the Military Police Department.

(f) 52 rooms at the TLF and two Villa rooms have been allocated as pet friendly rooms. Pets are prohibited from all other rooms at the TLF, Cabanas, Beach Cottages, Villas and surrounding areas. Before making reservations, owners are responsible to be aware of and comply with base regulations regarding pets.

1. Limit of two animals per room and 75 pounds each.

2. Proper medical certifications and vaccinations must be presented at the time of registration.

3. A non-refundable fee of \$10 per day will be charged.

4. Pets must be kept in a carrier/crate while their owners are out of the room and while the housekeeper is cleaning the room.

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5. Housekeepers will enter the room daily to clean and inspect for damage. The "Privacy Please" sign will not be utilized.

6. Guests are responsible for any damages to the room and its contents. If extensive cleaning or damage repair is necessary beyond the normal deep cleaning process, the guest will be charged additional fees.

7. Barking and noise that is disruptive to other guests in IOTC is not acceptable whether the pet is attended or unattended. Upon receipt of two noise or disruptive complaints, the guest will be asked to kennel their pet(s) or make alternate arrangements for their pet(s).

8. Pets are not allowed to sit directly on furniture or bedding.

9. Owners may not use hotel towels or linen to bathe pets. IOTC or Villa does not provide a pet washing area; pets are not to be bathed in the guest rooms. Hotel property may not be used for pet(s) in any capacity.

10. Guests are responsible for picking up and cleaning up after their pets in and around IOTC at all times. Owners must provide their own litter box for cats. Pets are not allowed in any private space or the lobby. Pets and owners are not allowed to loiter at any entrance to the buildings except for entering and exiting.

11. Pets must be on a leash or in a carrier/ crate at all times when outside the guest room.

(g) All rooms at IOTC and enclosed common areas are designated as non-smoking. Smoking is only allowed 50 feet from the entrance of any building.

(h) Lifeguards do not monitor the cottage beaches. Children must be under adult supervision at all times. Only registered cottage guests and/or their guests are allowed use of the cottage beaches.

(5) Payment: Full payment to cover the length of stay and any incidentals is required at check-out. Leisure reservations require a full payment at check-in. For permanent

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change of station (PCS) and temporarily assigned duty (TAD) travelers a Promissory Note is taken in lieu of prepayment, which requires payments are to be kept current every ten days. Delinquent balances will be reported to the service member's command and processed and collected through the MCCS Cash Office, Building 6109. Normal check-out is prior to 1100. Patrons may request a late check-out which can only be approved by IOTC Manager. A late fee of one night deposit will be assessed for check-outs later than 1200.

(6) Any waivers to the reservation policy must be submitted in writing to IOTC Manager who will check availability and forward the request through the Director, Business Operations and the Director, MCCS for review and decision. Waivers are granted on a very limited basis; generally, for disabled veteran guests, official/social events hosted by Marines and Sailors onboard MCBH, (i.e., change of command, retirements, wedding ceremonies) and in support of other DoD/MCCS activities, (i.e., Transition Readiness Seminar, wedding at the Officers' Club, Reserve Officer Training Corps/school groups). Beach Cottage reservation waivers will apply to a maximum of two cottages per sponsor. No exceptions will be made with regard to length of stay, check-in/out times and weekend policies. The IOTC is not responsible for any facets of "Special Events". Events such as weddings with tents (popup or pole) are not allowed.

(7) To avoid forfeiture of the one night deposit, notice for cancellation of a reservation must be received by the front desk at least two days prior to the scheduled arrival. Exceptions to this policy must be approved by the Director, Business Operations. Generally, approval will be given only for dire national, family, personal or medical emergencies, (i.e., weather conditions where air traffic is restricted, flight cancellation, death in family, heart attack, etc.). Non-availability on a Space Available flight will not constitute grounds for a deposit waiver.

(8) Reservations for IOTC will be accepted on the following priority:

(a) PCS personnel with orders may reserve rooms at the TLF, Cabanas and Villas up to one year in advance of arrival. Initial reservations for PCS guests will automatically be made for 30 days minimum and up to 45 days.

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(b) Temporary additional duty, temporary duty and other travelers on official orders may reserve rooms at the TLF, Cabanas, Villas and Fairway Inn up to 90 days in advance of arrival.

(c) Recreational accommodations for all authorized patrons at the TLF, Cabanas, Villas and Fairway Inn (which does not include the Beach Cottages) 30 days in advance. Official Duty reservation requests from PCS or TAD/TDY guests may cause cancellation of Leisure reservations up to 72 hours prior to your arrival.

(d) Recreational "Beach Cottage" accommodations for active duty military personnel stationed aboard MCBH may be reserved up to four months in advance of arrival.

(e) Recreational "Beach Cottage" accommodations for active duty Marine personnel from non-MCBH commands may be reserved up to three months in advance of arrival

(f) Recreational "Beach Cottage" for all other active duty Marine personnel, reservists and military retirees may be reserved up to two months in advance.

(g) Recreational "Beach Cottage" accommodations for DoD/MCCS active or retired civilian employees may be reserved up to one month in advance. MCCS active "lodging" employees are required to submit enclosure (1) for approval by the IOTC manager, prior to making reservations for any of the facilities.

(9) The length of stay allowed varies depending on mission.

(a) Government ordered travel at the TLF, Villa and Cabana rooms (which does not include the Beach Cottages) is available for a maximum of 45 days. Any extensions will be based on room availability and approval of the TLA office. Notification to the front desk for extension is the responsibility of the guest.

(b) Recreational/leisure travel at the TLF, Villa and Cabana rooms (which does not include the Beach Cottages) is available for a maximum of 14 nights. Any extensions or exceptions will be based on room availability and must be

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approved by IOTC Manager. Notification to the front desk for any extensions is the responsibility of the guest.

(c) Beach Cottage accommodations are for a maximum stay of seven nights. Repeat cottage rentals must be a minimum of three months apart. Only one Beach Cottage per sponsor will be allowed.

(d) Weekend Beach Cottage reservations must include a full weekend with check-in after 1500 on Friday and check-out not later than 1100 the following Monday (three paid nights).

(e) For Beach Cottage reservations, if a federal holiday falls on a Friday or Monday, the weekend rental period will extend to include that night (four paid nights).

(f) For Beach Cottage reservations on other federal holidays, check-in/out must occur prior to or after the day of the holiday.

(g) There is no guarantee which cottage will be assigned at registration. Guests may put in a request, however IOTC cannot guarantee.

(10) Other requirements:

(a) After 1200, patrons will be charged a late check-out fee of one night deposit.

(b) An additional cleaning or replacement fee, to be determined by IOTC Manager, will be paid by the patron for units left in an unsatisfactory state of police or cleanliness.

1. Housekeeping service is available between 0830 and 1100 daily. After these hours, linens and supplies are available for pick-up at the front desk. Housekeeping access to guest rooms is required at least once every three days. After 1100, a "Privacy Please" sign on the door will preclude housekeeping services for the day.

2. Guests are responsible for the cleaning of dishware immediately following use. Trash shall be placed in the proper trash receptacles. This will assist in the control of ant and roach infestation.

(c) All electrical appliances are to be attended when in use and unplugged when not in use. Use in-room ironing boards to prevent damage to flooring and/or furniture.

(d) Installed barbecue grills are available in designated areas. Portable grills are prohibited within IOTC complex. Portable grills are prohibited on cottage decks. Campfires are prohibited as is burning trash in barbecue grills.

(e) Disabling of room smoke alarms is in violation of federal law and is subject to fines and imprisonment. Activation of fire alarm pull stations under false pretenses can result in fines up to \$400. Guests who commit either offense will be immediately evicted.

(f) Property will not be removed from the rooms or buildings. Guests will be charged for missing or damaged items.

5. Administration and Logistics

a. Records Management. Records created as a result of this Order shall be managed according to National Archives and Records Administration approved dispositions per SECNAV M-5210.1 and SECNAV Notice 5210 to ensure proper maintenance, use, and accessibility and preservation, regardless of format or medium. Refer to MCO 5210.11F for Marine Corps records management policy and procedures.

b. Privacy Act. Any misuse or unauthorized disclosure of Personally Identifiable Information (PII) may result in both civil and criminal penalties. The Department of the Navy (DON) recognizes that the privacy of an individual is a personal and fundamental right that shall be respected and protected. The DON's need to collect, use, maintain, or disseminate PII about individuals for purposes of discharging its statutory responsibilities will be balanced against the individuals' right to be protected against unwarranted invasion of privacy. All collection, use, maintenance, or dissemination of PII will be in accordance with the Privacy Act of 1974, as amended (5 U.S.C. 552a) and implemented per SECNAVINST 5211.5F.

c. The Director, Business Operations will have overall managerial responsibility for the hospitality facilities and shall ensure the procedures established in applicable sections of the reference are followed.

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d. The Director, MCCA will have authority to approve deviations from the written policy.

e. The point of contact is IOTC at (808) 254-2806.

6. Command and Signal

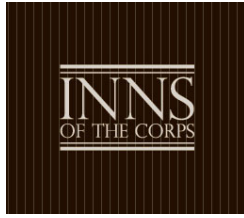
a. Command. This Order is applicable to patrons of IOTC, which includes the TLF, Beach Cottages, Cabanas and Villas at MCBH.

b. Signal. This Order is effective the date signed.



S. C. KOMPARAKIS

DISTRIBUTION: A



INNS OF THE CORPS HAWAII EMPLOYEE RESERVATION FORM

EMPLOYEE TO COMPLETE:

Name: _____

Circle Lodging Choice: TLF CABANA VILLA BEACH COTTAGE

Number of Rooms: _____ **Other:** _____

Arrival Date: _____ **Check Out Date:** _____

Method of Payment: CREDIT CARD CASH

- I understand any cancellation later than 2 days prior to arrival date will forfeit my one night deposit.
- I understand payment must be pre-authorized upon check-in, and paid in full at check-out.
- I understand my reservation may only be made during an appropriate time frame as regulated by Base Order 1710.51B, normally 30 days prior to arrival for MCCS employees.

Employee Signature **Date**

Approved by IOTC Manager **Date**

***MUST BE APPROVED BEFORE MAKING A RESERVATION
GIVE COMPLETED AND SIGNED FORM TO FRONT DESK CLERK TO MAKE RESERVATION***

FRONT DESK CLERK TO COMPLETE:

Reservation Enter Date: _____ **Time:** _____

Deposit Received: YES NO **Date Received:** _____

Front Desk Clerk (Print Name)

Front Desk Clerk (Signature) **Date**

MCBH MCCS FORM 1710 (3/22)