



NAVY GATEWAY INNS & SUITES
Navy Gateway Inns & Suites Little Creek
1120 A Street Bldg. 3408 Drexler Manor
Virginia Beach, VA 23459
Group Reservation Commitment
www.DODLodging.net

DATE:

FROM: _____

TO: Michelle Comer/Naomi Manning

PHONE: 757-318-2703/757-318-2702 **FAX:** 757-462-8635

SUBJECT: GROUP RESERVATION COMMITMENT FORM

1. To maintain the highest standards of customer service while ensuring our assets are effectively utilized, CNIC has developed standard Group Reservation Procedures. The procedures outlined below are required when making reservations for groups of 10 personnel or more.

2. RESERVATION PROCEDURES AND CONTACT INFORMATION: All group reservations will call 877-Navy Bed (877- 628-9233) or 757-318-7996 to make reservations under the group block. All groups will email the rooming list via the Group Rooming List Sheet to the Group Coordinator specified no later than two weeks prior to the arrival date.

3. POC RESPONSIBILITIES AND REQUIRED INFORMATION: A single point of contact (**POC**) from your organization is responsible to provide required information to the Central Reservation Office and/or the NGIS Group Coordinator. To minimize the chance of errors, all information (to include change requests) **must** be in writing, and will only be honored from the group POC. Pertinent information for each individual member of the group will be provided utilizing the Group Rooming List. Once individual information is received and added to the group reservation, confirmation numbers will be provided. Information for each member of your group must be complete and received in the Central Reservations Office and/or NGIS site via fax, e-mail or reservation portal **NLT 14 days prior to the group arrival date**. Failure to provide required booking information within the **14 day period** will result in rooms being forfeited. **NOTE:** Groups must reconfirm every 30 days and a valid credit card is required to confirm and hold **ALL** Navy Gateway Inns and Suites reservations.

4. ARRIVAL AND DEPARTURE DATE CHANGES: The POC of your group may request arrival or departure date changes in writing for the group at any time.
NOTE: Once in-house, individuals requiring extended/modified departure date changes must be requested at the Front Desk. Request will be accommodated based on availability.

5. GROUP GUARANTEE: A valid credit card is required to guarantee and hold the group block. The credit card information provided will be used to guarantee your Group Reservation and/or facilitate No-Show charges. For security purposes, please contact your group coordinator and/or CNIC Central Reservation Office to securely provide your payment information. Credit Card information provided to group POC or the Central Reservation

Office (1-877 Navy-Bed) will be immediately entered into the Defense Lodging System (DLS). This information will not be transcribed, emailed, or faxed at anytime.

NOTE: The credit card on file will be pre-authorized upon check in. If customer card is declined or determined inactive, the guest will be checked in for one night until guaranteed payment is provided. It is the guest responsibility to provide a valid form of payment.

6. GROUP BILLING: The following group billing methods will be accepted:

Individual or Government Travel Card (GTC)

Direct Bill (Rooms Only)

Note: A credit card may be required for incidental charges.

Direct Bill (Rooms and Incidental charges)

NOTE: Individuals paying their own bill will have their credit card pre-authorized at time of check in. All guests will be charged every **14 days** unless prior arrangements have been made.

Additional Financial Obligations that are not specified as an NGIS standard/policy:

NOTE: It is the NGIS General Manager's responsibility to ensure that requirements/obligations that are identified above do not violate any DOD policies/instructions.

NGIS General Manager: _____ (initial) **Date:** _____

7. CANCELLATIONS/NO-SHOW POLICY: 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.

8. GOVERNMENT ORDERS: This group is is not traveling under funded government orders.

NOTE: If your group is **NOT** traveling under funded orders, then your reservation request is considered Leisure travel.

9. ADDITIONAL INFORMATION:

AGREEMENT SIGNATURES

I have read the above items and agree to adhere to the policies and procedures set forth in this document. Upon signature by group POC, room blocks will be considered definite. This agreement must be confirmed no later than

Group Point of Contact

Accepted and Authorized by:

NGIS Manager/Group Coordinator

Accepted and Authorized by:

Upon completion, please email back to naomi.manning@navy.mil or michelle.comer@navy.mil Or fax to 757-462-8635