DEPARTMENT OF THE NAVY
NAVAL DISTRICT WASHINGTON
1343 DAHLGREN AVENUE SE
WASHINGTON NAVY YARD, DC 20374-5161

NDWINST 1746.5P
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NDW INSTRUCTION 1746.5P

From: Commandant, Naval District Washington

Subj: VISITING FLAG QUARTERS

Ref: (a) OPNAVINST 5050.33
(b) DoD Order of Precedence
(c) CNIC Washington DC NGIS Standard Operating Procedure of 1 Aug 13
(d) NDWINST 5100.2C
(e) SECNAVINST 5100.13D
(f) SECNAV M-5210.1

1. Purpose. To provide policies and procedures governing the operation of the Visiting Flag Quarters (VFQ) located onboard the Washington Navy Yard (WNY), Washington, DC. The purpose of the VFQ is to provide temporary accommodations for foreign equivalent counterparts to the Chief of Naval Operations (CNO) or Commandant of the Marine Corps (CMC) who are visiting the National Capital Region (NCR) on official business, for Navy and Marine Corps Flag & General officers and Flag rank selectees visiting Washington, DC on official business, and to conserve per diem funds incident to such visits.

2. Cancellation. NDWINST 1746.5N

3. Command Responsibility

a. The VFQ shall be operated and administered pursuant to policies established by references (a) through (e), and directives issued by Commandant, Naval District Washington (NDW).

b. Commanding Officer, Naval Support Activity Washington (NSAW), is responsible for executing operational policies and procedures and for the daily administration of the VFQ.

4. Reservations

a. Reservations will be taken by the VFQ at (202) 433-2278 or DSN 288-2278, Monday through Friday from 0530-2100 and Weekends and Holidays 0800-1400 up to 30 days prior to a requested arrival date. All reservations are based on priorities listed in references (a) and (b).

b. Registered guests are entitled to one suite per stay.

c. Eligibility to make reservations is limited to Flag and General Officers and other personnel as identified in reference

(a). Eligible guests who make reservations must accompany their guests or family members while they reside at the VFQ.

d. Reservations for CNO and CMC foreign counterpart visits and Flag/General Officers conferences will be guaranteed upon receipt. For other guests, reservations will be confirmed 14 days prior to arrival. Once a reservation is guaranteed, the VFQ will not modify or cancel except to provide CNO/CMC counterpart priority. Guests will be notified immediately if there are any changes to their reservation.

e. All non-guaranteed reservations are subject to change when subsequent reservations are made by officers of higher precedence or when guests of higher priority must be accommodated.

f. Flag and General Officers awaiting permanent housing in the NCR are authorized to reside in the VFQ for up to 30 days. The Commandant, NDW may grant extensions on a case-by-case basis.

5. Suite Assignment

a. Suites will be assigned based on the efficient utilization of the VFQ and in accordance with reference (a). Customer requests for specific suites will be honored when possible.

b. Guests may share their suite with business associates and aides-de-camp on a space available basis. Separate bills may be provided upon request.

c. A minimum service charge of 50% of the established suite rate will be applied for the use of a suite that does not include an overnight stay.

6. Check-in/Check-out

a. Check-in is 1400.

b. Check-out is 1100.

c. VFQ staff will place keys in each suite prior to guest arrival. Guests will be instructed to leave keys in same location upon departure.

7. Cancellations and No-Shows

a. Notice of cancellation from a guest with a guaranteed reservation must be received by the VFQ not later than 1400 on the day prior to the scheduled arrival date. Notifications received after 1400 will result in a service charge equal to one night's stay.

b. No-show status occurs when a cancellation or late arrival notification for a guaranteed reservation has not been received by the VFQ prior to 1100 the morning after the scheduled date of arrival. A no-show will result in a service charge equal to one night's stay.

8. Rates and Charges

a. Room rates and service charges will be adjusted based on requirements to meet non-appropriated fund (NAF) financial performance standards. Rate changes will be published annually prior to the beginning of the fiscal year.

b. Food items (excludes alcoholic beverages) provided on the first night's stay are complimentary. Additional food packages and/or alcoholic beverages may be purchased upon request. A price list will be provided in each suite.

9. Billing

a. All VFQ payments must be made by credit card. The VFQ accepts Visa and Master Card.

b. Room and service charges will be processed after customer departure to allow for inventory of the mini-bar. An invoice will be emailed or faxed to the guest within three working days of departure.

c. Upon request, two or more guests occupying one suite may be billed a share of the established suite rate.

10. VFQ Flag Dining Room (P-6)

a. VFQ registered guests are authorized to use the Flag Dining Room. Dining accommodations are limited to 10 guests. Contingent upon VFQ staffing level, guests may order meals for official and private functions, in a formal or informal setting. Menus will be arranged and coordinated with guests upon request.

b. Requests for meal reservations must be placed at least three days in advance and will be confirmed within 24 hours on a first come, first served basis.

c. If a dinner party is cancelled due to circumstances beyond the guest's control, every reasonable effort will be made to re-schedule the event. The VFQ will charge the customer only for food purchases incurred.

d. The VFQ will not purchase alcoholic beverages for meal service. However, the VFQ will serve beverages (alcoholic or non-alcoholic) provided by the guest during meals and/or functions.

e. Use of the Flag Dining Room kitchen is restricted to VFQ personnel only.

11. VFQ Reception Room (P-4)

a. The VFQ Reception Room is available for Flag/General Officer retirements and Change of Command pre-ceremony receptions and other similar occasions, limited to no more than 50 guests.

b. A service fee will be applied for the use of the reception room.

12. Suite Kitchens

a. Each suite has a kitchen for use by guests if desired. Guests are responsible for cleaning the suite kitchen and washing dishes. A service charge will be assessed for cleaning the kitchen and washing dishes.

b. The VFQ will not prepare or serve meals in individual suites.

13. Conferences. The VFQ does not offer conference space. Separate arrangements may be made with the WNY Catering and Conference Center in Building 211 or the Admiral Gooding Center in Building 22, WNY.

14. Pet Policy. Per reference (c), pets are not permitted in the VFQ. Separate arrangements must be made for the care of pets.

15. Smoking Policy. Per references (d) and (e), the VFQ is a smoke-free facility. A designated smoking area is available outside the VFQ.

16. Damage to Government Property. Registered guests are responsible for proper use and care of the VFQ. If damages are caused by the registered guest, a family member, staff or invitee, VFQ management will assess appropriate fees.

17. Parking. Guests may temporarily park curbside for loading and unloading only. Reserved parking is available for VFQ guests along Dahlgren Avenue.

18. Policy Exceptions/Waivers. Requests for exceptions to policies and procedures outlined in this instruction shall be referred to the Commandant, NDW, with copies to the Commanding Officer, Naval Support Activity Washington.

19. Records Management. Records created as a result of this directive, regardless of media and format, shall be managed per reference (f).

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