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US ARMY INSTALLATION MANAGEMENT COMMAND
HEADQUARTERS, UNITED STATES ARMY GARRISON, WEST POINT
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BUSINESS OPERATIONS DIVISION

**FIVE STAR INN
STANDING OPERATING PROCEDURES (SOP)**

West Point Army Lodging Reservation Policies and Procedures

1. **PURPOSE.** To establish policy and procedures for the Five Star Inn, West Point Army Lodging, at the United States Military Academy, West Point, New York.
2. **APPLICABILITY.** This SOP applies to all personnel working at facilities under the direction of the Business Operations Division.
3. **REFERENCES.**
 - a. AR 210-50 - Housing Management
 - b. AR 215-1 – Morale, Welfare, and Recreation and Non-Appropriated Fund Instrumentalities
4. **GENERAL.**
 - a. Army Lodging provides short-term accommodations for visitors to the installation and military personnel who are temporarily without permanent housing due to Permanent Change of Station (PCS) and Temporary Duty (TDY). Use of the Army Lodging facility is a privilege and not an entitlement or right. For Army Lodging guests the limit for occupancy is 30 days. A request for exception to policy may be submitted in cases of personal hardship or military necessity as recommended by the service member's commander and approved by the Director of Family and Morale, Welfare, and Recreation (DFMWR).
 - b. Persons authorized to occupy Army Lodging facilities:
 - (1) Persons with a confirmed reservation as listed below:
 - (a) PCS service members and their Family members or Family members alone who are temporarily without permanent housing.
 - (b) PCS Department of Defense (DOD) civilians with or without Family members in CONUS.



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- (c) TDY Military and TDY DOD civilian personnel.
- (d) Families, relatives, and guests of hospitalized service members or their Families.
- (e) Active and retired military personnel and Family members undergoing outpatient treatment at a medical facility and who must stay overnight.
- (f) Official guests of the installation as determined by the installation commander.
- (g) Soldiers or their Family members when visiting the internment of the Soldier or Family member.

(2) When space is available, the following personnel may occupy Army Lodging facilities:

- (a) Retired service members (including retired Reserve Component personnel not drawing pay), with or without Family members.
- (b) Members of the US Coast Guard, Public Health Service, and National Oceanic and Atmospheric Administration.
- (c) Service members on leave not incident to PCS, with or without Family members, and relatives and guest of service members assigned to the installation.
- (d) Medal of Honor recipients of all services are authorized to use Army Lodging facilities at the discretion of the installation commander. Active duty, retired and discharged (without retirement) Medal of Honor recipients may receive priority placement and confirmed reservations.

(3) Reservation priority is provided to PCS personnel. PCS personnel may request reservations and receive room confirmation 120 days prior to their arrival date; 120 day status is also allotted to Warriors In Transition (WT), Surviving Spouses and Families, as well as families of former cadets who have lost their lives in the Global War On Terror (GWOT). TDY personnel may request reservations 90 days prior; all other eligible patrons may make reservations 15 days prior to arrival between 1 April and the date of the last home football game (date will vary each year); 30 days prior to arrival between the day after the last home football game and 31 March.

5. PROCEDURES.

a. Reservations:

- (1) In accordance with Army Regulation 210-50, 3-42 b., reservations will be on a first-come basis without regard to rank, race, color, gender, national origin, handicap, or familial status.

(2) Reservations will be accepted up to 120 days in advance for PCS personnel, WTs and certain Surviving Spouses and Families of fallen former cadets; 90 days in advance for TDY personnel, and either 30 or 15 days for all others (30 days between last home football game – 31 March; 15 days between 1 April – last home football game). Reservation clerks may reserve a room for a maximum of 30 days for PCS personnel, if rooms are available. If PCS personnel cannot be accommodated for the entire 30-day period, they will be given written notification upon their check-in and placed on a waiting list, and will have priority over any new requests for room reservations. During the high occupancy months of April through September, if rooms are available, the Lodging Manager will hold at least three rooms per day in reserve for use by PCS personnel. Reservations for these rooms will only be given to PCS personnel, and these rooms will be held until 48 hours prior to the date, before being released for use by all other eligible personnel. Guests with confirmed reservations have priority over all persons without confirmed reservations and walk-ins.

(3) Exceptions to the 30-day reservation policy for other than PCS personnel will be considered during low occupancy months of October through March on a case-by-case basis. These exceptions normally will be considered for installation visits, special events and conferences held at USMA, where advance planning time is required. The Lodging Manager is authorized to accept reservations for these types of events, up to one year prior to the date of the requested reservation. No large group will be booked if it exceeds 75% of available rooms at the time of booking. This policy will ensure the availability of rooms for PCS Families even when a large group is booked. Request will be made in writing to the Lodging Manager. No exceptions to the 30-day reservation policy will be approved for the high occupancy months of April through September. Parents of graduating cadets are authorized to use the Army Lodging facility and make reservations on a space available basis one day prior to graduation.

(4) Reservations may be made either in person or by telephone at (845) 446-5943, dial "0" (zero) for the front desk, or DSN 688-6816. All reservations must be confirmed with a credit card. Due to our night audit procedures, reservations cannot be taken between 12:00 midnight and 2:00 A.M.

(5) Scheduling of future reservations will be based on the availability of rooms. There will be a minimum of 30 days established between confirmed reservations for PCS personnel and future reservation for the same guest room. This to allow a greater number of PCS personnel to utilize an on post Army Lodging facility upon their arrival in the local area.

(6) Cancellations for confirmed reservations are to be received by 1800 on the day of arrival or deposits/credit card authorizations will not be refunded. Exceptions to this policy may be made by the Lodging Manager.

b. Period of Occupancy:

(1) Inbound military PCS personnel may occupy the Five Star Inn for 30 days. Occupancy after 30 days will be on a space available basis. Request for exceptions to this policy will be reviewed for cases of personal hardship or military necessity. Service members

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needing additional time after the initial 30 day period will be placed on a waiting list if no availability exists.

(2) If availability exists, extensions may be granted in cases of personal hardship or military necessity for a total of 60 days from the date of check-in to the Five Star Inn. If the service member has received a firm commitment of quarters from the Housing Office which does not exceed the additional 30 days, and the Five Star Inn has rooms available, the service member may remain at the Five Star Inn until he/she has been assigned quarters. If an exception is granted, the official visitor rate will remain in effect.

(3) Departing PCS personnel are authorized seven days occupancy.

c. Registration/Check-in:

(1) Check-in time is after 1500. At check-in guests are required to sign the guest folio, which explains the rules and regulations governing occupancy and payment.

(2) Appropriate identification to include PCS/TDY orders, if applicable, is required from all guests upon registration. One copy of PCS/TDY orders will be provided to the Desk Clerk.

(3) No pets are allowed in the rooms. The service member may make arrangements with the Morgan Farm Kennels, at 845 938-3926, for housing their pets.

d. Check-out process:

(1) Check-out time is 1100 on the day of departure. Failure to checkout by 1100, unless previously approved by management, will result in an additional day's charge being assessed the service member.

(2) The Saflok key will be returned to the Desk Clerk on duty upon vacating the guestroom. Guest will be charged for the room until the key is returned and payment for the room has been received in full.

(3) An inventory listing for each room is on file. Occupants will be held pecuniarily responsible for loss or damage to government owned or controlled property and furnishings beyond fair wear and tear, including building components resulting from willful acts or negligence.

MARK F. O'LEARY
Manager, Five Star Inn

DENISE VON WIECKI
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