



DEPARTMENT OF THE NAVY
U.S. NAVAL SUPPORT ACTIVITY NAPLES ITALY
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NAVSUPACT NAPLES INST 11104.2B
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NAVSUPACT NAPLES INSTRUCTION 11104.2B

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

Subj: STANDARD OPERATING PROCEDURES FOR DISTINGUISHED VISITOR
ACCOMODATIONS AT U.S. NAVAL SUPPORT ACTIVITY, NAPLES, ITALY,
NAVY GATEWAY INNS AND SUITES

Ref: (a) CNICINST 11103.18
(b) NGIS Accreditation Standards
(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 suites controlled by the U.S. Naval Support Activity (NAVSUPACT), Naples, Italy, Protocol Office.
2. Cancellation. NAVSUPACT NAPLES INST 11104.2A
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), NAVSUPACT Naples may designate DV suites with the Navy Gateway Inns and 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 to include reservation requirements and expectations of service and communication. 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 standard suites. 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, Non-Appropriated Fund Instrumentality of the Department of the Navy that is created in accordance with and governed by the provisions of (a) through (c). NGIS is directed to establish a professionally managed, business-based lodging program in support of

readiness, mission accomplishment 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 lodging 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 is responsible for administering the provisions of the instruction reference (a) in support of the CNIC Navy Lodging Program at the Installation level.

d. The CO is responsible for implementing policy contained in reference (a) and ensuring compliance with policies in reference (a) at the installation.

e. The NGIS General 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 Lodging 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) 10 rooms (four DV and six standard suites) 30 days from arrival date.

(2) Eight rooms (four DV and four standard suites) 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 timeline 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.

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7. Guidelines

- a. In order to accurately account for all reservations, requests shall be made by email, facsimile, telephone, 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. Early check-in and late check-out may be granted whenever possible to accommodate guests. Guests will be charged a late check-out fee if they have not checked out by 1100 and did not make advance arrangements with the front desk. The late check-out fee is equal to one day's room rate. Management may waive the late check-out charges based on circumstances.
- 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.

12. Records Management

a. Records created as a result of this instruction, regardless of format or media, must be maintained and dispositioned per the records disposition schedules located on the Department of the Navy Assistant for Administration, Directives and Records Management Division portal page at: <https://portal.secnav.navy.mil/orgs/DUSNM/DONAA/DRM/Records-and-Information-Management/Approved%20Record%20Schedules/Forms/AllItems.aspx>.

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b. For questions concerning the management of records related to this instruction or the records disposition schedules, please contact the local records manager or the OPNAV Records Management Program (DNS-16).

10. Review and Effective Date. Per OPNAVINST 5215.17A, NAVSUPPACT Naples will review this instruction annually on the anniversary of its effective date to ensure applicability, currency, and consistency with Federal, Department of Defense, Secretary of the Navy, and Navy policy and statutory authority using OPNAV 5215/40 Review of Instruction. This instruction will be in effect for 10 years unless revised or cancelled in the interim and will be reissued by the 10-year anniversary date if it still required, unless it meets one of the exceptions in OPNAVINST 5215.17A, paragraph 9. Otherwise, if the instruction is no longer required, it will be processed for cancellation as soon as the need for cancellation is known following the guidance in OPNAV Manual 5215.1 of May 2016.



J. W. STEWART

Releasability and distribution:

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Lists: I through IV

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