

Marine Corps Community Services (MCCS) Lodging Guest Registration - 0703-0072  
Sample Reservation Confirmation and Cancellation Emails



CUI (with attachment)

«zName»

«zAddr1»

«zTown», «zState» «zPostCode»

«zPhoneBH»

Dear «cSub\_Title» «cGiven» «cSurname»,

Please find attached the Confirmation Letter for your stay at «zName».

If you have any further questions, please do not hesitate to contact us on «zPhoneBH».

We look forward to meeting you on «rArr\_Date\_Medium».

Thank you

Management and Staff

«zName»


This email serves as a transmittal document for CUI documents.

CUI (with attachment)

This email confirmation is an auto generated message. Replies to automated messages are not monitored.

Confirmation Email Cover Sheet Sample

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CUI

«zName»  
«zAddr1»  
«zTown», «zState» «zPostCode»  
«zPhoneBH»

Dear «cSub\_Title» «cSurname»,

We are pleased to confirm your reservation at «zName».

Your reservation details are as follows:

NAME: «cSub\_Title» «cGiven» «cSurname»  
CONFIRMATION NO: «rRes\_No»  
ARRIVAL: «rArr\_Date\_Long»  
DEPARTURE: «rDep\_Date\_Long»  
ROOM TYPE: «rCategory»  
TARIFF: «rBaseTariffNightly» per night  
Check In: 1600  
Check Out: 1100

If you have any further questions, please do not hesitate to contact us at «zPhoneBH».

Confirmation Email Sample (screenshot 1 of 4)

We look forward to meeting you on «rArr\_Date\_Medium».

Warm Regards,  
Management and Staff  
«zName»

**Cancellation Policy:**  
You may cancel your reservation with no charge until 1600 on the day of your arrival date.

Please note that we will assess a fee of «rBaseTariffNightly» if you must cancel after this deadline.

If you have made a prepayment, we will retain all or part of your prepayment. If not, we will charge your credit card.

**Pet Policy:**

- Dogs and cats weighing up to 70 pounds each are welcome.
- A maximum of 2 pets are allowed per guest room.
- Proper vaccination records must be available and presented upon check-in.
- Pets must be in owner provided crate when left alone in the guest room to allow associates to enter and exit without harm.
- Guests must walk their pets in designated areas and are responsible for picking up and cleaning up after their pet in and around the property at all times. A trash receptacle is provided for pet waste. Owners must provide their own litter box for cats.
- A non-refundable fee will be charged to the guest's account upon check-in based upon the length of stay. The fee will be used to defray additional cleaning costs and maintenance of pet-friendly rooms.
  - a. \$30/1 night
  - b. \$65/2-6 nights
  - c. \$125/7-30 nights
  - d. \$50 additional for every 15 nights after initial 30 nights
- Pets are not allowed to loiter in any public spaces, including the lobby.
- Pets must be on a controllable leash or in a carrier at all times outside the guest room.
- Guests are responsible for any damages to the room and its contents. The guest's room will be inspected for such damages upon checkout. If extensive cleaning or damage repair is necessary beyond the normal deep cleaning process, the guest may be charged additional fees.
- Noise Complaints – Barking and noise that is disruptive to other guests is not acceptable whether the pet is attended or unattended. Upon receipt of two (2) noise or disruption complaints, the guest may be asked to kennel or make alternate arrangements for their pet(s).
- Pets are not allowed to sit directly on furniture or bedding. Any kitchen supplies used for pets are to be thoroughly cleaned and sanitized prior to check-out.
- Owners may not use hotel towels or linens to bathe pets.

**Lodging Guest Eligibility**

Confirmation Email Sample (screenshot 2 of 4)

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**Lodging Guest Eligibility**

Reservations are accepted for all eligible personnel on an as-received basis. Reservations and room assignments are made without regard to rank, grade or time of reservation. Priority is given to military personnel and their families who are without housing due to permanent change of station (PCS) orders. Reservations for rooms for personnel with PCS orders will be accepted as far as necessary in advance without limitations. Reservations for all other authorized patrons including personnel on temporary duty will be accepted up to 30 days in advance of the start date of the stay.

Below is a list of authorized patrons for NAF Lodging:

- Armed Forces active duty members and their family members.
- Members of the Reserve Components (Ready Reserve and National Guard; Reservists in training or hospitalized in Military Treatment Facilities) and Delayed Entry Program personnel.
- Cadets of Service Academies.
- Members of the Coast Guard, Commissioned Corps of the Public Health Service, and Commissioned Corps of the National Oceanic and Atmospheric Administration (NOAA) on active duty.
- Armed Forces and other uniformed service retirees and their families.
- Honorably discharged veterans with 100 percent Service-connected disability.
- Medal of Honor Recipients.
- Un-remarried surviving spouses of personnel who died while on active duty or while in retired status.

Confirmation Email Sample (screenshot 3 of 4)

- Un-remarried former spouses who were married to military members for at least 20 years while the military member performed 20 years of creditable service in determining eligibility for retired pay.
- Unmarried children (including orphans), under the age of 21, or over 21 if incapacitated or a full time student between 21 and 23, who were dependent on the active duty or retired member for over one- half of their support at the time of the member's death. A child who is adopted by a nonmilitary member loses their eligibility.
- U.S. DoD and Coast Guard civilians, DoD civilian employees on Evacuation Orders and their family members (with limitations) When stationed at, or on temporary additional duty (TAD) outside the U.S., or on TAD in the U.S. if staying on base. Also, MCCS MWR activity civilian employees (NAF and APF), both active and retired (with 20 or more years of MWR service- may be a combination of other Service MWR time or active duty service if credited towards civilian retirement), may use NAF Lodging.
- Military personnel of foreign nations and their family members when on orders from the U.S. Armed Forces, or in overseas areas when the major command commander grants privileges in the best interest of the U.S.
- Former Military members and caregivers who qualify under the Patronage Expansion provision of the 2019 National Defense Authorization Act.

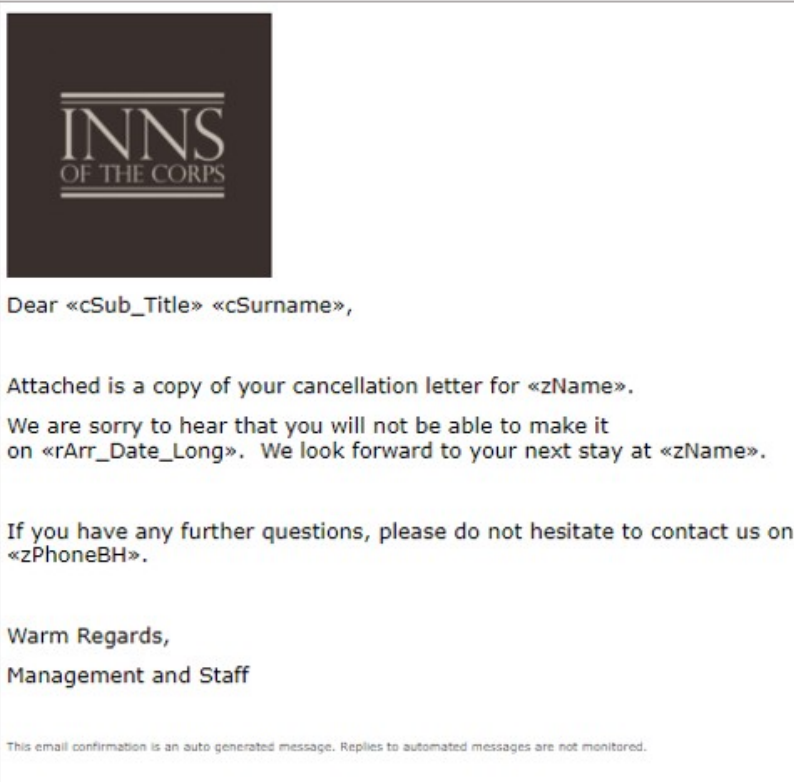
**Reservations for Inns of the Corps does not guarantee access to the base.**

Please be sure to verify all policies/restrictions prior to arrival: they may vary based on the installation and/or location. This may affect (but not limited to) certain guest eligibility such as DoD civilians, contractors, retired civilians, sponsors, foreign nationals, etc.

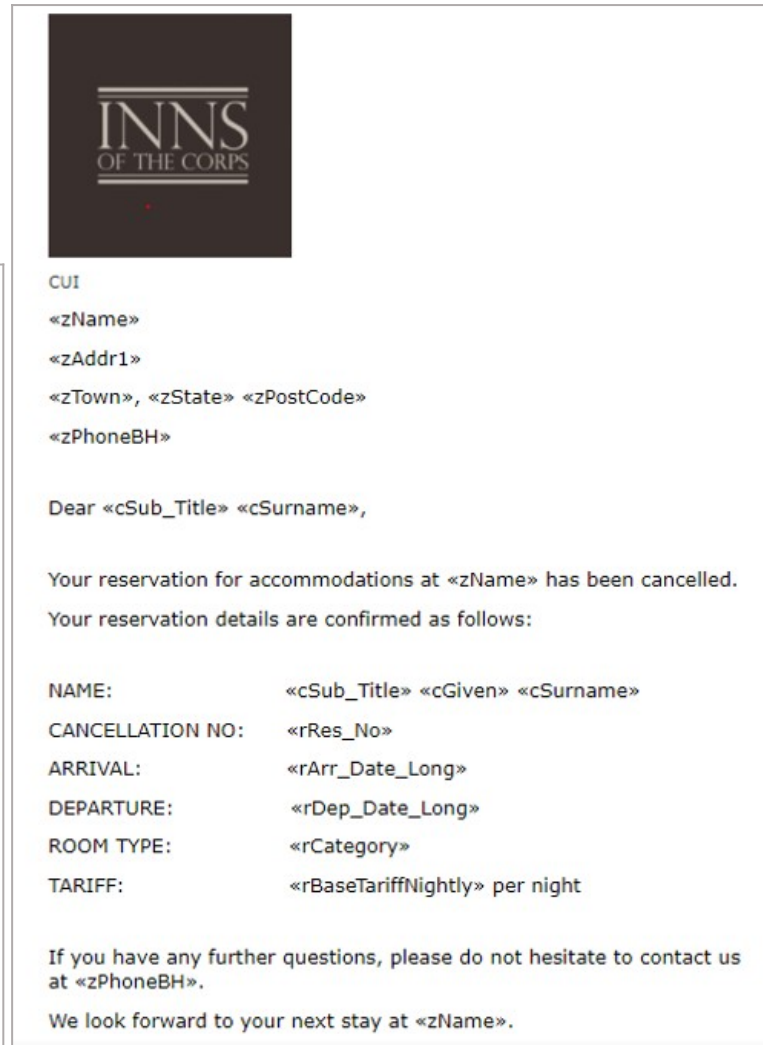
Confirmation Email Sample (screenshot 4 of 4)



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Cancellation Email Cover Sheet Sample



Cancellation Email Sample