



NAVY GATEWAY INNS & SUITES **LODGING POLICIES**

RESERVATION POLICY:

- **Official Travel:** No restrictions. Reservations may be made at any time
- **Leisure:** Reservations may be made up to 30 days in advance of the arrival date and must be confirmed with a valid credit card.
- **Guaranteed:** A guaranteed reservation is confirmed with a valid credit card.
- **Non-Guaranteed**
- ✓ A non-guaranteed reservation is not confirmed.
- ✓ Non-guaranteed reservations will be cancelled at 1800 on the day of arrival.

LODGING PATRON ELIGIBILITY: Please [click to view](#) .

CANCELLATION 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.
- All fees will be charged to the credit card provided on the original reservation.
- Charges are non-refundable.

PET POLICY:

- Pet friendly guest rooms are available at select NGIS locations. [Please click](#) to see our pet policy for reservations, eligibility, fees and guest responsibilities. Information is also available at the NGIS front desk.

NO TOBACCO POLICY:

- All Navy Gateway Inns & Suites buildings (interior common areas and guest rooms) are non-smoking. The non-smoking policy includes the use of e-cigarettes or any device that simulates tobacco products.

PAYMENT:

- Effective 1 October 2020, all Navy Gateway Inns & Suites lodging operations will be Cashless, except for Joint Base Pearl Harbor Hickam. Navy Gateway Inns & Suites accepts Visa, MasterCard, Discover and American Express credit cards.



1 June 2020