

MCBH Lodging FAQ & Reservation Policies

Coming On Orders:

- **PCS** guests may reserve up to one year in advance at official lodging facilities. Initial reservations will automatically be made for 30 days minimum and up to 45 days. **TAD** may reserve 3 months in advance. Check with Five Palms first as they are the official TAD facility @ **(808) 257-2409 / DSN 315 457-0451**

BEACH COTTAGES for Leisure/Recreational Stays:

- Active duty stationed aboard Kaneohe Bay or Camp Smith may reserve up to **4 months** in advance.
- Active-duty Marines not stationed on Kaneohe Bay may reserve up to **3 months** in advance.
- Active-duty (any branch other than Marine), reservist or retired military may reserve **2 months** in advance.
- DOD employees (active and retired) may reserve **1 month** in advance.
- Check in for all recreational lodging facilities is at the Inns of the Corps located by the front gate entrance

Once a Beach Cottage is reserved you may not book another beach cottage for 90 days. Beach cottage reservations maximum stay will be 1 week there are no check-ins on Saturdays, Sundays, nor Holidays.

Reservation exceptions to the timeframe are only granted for command sponsored events (such as retirement ceremonies, change of command and weddings for active-duty members stationed aboard Kaneohe Bay only) on a case-by-case basis.

ALL OTHER LODGING FACILITY Leisure/Recreational Stays:

All eligible patrons may reserve up to 30 days in advance. Official duty reservation requests from PCS or TAD/TDY guests may cause cancellation of Leisure reservations up to 48 hours prior to your arrival.

Seabee/DV Cottages (SNCO/VIP)

- Seabee cottage reservations are made through Navy Expeditionary Combat Battalion Pacific. Contact **(808) 472-1631**
- Seabee check-in at Inns of the Corps lobby by main gate. That number is (808) 254-2806
- DV cottages – (SNCO E8-E9) (VIP-O6 & above) reservations are managed through protocol. Contact **(808) 257-8863**

Can I make a reservation for someone else?

- Yes, however the reservation must be made in the military member's name. The military member must be present at check in with their military ID. The sponsor is responsible for any guest's base access privileges. For more information, contact **(808) 254-2806 / DSN 315 257-3336**. For questions about base access, call the pass house at **(808) 257-2047**.
- This applies to anyone coming to visit a service member. Please note: At no time can a name be changed on a reservation (per base order)

When is check-in and check-out?

- Check-in is any time after 1500, check-out is before 1100 for all facilities. The front desk is open 24/7.

What is the longest I can reserve for?

- PCS guest may reserve up to one year in advance and up to 45 days to start per base order. If you need to extend, contact the front desk as soon as possible. Extensions are based on availability and are the guest's responsibility.
- Leisure guests may reserve up to 30 days in advance. Maximum of 14 days anything beyond 14 days must be approved. Please note the beach cottages have a strict 7 day maximum.
- One beach cottage reservation is allowed per sponsor. Repeat reservations must be made at least three months apart per base order.

What is the deposit and cancellation policy?

- Upon reserving, a one-night deposit is required to guarantee a reservation for Leisure and TAD. This deposit does go towards your balance upon arrival.
- There is a 48-hour cancellation policy. A reservation must be cancelled by 1500, 48 hours prior to the arrival date, or the one-night deposit will be forfeited. Call (808) 254-2806 to cancel.

Are pets allowed?

- Pets are only allowed in designated pet friendly rooms at the Inns of the Corps and Klipper Villas. **Pets are strictly not allowed in any other lodging facility, including the Cabanas or Beach Cottages.**

Can a non-military friend/family member stay?

- Yes the reservation must be made under the military members name and the military member must be present upon check in with their military ID card. Please note, the military member assumes all responsibility for the guests they sponsor. We are not authorized to change the name on reservations.