

Procedures For Placing Calls

**** Denotes Calls Billed To Room***

Room To Room Dial Room Number

Front Desk & Wake-Up Calls 0

Base Operator/Information 97 + 0

Local Calls (On Base) 97 + 884 + XXXX (Main Base)
97 + 881 + XXXX (East Side)

Local Calls (Off-Base) 99 + Number
No charge for local calls
Do Not Use "1 + Area Code" when placing local calls.

DSN (Government Official Calls) 97 (Wait For Dial Tone) + 94 + DSN Number
(DSN lines are limited to six outgoing trunks)

800 - 877 - 888 * 99 + 1 + 8XX + Number
Charges: No charge to guest for accessing these numbers

Internet Connections * 99 + Number
Charges: No charge to guest to access local dial-up internet
connection - Do Not Use Area Code if dialing an internet
connection, or you will be assessed at the long distance rate

Direct Dial Long Distance * 99 + 1 + Area Code + Number
Charges: \$0.10 per minute

0 + Calling Card & Collect Calls * 99 + 0 + Area Code + Number
Rates Established by Carrier. Operator-Assisted Calls are
Billed to Your Residence by Carrier or to Party Accepting
Collect Call

International Direct Dial * 99 + 011 + Number, Wait For Operator To Answer
Charges: Based on AT&T Tariff 27, Section 24.1.2.C.6.
IMTS Rates Initial Period Discounted 10%. Each Additional
Period Discounted 35%. For Individual Country Rates
Contact Front Desk.

International Credit Card/Collect 99 + 01 + Number
Rates Established by Carrier. Operator-Assisted Calls are
Billed to Your Residence by Carrier or to Party Accepting
Collect Call.

Emergency Calls 911 (Stay On The Line For Assistance)

For long distance calls, A connection fee will be charged to your room after 5 rings, even if your party does not answer, or if you reach an answering machine. If after 5 rings your party does not answer, simply hang up and try again.

Rates for Directory Assistance are found in the local telephone directory.

Incoming Calls - Commercial - (850) 581-1627. When automated answering mechanism is engaged, dial room number when prompted or anytime during the message. If answered by a customer service representative, room number will be dialed for caller.

Incoming Calls - DSN - 579-6245/7115. Same as above.



General Information, House Rules, & Telephone Information

The Commando Inn
1 SOFSS/FSVL, 301 Tully Street
Hurlburt Field, Florida 32544-5844
(850) 581-1627, DSN 579-7115/6245
FAX (850) 884-5043; DSN 579-5043
Commando.Inn@hurlburt.af.mil



General Information & House Rules

Room Charges are payable every fifteen days and upon checkout. For long-term guests (those staying over 15 days), statements of charges due will be provided every 15 days. Payment notices will also be generated if current telephone charge balances exceed \$100.00. Guests paying by cash or check are required to either pay in advance for the entire stay; Priority 1 guests pay in advance for the first 15 days, and every 15 days thereafter. Guests paying with a credit card have the option to pay in advance for the entire stay, or have their credit card charged every 15 days. All Space-Available guests must pay in advance for their entire stay. A new receipt will be issued each time you pay room charges; a final receipt will be generated by our customer service representatives at the front desk following payment of due charges and upon return of room keys. Payment for room charges and sundry items may be made by cash, check (for charges due only), traveler's check, VISA or MasterCard for advance payment, payments on account, and final payment.

Check-Out Time is 1100 hours (11:00 a.m. CST) daily. Should you have extenuating circumstances which may prevent you from meeting the established time, we request that you make prior arrangements with the front desk. Otherwise, you may be charged for an additional night's stay. Extensions to your stay are considered a new requirement (individual's cannot "bump" other guests with confirmed reservations) and will be handled accordingly.

Check-In Time is 1400 hours (2:00 p.m. CST) daily, however, guests may check in prior to that time if rooms are clean and available.

No Pets are allowed in lodging facilities or on lodging premises. A list of local kennels is available at the front desk from which you may find temporary lodging for your pet(s) during your stay. Settlements for damage to property and/or cleaning expenses upon checkout may be assessed should this policy be disregarded.

Children & Family Members: Personnel on official duty who bring family members should be prepared to find lodging off-base at their own expense, as family members are not authorized lodging with TDY members, and availability of TLF's is extremely limited. Children under the age of 12 are not allowed in VAQ/VOQ/DVQ rooms, as they are designed for aircrew, and are used by students and shift workers who value their quiet time.

Incoming Mail sent to the Commando Inn address will be picked up by one of our authorized personnel and will be held for you at the front desk; you will be notified by one of our customer service representatives by phone. Verifying a forwarding address at checkout will also ease the process of forwarding any correspondence you may expect to receive after your departure. Individuals having mail sent directly to the Commando Inn address are not authorized to pick up mail at the base post office, even if addressed to them (this is a DoD policy that is strictly enforced). For long-term guests, or guests expecting to receive overnight or similar packages during their stay, we recommended that you use the base's General Delivery address or set up a post office box; arrangements are made through the Postal Service Center, located in the Mini Mall in Bldg 90228. They may be reached at 884-3828.

Commando Inn Address:

Your Name Here

c/o Commando Inn

1 SOFSS/FSVL, 301 Tully Street

Hurlburt Field, FL 32544-5844

General Delivery Address:

Your Name Here

PSC Box 1000

437 Tully Street

Parking of Recreational Vehicles (Boats, Trailers, Campers, Motor Homes, U-Haul Trucks/Trailers, Jet-Skis, Etc.) is not authorized in Lodging area parking lots. You may contact our Auto Hobby Shop (884-6674) or Frame Shop (884-5868) to arrange temporary storage of your vehicle(s); rates are \$5.00 per day or \$15.00 per month for storage. Grace period for parking these type vehicles in Lodging parking lots is 48 hours after arrival; after that time you may be charged for expenses involved in towing. If you will be storing your vehicle for more than 30 days, you must contact our Outdoor Adventure Center, located next to the Marina, at 884-6939 to arrange long term storage.

Housekeeping Services provides daily making of beds, sweeping and vacuuming of floors, dusting, cleaning bathrooms and showers, removal of trash, and exchange of hand linens and other duties associated with maintaining sanitation and safety standards. It is our guest's responsibility to maintain cleanliness of kitchen areas, dishware, and tableware during their stay; our housekeeping staff will assist when necessary to maintain standards of health and safety of our guests.

"Do Not Disturb" Policy. Housekeeping services are provided daily unless a "Do Not Disturb" sign is placed on the exterior of the entrance door. For rooms displaying the "Do Not Disturb" sign, an abbreviated service will be provided if requested after 1400 hours, consisting of trash removal and exchange of hand linens. Housekeepers have been instructed to enter rooms after 3 days in order to assure the health and safety of our guests.

Complimentary Items. Coffee Service, tea, Soap, and Tissue Paper are provided at no charge to guests during their stay. Complimentary personal-use items (shampoo/conditioner, lotion, mouthwash, etc.) are provided on a daily basis; additional items above what is provided in your room may be purchased at the front desk.

Fax and Internet Services. Free Local and "Official Use Only" fax service is available at our front desk. Personal and long distance fax services are available at the AAFES Main Exchange; Contact them at 581-0030 to verify charges and services. Mid-Atlantic Broadband Hospitality Services, Inc., our telephone contractor, provides free high-speed DSL internet service in all rooms at no cost to the guest; all equipment is contractor-provided, and they request that the items remain in the room and set up as originally found. Our front lobby has a 24/7 Guest Business Office with two computers with high-speed internet, and a printer/fax machine with local and DSN capability.

Voice Mail. Each room is equipped with a voice mail system for recording incoming messages. To review your messages, dial "6000" and follow the prompts. After you have reviewed messages, press "1" to save message, "2" to delete the message, or "3" to listen to the message again.

Automated Wake-Up Service

To Register/Change Automatic Wake-Up Calls: Dial * + 6 + Military Time

(* + 6 + 0600 for 6:00 a.m. wake-up)

(* + 6 + 1800 for 6:00 p.m. wake-up)

To Cancel Automatic Wake-Up: Dial * + 6 + 9999

You may also contact the front desk - a guest service representative will program a wake-up call for you.