

F.A.Q. SHEET

Frequently Asked Questions

1. I'm going to be on RoM when I get there, what will I be allowed to do?

RoM guests are restricted to quarters upon arrival. Brief reprieves are authorized for up to 10 minutes, however you may not visit public areas (such as hotel lobby) during this time. An informational letter detailing hotel RoM regulations will be provided at check in.

2. What amenities does my room have?

All guest rooms include:

- TV
- Complimentary In-room Wi-Fi
- Air Conditioning
- In-room Safe
- Alarm Clock
- Hair Dryer
- Bath Amenities
- Coffee
- Mini Refrigerator
- Iron and Ironing Board

Different facilities may have additional amenities, please contact us for more information.

3. I received a confirmation saying I'll be staying off base at the Double Tree/Hilton, do I need a CNA?

Lodging at the Double Tree/Hilton that has been secured through MCCA Lodging is considered to be an extension of designated government quarters. As such, a CNA is not needed for your stay.

4. My RoM reservation is at the Double Tree, can I extend my stay while I search for housing?

No, you cannot extend your reservation at the Double Tree.

Double Tree is designated lodging for ROM status guests only.

5. How do I request a specific room type?

In response to the backlog of PCS personnel due to COVID-19, we are currently unable to guarantee room type requests. Room types will be assigned in accordance to family size/age. We can make a note of your request, however we cannot guarantee we will be able to honor it.

6. I want to stay off base, can you give me a CNA?

If we have availability in our designated government lodging facilities, we are unable to provide a CNA.

F.A.Q. SHEET

7. I'm arriving unaccompanied, can I make a reservation?

We are happy to make a reservation for you, however, please be aware of the "Unaccompanied Policy." If you are unaccompanied or arriving ahead of your family, please make sure to check the availability of BEQ/BOQ from the billeting office. Failure to check with the billeting office may result in NON-REIMBURSEMENT of lodging expenses.

8. I heard about a direct to/contingency housing program. How do I apply?

We apologize, we are not the point of contact for this program. Please contact the Kadena Military Housing Office (MHO) for more information. DSN 315-634-0582/0583

9. How does TLA work?

We are not the governing office to assist with TLA inquiries. Please contact your financing department to assist with your inquiries. If you are USMC affiliated, you may contact IPAC at DSN 315-645-7728 (Inbound Personnel) or DSN 315-645-7264 (Outbound personnel).

10. What is my Per Diem? How can I make sure your rates are in my Per Diem?

Base Per Diem rates may be found on the Defense Travel website. Individual family Per Diem rates may be calculated with your finance office/department. All room rates are based off of the base Per Diem rate or family's individual Per Diem rate.

11. Are you pet friendly?

Unfortunately we are not a pet friendly facility. The only pet friendly lodging on a Marine Corps installation, is Inns of the Corps Camp Hansen. If they do not have availability, you will have to find alternate lodging (kennel) for your pet.

12. Since you're not pet friendly, can I have a CNA?

We apologize, we cannot give a CNA for having pets. We are only able to provide CNA's for non-availability of rooms.

13. I have an emotional support animal, can I stay at your facility?

Per ADA standards, emotional support animals do not constitute the definition of a service animal (ADA, Title II Regulations, Section 35.104). As such, we are unable to accept emotional support animals in our facilities.