

Presidio of Monterey, FMWR Outdoor Recreation
242 Fort Mervine Place, #1. Monterey, CA 93944
Phone 831-242-5506 / Fax 831-242-6310
www.mwrmonterey.com / info@pom-odr.com

Dear Eisenhower House Guest;

Thank you for your patronage of our rental property located on U.S. Army Garrison Presidio of Monterey. The Presidio of Monterey FMWR Outdoor Recreation (ODR) provides this property for the recreation and enjoyment of all our eligible patrons. This house is located on the Presidio of Monterey and requires valid military Identification to gain access to the facility.

To ensure you and your guests have an enjoyable stay, we recommend you read the Standard Operating Procedures (SOP) very carefully and understand its terms and policies. Below is a summary of the policies that the enclosed SOP further explains.

1. ODR provides you a SOP to which you can refer. A copy is available for you to keep.
2. Included in your rental fee, ODR provides bed linens and towels for your stay.
3. There is a cleaning service that enters the unit after you check out. The SOP details our guest responsibilities regarding cleaning.
4. Upon arrival, if for any reason the property is not to your satisfaction please call our local the ODR front desk at (831) 242-5506 during business hours, (831) 901-5189 emergencies after hours.
5. Your \$100.00 booking fee is not a cleaning fee. The cleaning deposit is \$150.00 per stay.
6. Check-in time is no earlier than 3:00pm and checkout time is no later than 11:00am, unless authorized in advance by ODR staff.
7. Eisenhower House Address: 567 Buffalo Soldier Trail, Building 364, Presidio of Monterey, CA 93944.

We at ODR are thankful for your continued patronage. Have a great stay with us here in Monterey, California.

Sincerely,



Michael W. Foy

Presidio of Monterey FMWR Outdoor Recreation



THE EISENHOWER HOUSE, PRESIDIO OF MONTEREY

STANDARD OPERATING PROCEDURES



1. MISSION:

To provide recreational lodging to all eligible patrons.

2. ELIGIBILITY:

In accordance with AR-215-1, all military personnel, dependent family members, retired personnel, reservists, and DOD/NAF civilians and retirees.

3. HOURS OF OPERATION FOR PRESIDIO OUTDOOR RECREATION BUILDING #228:

- Monday: Closed
- Tuesday to Friday: 9am – 5pm
- Saturday: 9am – 5pm
- Sunday & Holidays: Closed

4. ACCOMODATIONS

- a. The Eisenhower house is capable of sleeping four adults. The house includes a complete kitchen, comfortable living room, two bedrooms, and one shared bath. The larger bedroom has one queen bed and the other bedroom holds one full-size bed. The Eisenhower also has cable TV w/ DVD, internet, and a fenced yard with a BBQ grill.
- b. Within walking distance to most of what the City of Monterey has to offer, the Eisenhower house is close to the Monterey Bay shore, Cannery Row, The Monterey Bay Aquarium, Fisherman's Wharf, and many excellent eating and drinking establishments.

5. RESERVATIONS AND PAYMENTS

- a. Eligible patrons may reserve the Eisenhower house up to 12 months in advance. Please call ODR's front desk at (831) 242-5506 during normal business operating hours (see section 3 above).
- b. **Outdoor Recreation (ODR) does not accept reservations without a minimum deposit (\$100) or full payment. We honor cash, check, VISA & MasterCard.**
- c. Full rental payment is due no later than 30 days prior to first day of reservation; this payment includes the refundable \$150 cleaning deposit.
- d. ODR allows pets inside or secured outside the Eisenhower House with Managers prior approval. Guests must provide advanced notification. The pet fee is \$75 and an additional \$7 for each day following the second day.
- e. If guests do not provide a full payment at least 30 days prior to the reservation, ODR shall reserve the right to cancel the reservation, retain the deposit and make available the house for other patrons.
- f. Prices are subject to change and vary depending on the season and local event calendar. Please refer to Outdoor Recreation's online booking page at www.mwrmonterey.com/eisenhower.



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6. SPECIAL BOOKING CONSIDERATIONS

ODR requires a two-day minimum reservation period. ODR's website shall post a calendar that displays the Eisenhower House availability (www.MWRMonterey.com/eisenhower). Some reservation dates such as holidays and special local events shall require longer minimum periods.

7. CANCELLATIONS / REFUNDS

Due to only one unit available, ODR has guidelines that require strict adherence with regard to cancellations. Outdoor Recreation's goal is to provide all guests the opportunity to enjoy these accommodations.

- a. Refunds within the 30-day period, excluding the deposit, are as follows:
 - Cancellations 29 to 7 days prior to check-in receive a 75% refund.
 - Cancellations less than 7 days prior receive a 50% refund.
 - If the house is re-booked after guest's cancellation for the same period, ODR will refund 75% of the payment.
- b. If guests are unable to fulfill their reservation due to unforeseen circumstances, ODR provides the guest an opportunity to change the reservation dates based on availability. Rates may differ from original reservation rates.

8. GUEST RESPONSIBILITIES AND RULES

- a. **ODR strictly forbids smoking, vaping, or burning any substance in the Eisenhower house.** If there exists evidence of such activity in the Eisenhower, ODR shall cancel the reservation immediately, the guests must promptly vacate the unit and may forfeit future rental privileges. ODR shall retain the \$150 cleaning deposit and may assess additional charges if there is damage to the house and furnishings.
- b. ODR allows pets with prior notification. Guests **MUST** restrain their dogs on a leash at all times while outside. The Presidio property is home to many wild animals that are threatened by dogs. Service pets shall incur the same cleaning fees and restrictions as described above.
- c. Respect your Presidio neighbor's privacy and peace. Guests shall keep quiet hours and hold no loud events or parties on the premises at any time. Violation of this policy may result in your removal of the house and forfeiture of refund.
- d. No car washing.
- e. Do not remove towels or linens from the house. If Eisenhower guests need additional towels and linens, please make these arrangements with ODR prior to or during the reservation period.
- f. If for any reason the property is not to your satisfaction upon arrival, please call the ODR front desk at (831) 242-5506 during business hours. A staff member will come to the property and attempt to resolve the issue. ODR is unable to act on any complaint without a visitation.



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- g. The \$100.00 booking deposit is not a cleaning deposit. The cleaning deposit is \$150 per stay and is refundable after checkout, provided a successful inspection by an ODR staff member. This inspection includes a check of the house and property therein for damage, cleanliness, or any lost items and personal belongings.
- h. You may dump your garbage (non-hazardous) in the large, caged bin across the street.
- i. All guests must comply with the rules and policies detailed within this SOP and all other ODR policies if said guests desire to remain in the house, be eligible for future reservations, and avoid additional charges.

9. CHECK-IN PROCEDURES

- a. Guests must call 831-242-5506 during operating hours the week you are checking in to get the house lock-box location and its code.
- b. Guests may request additional keys by signing them out from Outdoor Recreation.
- c. Any lost keys by the guest will result in a \$100.00 fee to replace the locks on the entire unit.
- d. If you lock yourself out of the house, please do not attempt entry by force. Call ODR front desk at (831) 242-5506 or duty cell phone number (831) 901-5189 for assistance. During non-operating hours, ODR shall charge a \$35.00 fee to unlock the house due to a lockout.
- e. Check in time is 3:00pm.
- f. Guests must perform an initial inspection of the house upon arrival and again just prior to departure. Please note discrepancies on the issued form and any immediately report to ODR any significant damage or equipment failure within 24 hours of arrival or the next business day. If a guest fails to notify ODR in a timely manner, he or she may be financially responsible for the damage. Annex A below is a complete inventory of all property and contents of the Eisenhower house.
- g. In the event of damage or other problems, contact ODR immediately by calling (831) 242-5506. If the problem occurs the weekend or evening, emergency numbers are provided on the cover letter.

10. CHECK-OUT PROCEDURES

- a. Check out time is 11:00am on the day of departure. If a guest checks out late resulting in hindering the cleaning of the house, or the ability of the next guest to check-in on time, ODR will charge said guest a fee of up to \$50 per hour.
- b. An ODR representative shall conduct an inspection after the guests completely check out. If the representative discovers any damage of the house or furnishings, or missing property, ODR shall assess additional fees.
- c. Before leaving, please properly secure the house by closing all windows and locking both exterior doors. Please turn the thermostat down to 65 degrees, turn off all lights, and put the unit and its furnishings in good order. Guests are responsible for cleaning all dishes and appliances prior to departure. You may run the dishes through the dishwasher upon departure and leave clean dishes in the dishwasher when checking out.



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- d. Do not leave food, beverages or personal belongings. Guest must place all garbage outside in the proper containers and the refrigerator must be free of all unpackaged food and drink.
- e. After the two external doors, please replace the key(s) in Eisenhower House's external lock box.

11. EISENHOWER FURNISINGS AND PROPERTY

ODR has provided items such as pots and pans, cooking utensils, dishes, glasses, and cleaning supplies. Bedrooms have complete bedding to include pillows, blankets, linens, bed sheets and towels. Please review the enclosed inventory in Annex A to this SOP to plan your stay and bring necessary items.

12. EMERGENCY NUMBERS AND DIRECTIONS

- Presidio Police Department..... (831) 242 - 7851
- Community Hospital of Monterey Peninsula..... (831) 624 - 6311
- Outdoor Recreation..... (831) 242 – 5506 / (831) 901-5189

THANK YOU AND PLEASE ENJOY YOUR STAY!



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ANNEX A. EISENHOWER HOUSE PROPERTY INVENTORY (Subject to Change)

LIVING ROOM
Flat Screen TV & Stand
DVD
Love Seat
Phone Table
Table Lamp
Coffee Table
Side Table
Wall Pictures (2) – white framed
Coasters (4)
Wood Pen Holder
Throw Pillows (4)
Cloth Chair - Red
Wood & Leather Chair
Gen. Eisenhower Portrait - framed
DLI History Book
Guest Book
Phone
DINING ROOM
Dining Table w/ 4 table leaves
Dining Chairs (8)
Table Runner – cloth
Side Table – small glass top
Vase w/ flowers
Wall Framed Pictures (3) – scenery
DINING ROOM CLOSET
Iron
Ironing Board
Table Leaves Rack
KITCHEN
Wall Clock
Fire Extinguisher – wall mounted
Small Table – red
Chairs - red
Rug

KITCHEN (cont)
Army Wall Pictures (4)
Toaster
Coffee Maker
Cutting Board
Flash Light
Frying Pans (2) - red
Pots w/ Lids (3) - red
Stock Pot – red
Cooking Utensils – assorted
Placemats (8)
8 – Piece Stoneware Set
Complete Silverware drawer
Water Glasses (8)
Wine Glasses (6)
Juice Glasses (12)
Small Glass Bowls (4)
Toaster
Dish Towels (9)
Assorted Cooking Dishes and Measuring Utensils
UTILITY ROOM CLOSET
Mop
Broom and Dustpan
Fan
Vacuum Cleaner
Plunger
LARGE BEDROOM
Queen Bed
Queen Linen Sets (top/bottom, two pillow cases) – 2 each
Blanket
Bed Spread
Shams Matching Spread – 2
Bed Pillows (2)



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LARGE BEDROOM (cont)	
	Night Stands (2)
	Lamps (2)
	Dresser
	Vase
	Wall Mirror
	Small Trash Can
	Small Wood Tray
	Wall Pictures (2)
SMALL BEDROOM	
	Double Bed
	Double Linen Sets (top/bottom, two pillow cases) – 2 each
	Blanket
	Bed Spread
	Shams Matching Spread – 2
	Bed Pillows (2)
	Night Stands (2)
	Lamps (2)
	Small Dresser
	Wall Mirror
	Army Wall Picture

BATHROOM	
	Tub Mat
	Floor Mat
	Waste Basket
	Bath Towels (8)
	Hand Towels (7)
	Wash Cloths (12)
	First Aid Kit
	Floor Towel
MISCELLANEOUS	
	BBQ Grill
	Grill Utensils
	Verizon Wifi Hot Spot w/ charger and box
	Outdoor Table and Chairs (4) – black metal
	Adirondack Chairs w/ cushions (2)
	Table – matching Adirondack chairs
	House Keys in Lock Box (2)

The above inventory list is subject to change and Eisenhower House guests shall receive a current inventory list upon check-in.



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ANNEX B. EISENHOWER HOUSE RESERVATION FORM

Guest Last Name: _____ **Check-in Month:** _____

Check-in Date: _____ **Check-out Date:** _____

Guest Information

Full Name: _____ Eligibility: _____

Physical Address: _____

Cell Phone: (____) ____ - ____ email address: _____

Unit/Organization: _____ Branch of Service: _____

Date Paid	Receipt Number	Total Days	Peak \$225	High *\$245	Off \$195	Deposits Deposits	Total
_____	_____	_____	\$ _____	\$ _____	\$ _____	\$ _____	\$ _____
_____	_____	_____	\$ _____	\$ _____	\$ _____	\$ _____	\$ _____
_____	_____	_____	\$ _____	\$ _____	\$ _____	\$ _____	\$ _____
_____	_____	_____	\$ _____	\$ _____	\$ _____	\$ _____	\$ _____

* Two-night minimum

Acknowledge by initialing below:

_____ SOP Provided; _____ Inventory Provided

_____ () Key(s) Issued by staff member _____

_____ () Key(s) Returned to staff member _____

I have received and read the POM Outdoor Recreation (ODR) Eisenhower House Lodging Standard Operating Procedures (SOP) and agree to and am completely aware of all provisions therein. I agree to indemnify and hold harmless the Department of Family Morale, Welfare and Recreation (FMWR), [Presidio of Monterey, U.S. Army, Department of Defense, and U.S. Government] from any and all costs, charges, claims, demands and liabilities of any kind arising from the use of, participation in, or involvement with FMWR facilities, equipment, services, or programs. I understand my credit card will remain on file and FMWR shall hold me financially liable for extra cleaning, damage, or late departures as explained in the aforementioned SOP.

Signature _____ Date _____