

CHAPTER 3 – BOQ / BEQ LODGING
FORT CHAFFEE JOINT MANEUVER TRAINING CENTER
NON-APPROPRIATED FUNDS LODGING SOP

3.1 ADEQUACY AND AVAILABILITY OF QUARTERS AND SUBSISTENCE

- a. The FCJMTC Installation Commander has determined all FCJMTC Troop lodging adequate for AT, ADT, ADSW, or IDT, regardless of entitlement to pay. Therefore, all personnel who elect to quarter in the FCJMTC Transient/Unaccompanied Personnel Lodging (UPH) for personal convenience are personally liable for incurred charges.
 - i. The BOQ/BEQ FCJMTC Lodging Office is in Building 1317 (484-3508/3507). FCJMTC Lodging Office personnel will issue all BOQ/BEQ assignments. Assignments will be made in accordance with NGR -5-3-1, local policy, availability, and the priority of receipt of requests. The BOQ/BEQ FCJMTC Lodging Office accepts VISA, Master Card, and Discover.
 - ii. All unit BOQ/BEQ lodging requirements should be identified with the Lodging Manager during the Annual Training Planning Conference. For the Lodging Manager's situational awareness, the total BOQ/BEQ Requirements should be listed out for officer and enlisted, with enlisted further broken down by rank and gender. Individual soldiers must still make their own reservations.
 - iii. Active Army personnel on TDY for purposes other than participating in or supporting AT, will be assigned adequate quarters IAW NGR 5-3-1 when such quarters are available. Statement of Non-Availability (SNA) will be issued **only** if quarters are not available, or if travel orders indicate that utilization of government quarters would be impractical for mission accomplishment.
 - iv. There is free internet service by a local internet provider in most lodgings.
- b. The following conditions apply to transient personnel.
 - i. A valid credit card must be provided to the FCJMTC Lodging Office.
 - ii. Alterations to the living quarters are not authorized.
 - iii. The FCJMTC Lodging Manager will inspect the lodging prior to clearing. All damage considered above normal wear, and tear will be charged to the occupant.
 - iv. Government meals are not available at FCJMTC. Units sending personnel to Fort Chaffee on TDY should note on their orders that "meals are not available".

3.2 RESERVATIONS

- a. Reservations will be accepted fourteen (14) days in advance of arrival, Monday through Friday between the hours of 0700-1530. Reservations may be made in person at the FCJMTC Lodging Office, or by phoning (479) 484-3508/3507. A valid credit card for all reservations is required. FCJMTC Lodging Office accepts Master card, Visa, and Discover.
- b. The FCJMTC Lodging Office must receive cancellation of reservations no later than 1430 hours on the scheduled date of arrival. A one-day room charge will be assessed if the reservation is not cancelled.

3.5 REFUNDS

Guests who depart early will be refunded 100% for payment received on reservation not used if the Lodging Office is notified of early departure. It must be received prior to 1000 hours of departure, or no refund will be processed. Guests who have paid by credit card will receive a credit refund.

3.6 NO SHOWS

Guests who fail to arrive for their reservation without contacting the Lodging Office will be charged a no-show fee. To avoid this charge, guests must cancel their reservation by notifying the Lodging Office at least 24 hours in advance.

3.7 EMERGENCIES

For fire, police, or medical assistance phone (479) 484-3667. For non-emergency assistance after hours such as losing your room key, phone (479) 484-3663.

3.8 PROCEDURES FOR OCCUPANCY

All guests will observe and uphold the standards of conduct expected of officers, noncommissioned officers, and civilian employees (to include contractor employees and dependents). Guests who do not comply or whose action may endanger other occupants, or the facility will be evicted without prior notification.

3.9 HOUSEKEEPING

- a. Housekeeping services are provided as follows.
 - i. Rooms will not be entered and cleaned if a "Do Not Disturb" sign is posted on the exterior of the room door. In this case, room occupants will be expected to clean the room and dispose of trash.
 - ii. Rooms occupied for more than five days regardless of a posted "Do Not Disturb" sign, will be entered weekly to change sheets and clean.
 - iii. All quarters will be cleaned daily (This is included in the room rate).
- b. NOTE: The FCJMTC Lodging Manager (during normal business hours) retains the right to enter all lodging without notice to conduct a health and welfare inspection. Lodging determined to risk other occupants' health and welfare will be cleaned by housekeeping and the occupant charged the hourly labor rate plus cost of supplies for the cleaning, and risk eviction.

3.10 OCCUPANT RESPONSIBILITY

Occupants are financially responsible for damage, destruction, loss of property, supplies, and equipment. Immediately upon occupancy of quarters, guests will review the inventory list and the condition of items displayed. If items are damaged and/or items shown on inventory list are missing, the guest will report the discrepancy to the FCJMTC Lodging Office immediately. Failure to comply will cause the guest to bear responsibility for the cost of repair or replacement. Guests reporting after normal business hours will have until 0800 hours the following morning to report the discrepancies.

3.11 VISITOR RESTRICTIONS

Occupants are allowed visitors Sunday through Thursday 1000-2200 hours and Friday through Saturday 1000-2400 hours. No visitors are permitted on premises unless accompanied by the occupant. Visitors are restricted to the same gender as the lodging facility. Occupants are

responsible for compliance with the time restrictions and violators are subject to eviction and possibly being barred from FCJMTC Lodging by the Base Operations Manager.

3.12 COMPLAINTS/GRIEVANCES

Guests who have a complaint about their lodging and/or services are asked to notify the Lodging Manager immediately.

3.13 SMOKING POLICY

Smoking is not allowed inside any lodging facility or within 25 feet of any facility. The Adjutant General's Memorandum No 2020-15, Tobacco Use Policy – Arkansas National Guard, dated 1 Apr 2020.

OCCUPANTS WHO DO NOT ADHERE TO THIS POLICY WILL BE REQUIRED TO VACATE THEIR QUARTERS AND WILL BE CHARGED A \$100.00 CLEANING FEE.

3.14 OPEN FLAME POLICY

- a. The use of BBQ grills (Gas or Charcoal) is not allowed in the lodging facility or within fifty (50) feet of any building. BBQ Grills, when used, are restricted to the rear of the lodging facility or in the pavilions provided for this purpose.
- b. The use of candles is not permitted in any lodging facility.

3.15 FCJMTC ENERGY CONSERVATION PLAN

Occupants will comply with the FCJMTC Energy Conservation Plan. Guests should turn off TV, and lights, and turn down air when not in the room.

3.16 PETS

No pets, service animals, or working animals are allowed in any Fort Chaffee Lodging buildings. Guests found with an animal will be immediately removed from the premises and fined a minimum of \$750, with additional charges for damages and cleaning costs exceeding that amount.

3.17 FIREARMS

IAW DoD policies (to include AR 90-114), personal firearms, and government owned firearms, are not allowed in lodging buildings.

3.18 SECURITY OF PROPERTY

Occupants are responsible for the security of their quarters and the contents. Occupants who leave their quarters unsecured are responsible for any stolen property.

THE FCJMTC LODGING OFFICE IS NOT RESPONSIBLE FOR LOST OR STOLEN PERSONAL ITEMS.

3.19 QUIET HOURS

Quiet hours are 2200 hours to 0600 hours each day.

3.20 LOST & FOUND

- a. All personal items recovered following occupant departure will be packaged/labeled and held for 60 days following departure date. Any item claimed by occupant within 60 days will be returned as arranged by occupant at occupant's expense. A Recovered Property Log will be maintained on a daily/monthly basis documenting:

- Occupant name
 - Departure date
 - Item(s) recovered
 - Final disposition date
 - Disposition organization
- b. Disposal of unclaimed property will occur in one of two methods after 60 days
- i. All military uniforms and equipment will be turned over to FCJMTC-Detachment HHC for proper disposition.
 - ii. All personal type objects will be transferred to a charitable organization. Receiving civilian agencies will be determined by the Lodging Manager

3.21 SERVICES PROVIDED

All Fort Chaffee Lodging rooms are provided the following: linens, blankets, pillows, towels, soap and coffee are provided for all guest quarters. All linen, towels, and FCJMTC Lodging Office property will be inventoried when guests depart. Missing or damaged lodging property will be charged to the occupant at replacement cost.

CHAPTER 4 – QUARTERS AVAILABILITY AND LEASING PROCEDURES
FORT CHAFFEE JOINT MANEUVER TRAINING CENTER
NON-APPROPRIATED FUNDS LODGING SOP

4.1 ADEQUACY AND AVAILABILITY OF QUARTERS AND SUBSISTENCE

- a. The FCJMTC Installation Commander has determined all FCJMTC Troop lodging adequate for AT, ADT, ADSW, or IDT, regardless of entitlement to pay. Therefore, all personnel who elect to quarter in the FCJMTC Transient/Unaccompanied Personnel Lodging (UPH) for personal convenience are personally liable for incurred charges.
- b. The FCJMTC UPH accommodations are designated and assigned as follows.
 - i. Senior Bachelor Officer Quarters (SBOQ) assigned to E-8/O-5/W-4 and above.
 - ii. Bachelor Officer Quarters (BOQ) assigned to W-1 through W-3 and O-1 through O-4.
 - iii. Senior Bachelor Enlisted Quarters (SBEQ) assigned to E7 through E9.
 - iv. Bachelor Enlisted Quarters (BEQ) assigned to E1 through E6.

NOTE: FCJMTC Lodging defines a bachelor as an unmarried, or geographically separated married soldier, retiree, or authorized guest. Exceptions to these lodging assignments may be made on a case-by-case basis, depending upon the occupancy rate.

- c. Temporary family lodging is available for no more than seven days with exceptions being granted on a case-by-case basis through the Lodging Manager to the Base Operations Manager. This amenity is available first to military personnel who are PCS transferred to the Fort Smith area or to the FCJMTC, then all other requests. An additional charge for this service is twenty dollars (\$20.00) per day for additional wear/tear and cleaning.
- d. Short-term Transient Quarters are assigned by military or civilian rank and retiree. However, each transient facility must sustain an occupancy rate of 95% or greater. Transient facilities failing to sustain a 95% occupancy rate may be re-designated to UPH as required by the FCJMTC Lodging Manager. Short-term transient quarters are defined as occupancy of less than thirty (30) consecutive days. FCJMTC does not provide permanent party lodging. However, personnel requiring occupancy of transient quarters for periods more than thirty (30) days must request an exception to policy from the Fort Chaffee Lodging Advisory Council. Must make coordination NLT 45 days prior to dates requested.
- e. The following conditions apply to transient personnel residing for more than thirty (30) days.
 - i. A valid credit card must be provided to the FCJMTC Lodging Office.
 - ii. Alterations to the living quarters are not authorized.
 - iii. Installation of semi-permanent or permanent are not authorized.
 - iv. The FCJMTC Lodging Manager will inspect the lodging prior to clearing. All damage considered above normal wear, and tear will be charged to the occupant.
- f. Government meals are not available at FCJMTC Lodging. Units sending personnel to Fort Chaffee on TDY should note on their orders that “meals are not available”.

4.2 RESERVATIONS

- a. All guest must furnish their military ID card upon registering if dressed in other than military attire.
- b. Reservations without orders will be accepted up to fourteen (14) days in advance of arrival, Monday through Friday between the hours of 0700-1530. Reservations may be made in person at the FCJMTC Lodging Office, or by phoning (479) 484-3508. A valid credit card for all reservations is required. FCJMTC Lodging Office accepts Master Card, Visa, and Discover.
- c. Individuals with orders, or during IDT weekends, may reserve lodging prior to the fourteen-day window. However, the FCJMTC Lodging Office must record the individual's order number on the reservation with a valid credit card.
- d. Lodging assignments will be IAW paragraph 1 above. Overflow will be assigned to the next lower available lodging (i.e. SBOQ is fully occupied, an O-5 or above will be assigned to a BOQ billet). However, O-6 and above assigned to a BOQ have the option of accepting the lodging or receiving an SNA (Statement of Non-Availability). Lodging remaining available for occupancy at 1430 hours of each business day will be made available for assignment to lower authorized ranks.
- e. The FCJMTC Lodging Office must receive cancellation of reservations no later than 1430 hours on the scheduled date of arrival. A one-day room charge will be assessed if the reservation is not cancelled.

4.3 PRIORITIES FOR AVAILABILITY

- a. 1st priority- Units/Groups ordered to FCJMTR for AT have priority over all other requests. Reservations can be made 180 days from the first night of occupancy. AT status will be verified to confirm reservations.
- b. 2nd priority- Individuals ordered to FCJMTR for AT, ADT, ADSW, or TDY status. Reservations can be made 90 days from the first night of occupancy.
- c. 3rd priority - Individuals ordered to FCJMTR in IDT (Drill) status and DOD personnel conducting official business. Reservations can be made 30 days prior to the first night of occupancy, manager approval for a reservation made longer than 30 days out.
- d. 4th Priority – Military or government civilian personnel not in an official business capacity such as retired military or government civilian personnel, government contractors, dependents (excluding minors) of military, civilian or retired military personnel, etc. All other exceptions will be approved by Lodging Manager and/or Base Operations Manager. Reservations can be made 5 days from the first night of occupancy. Subject to availability.

4.4 LODGING MILITARY RANK STRUCTURE

Lodging assignments at FCJMTC are based primarily on the military rank structures. Base Operations Manager grants exceptions to assignments on a case-by-case basis.

CHAPTER 5 – RECREATIONAL VEHICLE PARK
FORT CHAFFEE JOINT MANEUVER TRAINING CENTER
NON-APPROPRIATED FUNDS LODGING SOP

5.1 MANAGEMENT

- a. The FCJMTC RVP is managed by the FCMTC Lodging Office, located at Building 1317, Fort Smith Blvd., Fort Chaffee, Arkansas. 72905.
- b. Reservations are required to utilize FCMTC RVP. Reservation can be made by contacting the FCMTC Lodging Office at (479) 484-3508 or (479) 484-3507.
- c. Individuals who show up without reservations will be allowed to stay as long as there is space available and there are no conflicts with current reservations.
- d. For managerial assistance please contact the Lodging Manager at (479) 484-3507 or visit the FCMTC Lodging Office.

5.2 AVAILABLE FACILITY DESCRIPTION

- a. FCMTC RVP maintains 20 camper sites. All sites are equipped with 50-AMP service, and 9 of those sites also offer 30-AMP compatibility.
 - a. Amenities include water, sewer, and electric.
 - b. Sites # 7 and 19 have "Pull Through" capability but must be requested by reservation and are available on a first come first serve basis only.

5.3 AUTHORIZED PERSONNEL

This is a military RV park, preference will be given to military personnel, retired military, DOD personnel and DOD contractors. You may be asked to show your military or retired ID card before being assigned a site. All individuals renting an RV site are subject to the park rules.

5.4 ARRIVAL & DEPARTURE

- a. Registration is required of all guests. Registration is accomplished during normal business hours at the FCMTC Lodging Office, Building 1317. The normal operating hours are Monday - Saturday 0700 to 1530 hours.
- b. Guests arriving after normal duty hours will check in at the Public Safety Office, Building 2100 prior to entering the RVP.
- c. Upon registration, all guests will complete the Guest Information Form and provide a credit card for payment.
- d. Check-out time for the RVP is no later than 10:00 hours or the guest will be charged for another day.

5.5 TERMS, RATES & PAYMENT OPTIONS

- a. The RVP is open year around for recreational use and is not intended for "homesteading".
- b. The RVP can be deemed closed by the Post Commander at any time due to increase in Force Protection Measures. If the RVP is deemed to be closed guest will have 48 hours to vacate the RVP.
- c. Length of Stay
 - i. 30 day or less rentals: 15 slots have been designated for this purpose. An additional 30-day extension may be requested 3 days prior to check-out but will only be approved if there are reservations available. The RVP Manager is the only approval authority for the extension.
 - ii. 90-day rentals: 5 slots have been designated for this purpose. An additional 90-day extension may be requested 3 days prior to check-out but will only be approved if there are reservations available. The Lodging Manager is the only approval authority for the extension.
 - iii. Any guest staying longer than two (2) weeks or more will be considered full-time guests and will be charged every two (2) weeks thereafter.
- d. The charge for RVP space is \$20/day.
- e. Credit cards are the only payment accepted for RVP reservations including Visa, Master Card and Discover.
- f. ALL DECLINED CREDIT CARDS WILL BE ASSESSED A \$25.00 SERVICE CHARGE.
- g. If a guest fails to arrive for a reservation and does not contact the Lodging Office, they will be charged a one-night no-show fee.
- h. Refunds: Guest who departs early will be refunded 100% for payment received on reservation not used if they notify the Lodging Office of their early departure prior to 1000 hours of day of departure. The guest's credit card will be credited.

5.6 ENFORCEMENT

- a. The FCMTC RV Park will not be responsible for the loss of personal items.
- b. Occupants are financially responsible for damages, destruction, and/or loss to FCMTC RV Park property, supplies and equipment.
- c. Guests who have a complaint about their services will notify the Lodging Manager. The RVP manager will take all appropriate corrective action. Guests will not personally reprimand any FCMTC staff.
- d. **Violators of any rules identified in this SOP are subject to eviction.**
 - i. The Lodging Manager has the authority to give notice of eviction and will give

- written notice of eviction 2 days prior to eviction date.
- ii. The following notice process will be used for eviction. If the offense is so grievous the Lodging Manager has the right to evict without the following due process.
 - a. Verbal Warning
 - b. Written Notice
 - c. Written Notice and eviction
 - d. Violations noted by tenants may be reported to Lodging Manager at (479) 484-3507.

5.7 RULES

- a. Conduct All guests must observe and uphold the standards of conduct expected of officers, noncommissioned officers, and government employees.
- b. Weapons Prohibition. Personal firearms, government-owned firearms, fireworks, munitions, explosives, or any weapons designed to cause death or serious bodily harm are strictly prohibited. *No exceptions.*
- c. Property Security. Occupants are responsible for securing their personal property. FCMTTC Lodging is not liable for lost, stolen, or damaged items.
- d. Quiet Hours. Quiet hours are enforced from 2200 to 0600 on weekdays. Sound equipment and noise-producing activities must be kept at a subdued level at all times.
- e. Visitors
 - i. Visitors are permitted Sunday–Thursday from 1000–2200, and Friday–Saturday from 1000–2400.
 - ii. Visitors must be accompanied by the occupant at all times.
 - iii. Occupants are responsible for compliance with visitor restrictions. Violations may result in eviction and possible barring from FCJMTC RVP by the Base Operations Manager.
- f. Guest Responsibility. Guests are accountable for the actions of family members, visitors, and dependents. Any behavior causing injury or disturbance to others is grounds for eviction. Examples include excessive vehicle noise, loud music, or disruptive arguments. Children under 14 must be closely supervised by an adult sponsor or be at least 18 years of age.
- g. Site Maintenance. Occupants must maintain cleanliness in their assigned areas.
 - i. Litter, including cigarette butts, must be properly disposed of.
 - ii. Items not part of the recreational vehicle must be stored out of sight.
 - iii. Trash accumulation is prohibited.
- h. Insect Control. Insect repellents, bug zappers, and similar devices are prohibited. Government environmental regulations forbid their use on federal property.
- i. Utility Connections. All water, sewage, and electrical connections must be made with serviceable equipment.

j. Wastewater Disposal. Sewage or wastewater of any kind may not be drained onto the ground.

k. Pets

- i. Pets must be leashed or confined at all times and are not permitted in buildings.
- ii. Aggressive breeds or attack dogs are prohibited. The Lodging Manager has final authority to determine if a pet poses a danger.
- iii. Uncontrolled pets may result in eviction.
- iv. Late-night barking violates quiet hours.
- v. Owners must clean up after pets. Pets must be walked along the outer edges of the park, not through campsites or uninvited areas.

l. Bird Feeders are prohibited.

m. Alcoholic beverages may be consumed in accordance with state laws. Inappropriate behavior resulting from alcohol use will not be tolerated.

n. Fires and Grills

- i. Outdoor fires and portable fire pits are prohibited.
- ii. Charcoal or LP gas grills are permitted if used safely.
- iii. Coals must be fully extinguished after use.
- iv. Charcoal and lighter fluid may not be stored outside.

o. Propane tanks must be always secured to the RV or appropriate equipment.

p. Access roads to campsites must remain open at all times.

q. Each site is limited to one RV. Overnight sleeping in automobiles is prohibited unless the vehicle is manufacturer-equipped for that purpose.

r. The speed limit within the RV Park is 5 mph.

s. Restricted Vehicles. Dirt bikes, go-carts, and all-terrain vehicles are not permitted in the RV Park.

t. Vehicle Washing/Maintenance. Vehicle washing, maintenance, or repair is prohibited within the RV Park.

u. Outdoor Fixtures. Guests may not install outdoor fixtures such as fences, clotheslines, gazebos, or shading cloths.

v. Guest Information. Guests must provide updated information during their stay as applicable.

w. Parking

- i. Each site is limited to one vehicle. Additional vehicles must be parked in designated areas.
- ii. Parking on sidewalks or grassy areas is prohibited.
- iii. Exceptions for elderly or handicapped guests may be granted by the Lodging Manager.
- iv. Vehicles must remain on roadways and off grassy areas.