



Cherokee Inn Lodging

Lodging Facility

Cherokee Lodge's Visitors Quarters were built in 1972 and renovated in 1987-88.

Bldg. 714 has five business suites named after the Five Civilized Tribes, one handicapped accessible suite and 20 VQ rooms. Bldg. 713 has 36 VQ rooms.

The lodge office, front desk and lobby are located in Bldg. 714.

Temporary Lodging Facility, Bldg. 790, was constructed in 1982 and has 10 family units, laundry room, picnic area and playground.

Rooms

Business Suites: \$94/night

- Cherokee and Choctaw suites have two bedrooms and two baths and living room.
- Chickasaw, Creek and Seminole suites have one bedroom, one bathroom and living room.
- Oklahoma suite has one bedroom, two baths and was designed with handicap accessibility in mind.
- All suites are furnished with Thomasville furniture, queen beds, wall-to-wall carpeting, color TV, DVD player, refrigerator, wet bar, microwave and individually controlled heat and air units.

TLF: \$93/night

- Available for families who PCS in or PCS out.
- All units are furnished with Thomasville furniture, color TV, DVD player, refrigerator, electric stove, microwave, dishwasher, garbage disposal, and central heat and air.

VQ: \$84/night

- All rooms are furnished with Thomasville furniture, queen bed, wall-to-wall carpeting, color TV, DVD player, refrigerator, wet bar, microwave and individual-controlled heat and air unit. VQ rooms in Bldg 713 also have stoves.

Checking In & Out

The Lodging staff makes assignments on a first come first served basis without regard to rank. Reservations are accepted for Priority 1 travelers 16 hours a day, 7 days a week. Confirmed reservations may be made in advance for Priority 2 customers within 24 hours of their anticipated arrival for up to 3 days, if space is available. Maximum stay for PCS in or out is 30 days.

Check-in time is 1400 hours. Checkout time is 1100 hours. Late checkouts will be charged a late charge equivalent to a room rate.

Payment Policies

Lodging guests must pay the room fee at check-in by cash or check or provide proof of credit card payment. Advance payments cannot be refunded except on a duty day. Fees for beer, soft drinks and liquor are due at the same time as the room fee.

Only Visa and MasterCard are accepted.

Checks are accepted only for the amount of the bill. There is a \$25 service charge each time a check is returned for insufficient funds. Check cashing is available at Tinker Federal Credit Union and the Base Exchange.

Refunds will be given immediately, if possible. If it is not possible, a request for a check will be made and the check will be passed on to you as soon as possible.

Lost & Found

Items left in rooms at checkout are turned into the Lodge office. If you discover articles missing after you depart and think you left them behind, please call (580)213-7358 or DSN 448-7358. Items not claimed after 30 days will be disposed of.

Parking

There is a designated parking for all guests – see Lodge map on the next page. Bicycles are not permitted inside the buildings or on the sidewalks. For boat or trailer parking contact Security Forces at 213-7415

Customer Satisfaction

Your comments are appreciated. Customer satisfaction forms are located in the room and at the front desk for your convenience.

Complaints

If you have a problem, complaint or any situation that we can assist with, call the Lodge clerk on duty by dialing “0”.

Guest Responsibilities

Guests are responsible for their conduct and the conduct of their guests and/or family members while staying at the Lodge. Their actions must not infringe on the rights of others.

Guests shall conserve utilities and comply with fire, health and safety regulations.

Guests will reimburse the Lodge for any damage beyond fair wear and tear and missing government property caused by abuse or negligence on their part and/or guests.

The condition of the room and furnishings and cleanliness of the kitchenette area are the responsibility of the guest. Please insure upon checkout all dishes are washed and put away and the room is in neat and orderly appearance.

Sundry Items

We have provided you with a few complimentary items to get you through your first night's stay. Feel free to ask if you need any of these items replenished. If you forgot to pack any other toiletry item, please see the front desk. We should have what you need available for purchase.

Smoking Policy

Smoking is prohibited in all Lodging common areas and quest rooms. Guests who violate his policy will be assessed a \$150 charge for cleaning.

Pets

In accordance with Air Force Instruction 34-246, pets are not allowed in any lodging rooms at Vance (with the exception of service animals) Guests who violate this policy will be assessed a \$150 charge for cleaning. If a pet is discovered in a room, the guest will be asked to remove the pet immediately by order of the Wing Commander.

Local Kennels:

- Animal Care of Enid, 1900 E Southgate, 234-7387
- The Cat Clinic, 402 S Oakwood, 233-5801
- Cedar Acres, 4626 N Van Buren, 233-6706
- Groom Closet Pet Inn, 2005 W Chestnut, 242-1930
- Enid Pet Hospital, 1212 N Van Buren, 237-3377
- Oakwood Veterinary Clinic, 3502 King, 237-9999
- Olson Animal Clinic, 1533 N Grand, 237-6901
- Wheatland Animal Clinic, 5805 W Garriott Rd, 234-1245

Storage Options

Valuables – Security safes are located in the clothes closet of every guest room.

Classified Material – Contact Command Post at 213-7384 for assistance regarding storage of classified materials.

Weapons – Firearms and/or ammunition is prohibited within the Lodge. Register all firearms and/or ammunition with Security Forces. All government owned quarters are subject to unannounced searches. Unauthorized contraband will be confiscated and action taken.

Phones

Each room is equipped with a phone. Local calls are free.

Long-distance calls will be posted to your room account by the computer at the time the call is placed and you will be charged a daytime operator-assisted rate.

To retrieve a message if the message light is flashing, dial ext 6000 and follow the voice prompts.

Remember to delete messages or the message light will remain on. If the message light is flashing and there is no message on ext 6000, dial "0" for the front desk.

To connect your laptop, refer to instructions by the phone.

To contact the switchboard operator, call (580)233-0059 or DSN 448-6286

Wake Up Service

Wake-up service is available and provided 16 hours a day. Dial "0" or stop by the front desk, give your room number and the time you wish to be awakened.

There is automated wake-up service available:

To set automatic wake-up, dial *6 + military time (HHMM)

To cancel automatic wake-up, dial *6 + 9999

Copy Machine

The copy machine is at the front desk and available for duty-related items only.

Coffee Makers

All rooms are furnished with coffee makers plus coffee, tea, sugar and cream. Ensure your coffee maker is unplugged when not in use and has water when it is plugged in.

VQ/TLF coffee makers – Put one pre-measured coffee filter packet into basket. Fill pot/cup with water. Pour into coffee maker. Turn on coffee maker.

DV coffee makers – Insert one coffee filter cup (do not open cup) into designated holder on coffee maker. Pour one cup of water in maker. Close top. Place cup under spout. Coffee maker will automatically come on.

Wi-Fi – midatlanticb (no password)

Your computer should be configured as follows: Address Type:

IP Address/IPv4 IP Address: 10.71.X.X-10.71.X.X

Subnet Mask/IPv4 Subnet Mask: 255.255.224.0

Default Gateway/IPv4 Default Gateway: 10.71.0.1

Maintenance/Malfunctions

The Lodge and Civil Engineering strive to maintain high standards of maintenance in all quarters. Occasionally a switch may break, a faucet may leak or the heat and air may break down. If you experience problems where repairs are necessary, please fill out a maintenance repair form located in this book and it on the counter or call the Lodge clerk on duty by dialing “0”.

Malfunctioning or inoperable appliances or electronics should be reported to the Lodging office by dialing “0”.

Ice Machines

Ice machine is located in Bldg. 714 on the first floor.

Refreshments

Refreshments can be found 16 hours a day, off the main lobby. Hot coffee, hot chocolate, espresso and tea are offered to guests free of charge. Drinks and snacks are available for purchase.

Housekeeping

Housekeeping is provided daily unless the “Do Not Disturb” sign is posted on your door. If the “Do Not Disturb” sign is not removed by 1300, you will not receive services for that day.

Services daily are:

- Empty Trash
- Make Bed
- Restock Amenities
- Clean Toilet
- Clean Floor
- Exchange Towels

Additional services weekly are:

- Change Bed Linen
- Clean mirrors and vanity
- Clean tub, shower, curtain and door
- Dust
- Vacuum and Mop
- Clean Bathroom

Additional services upon checkout:

- Clean dishwasher
- Clean dishware and utensils
- Clean ceiling, walls, light fixtures
- Clean vents
- Clean sinks, countertops and cabinets
- Clean under furniture, window sills and tracks
- Clean all appliances including iron and iron board cover
- Clean all furniture including inside drawers
- Replace all bed and bath linens

Laundry Services

All rooms are furnished with an iron and ironing board.

Washers and dryers are located in the laundry rooms on the first and second floor, and 714 for VQ occupants and the northeast corner of Bldg. 790 for TLF occupants. There is no charge for Cherokee Lodge guests. Laundry soap is available for purchase at the front desk.