



CNIC AFLOAT RECREATION AND FITNESS PROGRAM

PORT VISIT RESOURCES

Ports visits are by far one of the most exciting (and stressful) evolutions to prepare for on a ship. The purpose of this guide is to provide examples of effective resources that have been used on ships and to inspire ideas for new formats. Several working documents are included in separate attachments located on the CNIC Deployed Forces Support website. Use what works for you. This is a sampling – remember – you are limited only by your creativity!

The following Working Documents (WD) are included:

WD 01 (A, B & C)	TOUR PRICE CONVERSION AND BUDGET FORM
WD 02	TOUR BROCHURE TEMPLATE
WD 03	TOUR REQUEST FORM
WD 04	TOUR CHAPERONE DUTIES
WD 05A	TOUR TALLY SHEET
WD 05B	TOUR ROSTER LISTS
WD 06A	HOTEL RESERVATION REQUEST FORM
WD 06B	HOTEL REQUEST PLACE IN LINE
WD 07A	TOUR SUMMARY SHEET
WD 07B	TOUR SUMMARY SHEET WITH CHAPERONES

Prior to deployment the Recreation Services Officer (RSO) and/or Fun Boss should gather as much information as possible regarding port visits; always keep OPSEC in mind. Typically you can look at historical data for port visits and get an idea on how to begin compiling budgets, tour lists, etc. Keep in mind this information is not current and obviously will change slightly – but it is a place to start.

If there is an installation MWR at the port, then most likely all tours/activities will be booked through them. MWR will either have a contract with a tour company or will conduct the tours themselves. At some locations, USO handles part or all of the tours; this applies mostly in Naples and United Arab Emirates. For locations that do not have MWR or USO, the Tour Provider point of contact (POC) will be provided by the Husbanding Agent or through the Foreign Area Clearance Guide referenced in CNICINST 1710.5 Chapter 1 Section 2.c..

The best way to ensure a well prepared port call is executed; contact the MWR Deployed Forces Support Coordinator (DFSC), MWR Community Recreation Program, Husbanding Agent or port call POC through Logistics Requirements (LOGREQ). The LOGREQ is used to request the services or logistics support the ship requires prior to arrival. Ensure the LOGREQ originator knows to contact the RSO and Fun Boss for input before sending the ship's LOGREQ and after receiving a reply. The Tour Provider POC should be in the LOGREQ reply and information should be provided to the RSO and Fun Boss as soon as possible. It is IMPERATIVE the RSO and Fun Boss be included in this informational loop. Ultimately the important thing to remember is the Tour Provider MUST be vetted through the proper channels.

As soon as the RSO and Fun Boss receive the Tour Provider contact, there needs to be a quick turnaround of information to compile the budget, tour brochure, registration form, etc.

YOU HAVE THE TOUR POC...NOW WHAT?

- As soon as you are able to initiate contact with the Tour Provider, be sure the tour information they provide includes the following:
 - Names of Tours Available
 - Day(s) Tours are Available
 - Cost Per Person or Cost Per Bus
 - Minimum/Maximum Personnel for each tour
 - Tour Departure & Return Times and Location(s)
 - Any special certifications or clothing requirements?
 - Any additional activities you want based on crew preferences?
 - Spa Days (for females and males)
 - Golf (if it's not included)
 - Horseback Riding
 - Deep Sea Fishing
 - Snorkeling
 - Other?
- Once you have the tour list you can begin to compile information and begin producing supplemental documents.
- Talk with the Chain of Command (COC) and Recreation Fund Custodian (RFC) regarding how much (if any) trips and tours can be subsidized based on budget. If you cannot offer all of the tours, choose the most popular trips/tours to offer the crew based on crew preference and budget constraints.

CONTRACTS

- Refer to CNICINST 1710.5 for guidance regarding NAF Procurement Authority and Port Visit Contracts.
 - Chapter 6, Paragraph 3. NAF Procurement Authority.
 - Chapter 6, Paragraph 12. Contracts.

MARKETING & SELLING TRIPS / TOURS

- How will you get the word out to the crew? Identify your intent before generating documents so the components work toward your goal.
 - PowerPoint brief on SiteTV
 - Email that includes the tour list, when tour sales will begin, and the process to purchase tours
 - Flyers
 - Plan of the Day (POD)
- Start to advertise for available trips/tours as soon as the COC authorizes it.
- Set up time and location where trips/tours will be sold. Be sure to include times to accommodate all duty sections.
- Sell trips/tours for as long as possible before the port visit; ideally at least one week if operational commitments allow and gives enough time to sell before the Tour Provider needs the numbers.
- Establish a firm last day to buy date.
- Ensure an organized and detailed roster is maintained for each trip/tour/day.
- Establish and advertise trip/tour guideline policies. For example: refund policy, no show policy, dress code, alcohol policy, chaperone policy (see Section 4, WD 04).
 - A sample refund policy could look like the following:
 - In the event of tour cancellation by MWR, the tour price will be refunded. If a tour is missed due to illness, you must have something signed by Medical. If a tour is missed due to a duty/shift change, you must have something SIGNED BY YOUR LCPO/DIVO to receive a refund. Refund requests must be submitted to MWR, along with proper paperwork, NO LATER THAN [Time] on [Date NLT two weeks after port visit]. Any requests received after this time will not be accepted. If you are aware you cannot attend a tour for medical or operational reasons before the ship pulls in, please notify MWR. Thank you for your cooperation.
- If timing allows, and depending on local MWR, USO or Tour Operator requirements, provide final tour numbers five days prior to the port visit. Be aware local MWR, USO or Tour Operators may require the final numbers to be sent sooner than five days out. The sales timeframe may have to be adjusted.



Section 1. TOUR PRICE CONVERSION AND BUDGET

WD 01A. TOUR PRICE CONVERSION AND BUDGET FORM – PRICE CONVERSION SHEET

Using WD 01A, determine pricing for each tour.

- Enter the per person cost based on whatever currency form is provided by the Tour Vendor (i.e. Euro, British Pound, US Dollar, etc.).
 - If tour pricing is given by bus versus by person, then you need to determine the per person cost. See the following example:
 - London Direct Full Day Tour = (Qty. 1) 49 pax at 810 British Pound per day.
 - 810 GBP divided by 49 pax = 16.53 GBP per person.
 - Enter 16.53 in the *Per Person Tour Cost from Vendor* column.
- Enter the conversion rate which corresponds to the currency form provided.
 - www.oanda.com is a website providing current conversion rates
 - www.xe.com is a website providing current conversion rates
 - When determining conversion rates from the website, be sure you have the conversion going the correct direction in the formula (i.e. Euro to USD versus USD to Euro). Convert “1” corresponding foreign currency to USD.
 - Once you have entered the conversion rate, the formulas will automatically calculate the *Cost in USD* as well as the pre-determined subsidies.
 - If tour prices are provided in US Dollars, then fill in the price in the *Per Person Tour Cost from Vendor* column and put “1” in the *Conversion Rate* column.
- Enter the price you will sell the tour. This allows you to round numbers up or down to whole numbers. If you are able to subsidize tours, once you enter an amount, the *Custom %* will automatically calculate so you can see if you’re within budget range requirements.

TOUR NAME	Per Person Tour Cost from Vendor	Conversion Rate	Cost in USD	Price at 15% subsidy	Price at 20% Subsidy	Price at 25% Subsidy	Price at 30% Subsidy	Custom %	Enter Price You Will Sell It For
(Enter the country specific money denomination type here.)	Country Specific Money Denomination (i.e. euro, dollar, yen, etc.)	Conversion Rate	USD	USD	USD	USD	USD		USD
Ex. London Direct Full Day	GBP 16.53	1.29906	USD 21.47	\$18.25	\$17.18	\$16.11	\$15.03	20.83%	\$17.00
Ex. Marseille Half Day	EUR 52.00	1.16849	USD 60.76	\$51.65	\$48.61	\$45.57	\$42.53	21.00%	\$48.00
Ex. Singapore City Tour	SGD 66.00	0.723955	USD 47.78	\$40.61	\$38.22	\$35.84	\$33.45	20.47%	\$38.00
Ex. Tao Tao Taxi (Guam)	USD 66.00	1	USD 66.00	\$56.10	\$52.80	\$49.50	\$46.20	21.21%	\$52.00
1			USD 0.00	\$0.00	\$0.00	\$0.00	\$0.00	#DIV/0!	
2			USD 0.00	\$0.00	\$0.00	\$0.00	\$0.00	#DIV/0!	
3			USD 0.00	\$0.00	\$0.00	\$0.00	\$0.00	#DIV/0!	
4			USD 0.00	\$0.00	\$0.00	\$0.00	\$0.00	#DIV/0!	
5			USD 0.00	\$0.00	\$0.00	\$0.00	\$0.00	#DIV/0!	
6			USD 0.00	\$0.00	\$0.00	\$0.00	\$0.00	#DIV/0!	
7			USD 0.00	\$0.00	\$0.00	\$0.00	\$0.00	#DIV/0!	
8			USD 0.00	\$0.00	\$0.00	\$0.00	\$0.00	#DIV/0!	
9			USD 0.00	\$0.00	\$0.00	\$0.00	\$0.00	#DIV/0!	
10			USD 0.00	\$0.00	\$0.00	\$0.00	\$0.00	#DIV/0!	
11			USD 0.00	\$0.00	\$0.00	\$0.00	\$0.00	#DIV/0!	
12			USD 0.00	\$0.00	\$0.00	\$0.00	\$0.00	#DIV/0!	
13			USD 0.00	\$0.00	\$0.00	\$0.00	\$0.00	#DIV/0!	
14			USD 0.00	\$0.00	\$0.00	\$0.00	\$0.00	#DIV/0!	
15			USD 0.00	\$0.00	\$0.00	\$0.00	\$0.00	#DIV/0!	
16			USD 0.00	\$0.00	\$0.00	\$0.00	\$0.00	#DIV/0!	
17			USD 0.00	\$0.00	\$0.00	\$0.00	\$0.00	#DIV/0!	
18			USD 0.00	\$0.00	\$0.00	\$0.00	\$0.00	#DIV/0!	
19			USD 0.00	\$0.00	\$0.00	\$0.00	\$0.00	#DIV/0!	
20			USD 0.00	\$0.00	\$0.00	\$0.00	\$0.00	#DIV/0!	
21			USD 0.00	\$0.00	\$0.00	\$0.00	\$0.00	#DIV/0!	
22			USD 0.00	\$0.00	\$0.00	\$0.00	\$0.00	#DIV/0!	
23			USD 0.00	\$0.00	\$0.00	\$0.00	\$0.00	#DIV/0!	
24			USD 0.00	\$0.00	\$0.00	\$0.00	\$0.00	#DIV/0!	
25			USD 0.00	\$0.00	\$0.00	\$0.00	\$0.00	#DIV/0!	
26			USD 0.00	\$0.00	\$0.00	\$0.00	\$0.00	#DIV/0!	
27			USD 0.00	\$0.00	\$0.00	\$0.00	\$0.00	#DIV/0!	
28			USD 0.00	\$0.00	\$0.00	\$0.00	\$0.00	#DIV/0!	
29			USD 0.00	\$0.00	\$0.00	\$0.00	\$0.00	#DIV/0!	
30			USD 0.00	\$0.00	\$0.00	\$0.00	\$0.00	#DIV/0!	

The following websites can be used to get up-to-date conversion rates. www.oanda.com www.xe.com
 ON WEBSITE - MAKE SURE YOU HAVE THE CONVERSION GOING THE CORRECT DIRECTION IN THE FORMULA (I.E. EURO TO USD VERSUS USD TO EURO)
 *Cells highlighted in BLUE can be changed/updated. Items in blue on WD01A Price Conversion Sheet will automatically fill to the corresponding space on WD01B Tour Budget Sheet.

WD 01B. TOUR PRICE CONVERSION AND BUDGET FORM – TOUR BUDGET SHEET

Using WD 01B, determine your budget for the port visit by inserting maximum quantities and chaperone costs.

- The items highlighted in BLUE can be changed. Once you fill in the *Tour Names* on WD 01A, it will automatically fill in the *Tour Names* for WD 01B. The same holds true for the other areas highlighted in BLUE on WD 01A.
- Put the cost the tour chaperone is responsible for.
 - If you can offer tours for chaperones for free, then put zero.
 - If you subsidize chaperone tours more than the typical subsidized amount, then put that amount.
 - If you cannot subsidize tours for anyone, then put the total cost of the tour.
- Maximum QTY Per Tour**, Be sure to account for the total numbers of days available.
 - i.e. For one tour, you budget for two buses (with two chaperones for each bus) that can carry 54 pax each for the three days of the port visit.
 - 54 pax – 2 chaperones for the bus = 52 pax
 - 52 pax X 2 buses each day = 104 pax
 - 104 pax X 3 days in port = MAX QTY 312 personnel for that tour during the port visit.
 - In the chaperone column you would put 2 chaperones per bus x 2 buses per day = 4 chaperones per day X 3 days = 12 chaperones for that tour during the port visit.
- Total Budgeted MWR Cost** may vary due to conversion decimal and partial bus occupancy.
 - i.e. If you're getting charged by bus, but you send a bus that is not full, then your **Total Budgeted MWR Cost** will be more because you have not received the income for those unoccupied spaces.
- Be sure the subsidy percentage and maximums for each tour fall within approved budget guidelines.

TOUR NAME	Actual Tour Cost (USD) (no subsidy)	Cost to Sailor (USD)	MWR COST (after Subsidy)	Cost to Chaperone	MAXIMUM QTY PAX PER TOUR	Chaperone QTY (approx. 1/25 pax)	TOTAL ACTUAL COST (How much the tour bill will be.)	Budgeted Money from Sailors	MWR's Budgeted Chaperone Cost (1/25 pax)	Budgeted MWR Subsidy Cost (does not include chaperone cost)	(Should match Column I)
EX. London Direct Full Day	\$21.47	\$17.00	\$4.47	\$0.00	288	6	\$6,313.20	\$4,896.00	\$128.84	\$1,288.36	\$6,313.20
EX. Marseille Half Day	\$60.76	\$48.00	\$12.76	\$0.00	312	12	\$19,686.72	\$14,976.00	\$729.14	\$3,981.58	\$19,686.72
EX. Singapore City Tour	\$47.78	\$38.00	\$9.78	\$16.00	312	12	\$15,481.05	\$12,048.00	\$381.37	\$3,051.68	\$15,481.05
EX. Tao Tao Tasi (Guam)	\$66.00	\$52.00	\$14.00	\$52.00	312	12	\$21,384.00	\$16,848.00	\$168.00	\$4,368.00	\$21,384.00
1	0	\$0.00	\$0.00				\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
2	0	\$0.00	\$0.00				\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
3	0	\$0.00	\$0.00				\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
4	0	\$0.00	\$0.00				\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
5	0	\$0.00	\$0.00				\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
					0	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Total Budgeted MWR Cost										\$0.00	

This format allows for Tour Chaperones. It must be understood that if someone goes as an MWR Chaperone, then they are responsible for that tour and the personnel on that tour. They are responsible for mustering personnel and notifying MWR when the tour returns and any issues/concerns there may be. CHAPERONES MUST ENSURE THEY DO NOT HAVE DUTY AS TOUR ESCORTS ARE REQUIRED. Cells highlighted in BLUE can be changed/updated.

Section 2. TOUR LIST/BROCHURE

Once you have determined pricing, then it is time to put together the tour list that will be distributed to crew members.

- Compile the tour data and begin generating the tour document/brochure. Be sure to include the following for each tour:
 - Tour Name
 - Tour Description
 - Pictures of the tour - typically included with the packet sent from the Tour Provider. If not, you may need to pull some images from online. (Be sure any image you pull from online is actually part of the tour.)
 - Cost to the Sailor/Marine – if you are subsidizing, be sure it reflects the final price to the Sailor or Marine. This will be the price determined after the price conversion, etc.
 - Days Available - be careful of putting actual dates. You may want to use *Day 1, Day 2*, etc. if *Day 1* is the day the ship pulls in. Be sure this is clear in the documentation. Otherwise, put the day of the week, month and day [#] but exclude the year.
 - What time do they need to muster ON THE PIER; not to be confused with mustering ON THE SHIP, especially if there are water taxis?
 - What time does the trip depart from and return to the pier?
 - What is the minimum headcount to send the tour?
 - What is the maximum headcount for the tour?
 - Any notes that need to be reinforced? Any specialized clothing required? Recommended dress code? Any certification needed? Is cash needed for a specific tour?
 - If gear is being rented (i.e. ski boots, jackets, etc.), be sure to gather the necessary information (sizes) when participants sign up and pay for the tour. This will minimize time trying to track crew members down later.
- The key to a successful tour list/brochure is to ensure the information provided is comprehensive and accurate. This should minimize questions. Following is an example for one tour:



Insert tour information description here.

DAYS OFFERED: [Month & Day(s)]
 MUSTER: [Time]
 DEPART LONDON: [Time]
 MIN / MAX

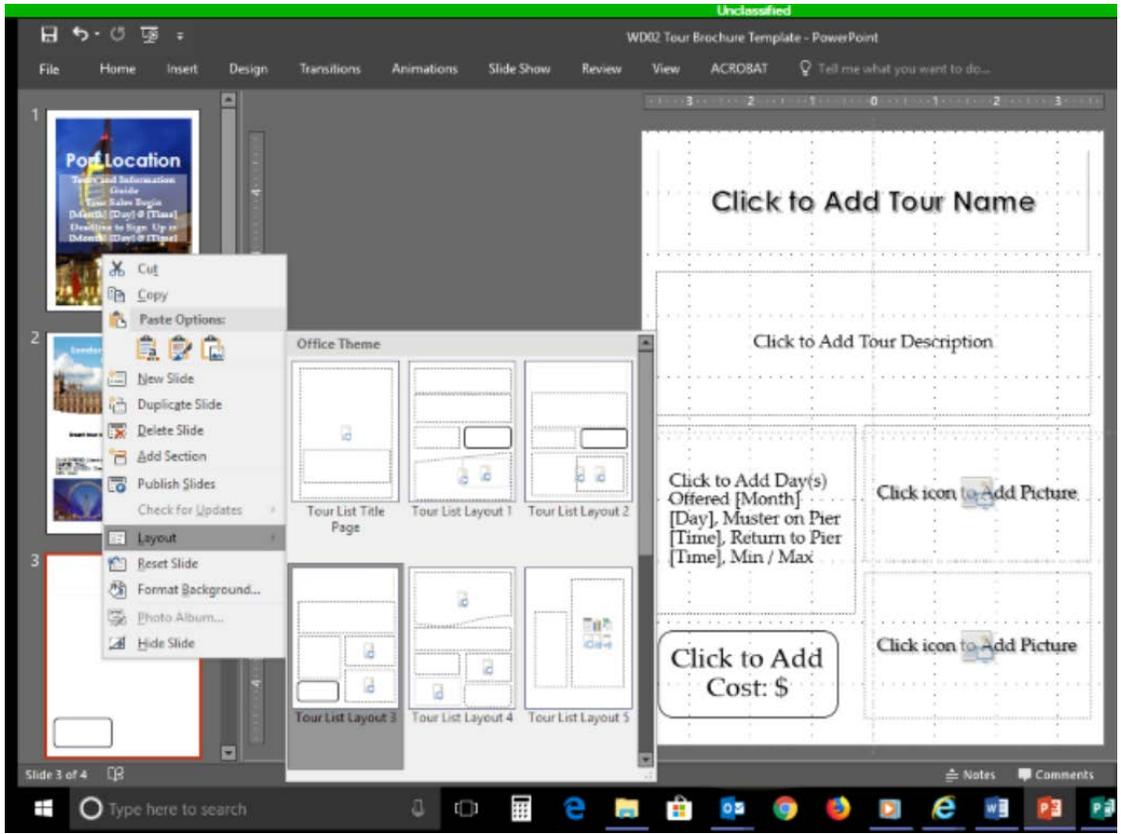


Cost: \$

- PowerPoint – If you provide a brief for SiteTV, then this works two-fold.
 - 1) Generate the tour list with one tour per slide and it can cycle through on SiteTV.
 - 2) Save it as a PDF, then it can be used as the document provided to the crew.
- MS Publisher/PDF – Not everyone has ready access to a computer so consolidating the information and saving it as a PDF is helpful if copies need to be printed.

WD 02. TOUR BROCHURE TEMPLATE

WD 02 is provided as a tool to generate the tour list. Several slide layouts are available. Open a new file in PowerPoint. To insert a new or duplicate slide, right-click in the left pane and select New Slide; then select Layout and choose the configuration to use. Different layouts may be chosen for each page or use one layout for consistency. After a layout is selected, customize the page if you do not like the presets (font size, color, etc.).



Section 3. TOUR REQUEST

WD 03. TOUR REQUEST FORM

WD 03 is used like an invoice. Crew members complete the form and bring two copies down to MWR to purchase their tour. Once the payment is made, MWR keeps a stamped/signed copy and the crew member keeps a stamped/signed copy for their records. **NOTE:** This helps to verify what tour the crew member signed up for in case there is a question or dispute later.

- Be sure to put the last five digits of the Navy Cash card used for payment on the *Tour Request Form*. This helps identify the transaction on the Navy Cash report. Any refund processed should go to the owner whose Navy Cash card was used to purchase the tour.

Tour Request Form							
Completely fill out form and bring TWO (2) copies to the MWR window. MWR will collect Navy Cash Card payment in advance for all tours.							
	FIRST NAME:						
	LAST NAME:						
	RANK/RATE:						
	DEPT/DIV:						
	J-DIAL:						
E-MAIL:							
TOUR	COST	MUSTER TIME	TUE 22-May	WED 23-May	THU 24-May	FRI 25-May	SAT 26-May
TourName1							
TourName2							
TourName3							
TourName4							
TourName5							
TourName6							
TourName7							
TourName8							
TourName9							
TourName10							
TourName11							
TourName12							
TourName13							
TourName14							
TourName15							
TourName16							
TourName17							
TourName18							
TourName19							
TourName20							
TourName21							
TourName22							
TourName23							
TourName24							
TourName25							
TourName26							
TourName27							
TourName28							
TourName29							
TourName30							

By signing here, I understand I am booking, and responsible for attending, the tours selected above. I will not be refunded unless a tour is cancelled by MWR or meets Refund Policy criteria. Multiple tours purchased for the same day are at the buyer's risk and will not be refunded. Tour participants are responsible for knowing when and where their tour departs and should plan to muster one hour prior to the scheduled departure time.

Signature: _____ Date: _____
Applicant's Signature

Signature: _____ Date: _____
MWR Cashier (print & sign name)

FOR OFFICE USE ONLY:	RECEIPT #	
	LAST 5 DIGITS NAVY CASH CARD	



Section 4. WD 04 CHAPERONE DUTIES

There are typically not enough MWR Staff or Recreation Advisory Board (RAB) members to staff all the tours offered during a port visit so MWR relies on volunteers to chaperone. In some cases, the senior person on the tour gets the job. In other instances, MWR offers special benefits/pricing for those willing to help out. Regardless, it is an important role to fill as the chaperone is the Navy and MWR's representative for the tour. Below is a sample chaperone policy used by one ship.

CHAPERONE DUTIES

- **A chaperone shall be an active leader.** The role is not a passive one. Chaperones represent the command and their rank. They are expected to keep force protection and the safety of Sailors at the front of their mind and will help resolve any issues encountered during the MWR event.
- **Liberty is a mission.** Chaperones will reinforce that participants must use the Buddy System, look out for one another, and remember that they are representatives of the United States. If a chaperone witnesses actions that could reflect poorly on the United States, they will intervene.
- Chaperones will **maintain accountability of all personnel** assigned to the MWR event. Chaperones will be provided a Muster sheet of all participants. In accordance with the ship's Liberty Policy, if a participant becomes separated from the MWR tour or accountability of a participant is lost, the chaperone will immediately contact Shore Patrol and/or the Officer of the Deck.
- In unstructured MWR events, where participants are free to roam (such as at waterparks or on safaris), chaperones will ensure participants assume Liberty Buddies. A chaperone will step-up and **serve as a Liberty Buddy for those who need one.**
- Consumption of alcohol for chaperones is delineated in shipboard policy _____. As the chaperone, you are responsible for the safety and well-being of the participants. A chaperone cannot do that if their mental or physical faculties are impaired.
- At the conclusion of the MWR event, chaperones will return the muster sheets to the MWR personnel on duty; and inform the Officer of the Deck of the accountability of participants.
- Within 24 hours of the conclusion of the tour, chaperones will **provide a brief after-action report** via e-mail to Fun Boss and [Ship] Security, specifically noting any concerns or lessons learned from the trip, as well as suggestions for improvement.

IF A CHAPERONE FAILS TO SHOW UP AT THE APPOINTED MUSTER TIME FOR AN EVENT, THEY ACKNOWLEDGE THEY MUST PAY FOR THE TOUR THEY WERE SCHEDULED TO CHAPERONE. ADDITIONAL CHAPERONES UNDERSTAND THAT FAILURE TO SHOW/MUSTER FOR AN EVENT, COULD LEAD TO A LAST MINUTE CANCELLATION OF THE TOUR, THUS AFFECTING MORALE AND RUNNING CONTRARY TO THE NAVY CORE VALUES.

I acknowledge my responsibilities to abide by and enforce _____ Fleet and CSG-__ Liberty Policies on conduct ashore. I also agree to execute these responsibilities as a chaperone.

Signature: _____

Printed Name: _____

Date: _____

Section 5. TRACKING TOUR SALES TO PREVENT OVERBOOKING.

Ships use different methods for tracking tour sales to prevent overbooking. Following are some examples.

WD 05A. TOUR TALLY SHEET. WD 05A is one way for cashiers to ensure they do not oversell a tour. If there are multiple cashiers selling tickets at the same time, then they need to work from one sheet so as not to overbook a tour for a particular day. Below is an example. The numbers shaded in yellow denote the minimum needed to send the tour. This number will vary for each tour and location.

Tours	Personnel Signed Up																								
	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25
(1) TourName1 Day 2 [MM/DD]	26	27	28	29	30	31	32	33	34	35	36	37	38	39	40	41	42	43	44	45	46	47	48	49	50
	51	52	53	54	55	56	57	58	59	60	61	62	63	64	65	66	67	68	69	70	71	72	73	74	75
	76	77	78	79	80	81	82	83	84	85	86	87	88	89	90	91	92	93	94	95	96	97	98	99	100
	101	102	103	104	105	106	107	108	109	110	111	112	113	114	115	116	117	118	119	120	121	122	123	124	125
	126	127	128	129	130	131	132	133	134	135	136	137	138	139	140	141	142	143	144	145	146	147	148	149	150
	151	152	153	154	155	156	157	158	159	160	161	162	163	164	165	166	167	168	169	170	171	172	173	174	175
	176	177	178	179	180	181	182	183	184	185	186	187	188	189	190	191	192	193	194	195	196	197	198	199	200
(1) TourName1 Day 3 [MM/DD]	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25
	26	27	28	29	30	31	32	33	34	35	36	37	38	39	40	41	42	43	44	45	46	47	48	49	50
	51	52	53	54	55	56	57	58	59	60	61	62	63	64	65	66	67	68	69	70	71	72	73	74	75
	76	77	78	79	80	81	82	83	84	85	86	87	88	89	90	91	92	93	94	95	96	97	98	99	100
	101	102	103	104	105	106	107	108	109	110	111	112	113	114	115	116	117	118	119	120	121	122	123	124	125
	126	127	128	129	130	131	132	133	134	135	136	137	138	139	140	141	142	143	144	145	146	147	148	149	150
	151	152	153	154	155	156	157	158	159	160	161	162	163	164	165	166	167	168	169	170	171	172	173	174	175
176	177	178	179	180	181	182	183	184	185	186	187	188	189	190	191	192	193	194	195	196	197	198	199	200	
(2) TourName2 Day 1 [MM/DD]	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25
	26	27	28	29	30	31	32	33	34	35	36	37	38	39	40	41	42	43	44	45	46	47	48	49	50
	51	52	53	54	55	56	57	58	59	60	61	62	63	64	65	66	67	68	69	70	71	72	73	74	75
	76	77	78	79	80	81	82	83	84	85	86	87	88	89	90	91	92	93	94	95	96	97	98	99	100
	101	102	103	104	105	106	107	108	109	110	111	112	113	114	115	116	117	118	119	120	121	122	123	124	125
	126	127	128	129	130	131	132	133	134	135	136	137	138	139	140	141	142	143	144	145	146	147	148	149	150
	151	152	153	154	155	156	157	158	159	160	161	162	163	164	165	166	167	168	169	170	171	172	173	174	175
176	177	178	179	180	181	182	183	184	185	186	187	188	189	190	191	192	193	194	195	196	197	198	199	200	
(2) TourName2 Day 2 [MM/DD]	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25
	26	27	28	29	30	31	32	33	34	35	36	37	38	39	40	41	42	43	44	45	46	47	48	49	50
	51	52	53	54	55	56	57	58	59	60	61	62	63	64	65	66	67	68	69	70	71	72	73	74	75
	76	77	78	79	80	81	82	83	84	85	86	87	88	89	90	91	92	93	94	95	96	97	98	99	100
	101	102	103	104	105	106	107	108	109	110	111	112	113	114	115	116	117	118	119	120	121	122	123	124	125
	126	127	128	129	130	131	132	133	134	135	136	137	138	139	140	141	142	143	144	145	146	147	148	149	150
	151	152	153	154	155	156	157	158	159	160	161	162	163	164	165	166	167	168	169	170	171	172	173	174	175
176	177	178	179	180	181	182	183	184	185	186	187	188	189	190	191	192	193	194	195	196	197	198	199	200	
(2) TourName2 Day 3 [MM/DD]	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25
	26	27	28	29	30	31	32	33	34	35	36	37	38	39	40	41	42	43	44	45	46	47	48	49	50
	51	52	53	54	55	56	57	58	59	60	61	62	63	64	65	66	67	68	69	70	71	72	73	74	75
	76	77	78	79	80	81	82	83	84	85	86	87	88	89	90	91	92	93	94	95	96	97	98	99	100
	101	102	103	104	105	106	107	108	109	110	111	112	113	114	115	116	117	118	119	120	121	122	123	124	125
	126	127	128	129	130	131	132	133	134	135	136	137	138	139	140	141	142	143	144	145	146	147	148	149	150
	151	152	153	154	155	156	157	158	159	160	161	162	163	164	165	166	167	168	169	170	171	172	173	174	175
176	177	178	179	180	181	182	183	184	185	186	187	188	189	190	191	192	193	194	195	196	197	198	199	200	

WD 05B. PRE-PRINTED TOUR ROSTER LISTS.

Another option for ensuring a tour is not oversold is to provide pre-printed tour lists for each tour. Again, if there is more than one cashier selling tours, then you must devise a way to track entries simultaneously so as not to overbook.

- The total number of spaces available will depend on the number of seats per bus or will be provided as the Maximum by the Tour Provider.
- The sample file provided can be tailored to your needs. Remember to have one list per tour per day and confirm the amount of spaces matches the bus capacity or Maximum provided by the Tour Provider.

TOURNAME2							
DATE:	PRICE:	MUSTER TIME:	DEPARTURE TIME:			RETURN TIME:	
#	RATE	LAST NAME	FIRST NAME	DEPARTMENT	DIVISION	RECEIPT #	AMOUNT PAID
1							
2							
3							
4							
5							
6							
7							
8							
9							
10							
11							
12							
13							
14							
15							
16							
17							
18							
19							
20							
21							
22							
23							
24							
25							
26							
27							
28							
29							
30							
31							
32							
33							
34							
35							
36							
37							
38							
39							
40							
41							
42							
43							
44							
45							
46							
47							
48							
49							

THIS TOUR IS OFFICIALLY SOLD OUT!!

TOURNAME2							
DATE:	PRICE:	MUSTER TIME:	DEPARTURE TIME:			RETURN TIME:	
#	RATE	LAST NAME	FIRST NAME	DEPARTMENT	DIVISION	RECEIPT #	AMOUNT PAID
WAIT LIST							
1							
2							
3							
4							
5							
6							
7							
8							
9							
10							

PRINT SERIALIZED TICKETS. If the ship’s Media Department can print serialized tickets, then this is the easiest method. If not, serialized tickets may be accomplished by using the Mail Merge option in MS Word and the Business Card size template.

Section 6. HOTELS

- Hotel Sales necessary? Responsibility for hotel reservations differ depending on location. Check with the proper local authority regarding the policy. Instances where MWR takes payment for hotel rooms is limited and should only happen when required due to local policy.
 - Per 5th Fleet Policy, hotel sales in Bahrain MUST go through NGIS.
 - Per 5th Fleet Policy, hotel sales in Dubai MUST go through USO.
- Refer to CNICINST 1710.5 for policy on hotels when determining Hotel Refunds. It is imperative commands have an understanding of this policy with relation to booking hotels and refunds.
 - CNICINST 1710.5 Chapter 4, Paragraph 8.c.1.
 - CNICINST 1710.5 Chapter 3, Paragraph 14.r.

WD 06A. HOTEL RESERVATION REQUEST FORM.

WD 06A, shown below, is geared towards hotel reservations in Dubai, but can easily be modified to work for any port visit where hotel reservations are handled through the ship.

THERE SHOULD BE ONE FORM FOR EACH ROOM REQUESTED. THIS FORM SHOULD ONLY BE USED FOR ROOMS IN THE MWR BLOCK.



HOTEL RESERVATION REQUEST FORM

COMPLETELY FILL OUT THIS FORM ELECTRONICALLY. PRINT TWO COPIES AND BRING THEM TO THE MWR TICKET WINDOW WITH NAVY CASH CARD PAYMENT. MWR WILL NOT ACCEPT FORMS HAND WRITTEN OR SUBMITTED ELECTRONICALLY (EMAIL OR SHARE DRIVE). MWR WILL CONTACT YOU WHEN YOUR RECEIPT IS READY AND YOU CAN COME DOWN TO PAY. EXTRA FEES MAY BE COLLECTED AT YOUR HOTEL FOR TRIPLE OCCUPANCY, ROOM SERVICE, ETC. SAILORS BOOKING HOTEL ROOMS MUST HAVE APPROVAL FROM CHAIN OF COMMAND. LIBERTY GROUPS MUST SUBMIT FORMS STAPLED TOGETHER. COMPLETELY FILL OUT THE INFORMATION BELOW.

	E7 & ABOVE	E1-E6
SPACE # IN LINE	Fill in the number that was next to your name on the line list.	

	IF SHARING A ROOM, PLEASE FILL OUT THE BELOW INFORMATION		
	GUEST 1 INFO	GUEST 2 INFO	GUEST 3 INFO
LAST NAME			
FIRST NAME			
RATE / RANK			
DIV / SQDN			
J-DIAL			
CHECK IN DATE			
CHECK OUT DATE			
NUMBER OF NIGHTS			
SPECIAL INSTRUCTIONS			

IF YOU ARE STAYING NON-CONSECUTIVE DAYS, PLEASE FILL OUT ANOTHER FORM.
PLEASE RANK YOUR PREFERENCE OF HOTELS FROM 1 - 3

		*1 Guest, 1 Bed	**2 Guests, 1 Bed	***2 Guests, 2 Beds	PRICE PER NIGHT
	HOTEL CHOICE	SINGLE	DOUBLE	TWIN	
1	HOTEL CHOICE #1				
2	HOTEL CHOICE #2				
3	HOTEL CHOICE #3				

*Single is for one guest, one bed. **A Double room has one bed for two guests. ***A Twin room has two separate beds for 2 guests.
****Extra Bed/Guest for Triple occupancy costs extra and is paid directly to the hotel (approx \$60 USD). Note: **NOT ALL HOTELS ALLOW TRIPLE OCCUPANCY.**

IF YOU ARE BOOKING A HOTEL ROOM FOR TWO OR MORE PEOPLE, SIGNATURES OF ALL GUESTS ARE REQUIRED ON THIS DOCUMENT BEFORE BOOKING WILL BE MADE.

By signing below, I acknowledge that I have read and understand the above text. I agree to proceed with booking this room and realize I am responsible for payment to MWR. I understand that any and all cancellations must be made NLT _____ in person at the MWR Ticket Window.

Signature _____ Date _____

Signature _____ Date _____

Signature _____ Date _____

WD 06B. PLACE IN LINE.

- If MWR has a hotel block(s) - Instead of crew members waiting in line while their information gets typed into the hotel block, they can bring down the appropriate documents and maintain their place in the paper line by using WD 06B without having to wait for hours.
 - Get two folders (one for E7 & Above and one for E1-E6). As crew members come down to turn in their hotel request, the MWR representative checks to verify that the information is complete. If not, then tell the crew member what needs to be fixed and tell them to come back. **[NOTE: Liberty Buddies/Liberty Groups must turn in ALL paperwork together so they may be placed in the same hotel.]** If the information is correct and complete, identify their place in line using WD 06B. Now they can return to work and don't have to worry about missing out on rooms. The MWR representative updating the hotel block can enter one E7 & Above paperwork group, then one E1-E6 paperwork group at a time to ensure fair distribution of the rooms.

E1-E6 LINE			E7 & ABOVE		
NAME	NAME	NAME	NAME	NAME	NAME
1. _____	26. _____	31. _____	1. _____	21. _____	31. _____
2. _____	27. _____	32. _____	2. _____	22. _____	32. _____
3. _____	28. _____	33. _____	3. _____	23. _____	33. _____
4. _____	29. _____	34. _____	4. _____	24. _____	34. _____
5. _____	30. _____	35. _____	5. _____	25. _____	35. _____
6. _____	31. _____	36. _____	6. _____	26. _____	36. _____
7. _____	32. _____	37. _____	7. _____	27. _____	37. _____
8. _____	33. _____	38. _____	8. _____	28. _____	38. _____
9. _____	34. _____	39. _____	9. _____	29. _____	39. _____
10. _____	35. _____	40. _____	10. _____	30. _____	40. _____
11. _____	36. _____	41. _____	11. _____	31. _____	41. _____
12. _____	37. _____	42. _____	12. _____	32. _____	42. _____
13. _____	38. _____	43. _____	13. _____	33. _____	43. _____
14. _____	39. _____	44. _____	14. _____	34. _____	44. _____
15. _____	40. _____	45. _____	15. _____	35. _____	45. _____
16. _____	41. _____	46. _____	16. _____	36. _____	46. _____
17. _____	42. _____	47. _____	17. _____	37. _____	47. _____
18. _____	43. _____	48. _____	18. _____	38. _____	48. _____
19. _____	44. _____	49. _____	19. _____	39. _____	49. _____
20. _____	45. _____	50. _____	20. _____	40. _____	50. _____
21. _____	46. _____	51. _____	21. _____	41. _____	51. _____
22. _____	47. _____	52. _____	22. _____	42. _____	52. _____
23. _____	48. _____	53. _____	23. _____	43. _____	53. _____
24. _____	49. _____	54. _____	24. _____	44. _____	54. _____
25. _____	50. _____	55. _____	25. _____	45. _____	55. _____

- As the hotel block is updated and receipts are printed, emails can be sent to the corresponding personnel telling them to come down within 24-48 hours (whatever your timeline permits) of the time of the email to pay for their room. Ensure they understand that if they fail to come down and pay that they will lose their reservation and it will be cancelled.
 - Once the crew member(s) come down to pay and the transaction is complete, stamp two copies of the receipt (one copy for MWR and one copy for the crew member). Have these receipts available on the pier once the ship arrives in port in case questions or disputes occur.
 - **The scenario where MWR pays for hotel rooms is typically extremely limited (Dubai).** It is important to reconcile the lists of who has paid so that the list provided to the appropriate vendor(s) is correct.
- In some cases, (i.e. Bahrain), NGIS and MWR facilitate reservations but payment is made by the crew member directly to the hotel. The crew member must understand they are responsible for any fees incurred due to damage or schedule changes. Again, refer to CNICINST 1710.5 Chapter 4, Paragraph 8.c.1. and Chapter 3, Paragraph 14.r.

Section 7. TOUR SUMMARY

WD 07A. TOUR SUMMARY SHEET. WD 07A is a one-page document that provides a quick look at the tours for each day. It can be posted on SharePoint and provided to the brow watch standers so they are aware of departure times for particular tours. This helps with water taxis, questions from crew, etc. (See example below.)

- Be sure to sort the tour list by time of departure so the buses depart in order.
- Although not part of MWR’s transportation, it helps to include COMREL projects into the document so everyone has a comprehensive picture for the day’s events.
- Scheduled sporting events?
 - o Date / Time confirmed
 - o Traffic concerns getting to event by scheduled time?

DAY 1					
TOURS	MUSTER ON PIER	DEPART PIER	RETURN TO PIER	QTY	NOTES
TourName	1230	1300	1800		
TourName	1230	1300	1800		
TourName	1245	1315	1715		
TourName	1245	1315	1715		
DAY 2					
TOURS	MUSTER ON PIER	DEPART PIER	RETURN TO PIER	QTY	NOTES
TourName	0730	0800	1800-1830		
TourName	0800	0830	1130		
TourName	0800	0830	1800-1830		
Sports	0815	0845			2 BUSES
TourName	0830	0900	1830		
TourName	0830	0900	1700		
TourName	0900	0930	1730		
TourName	0900	0930	1300		
TourName	0900	0930	1315		
TourName	0900	0930	1330		
TourName	1400	1430	1900		
TourName	1400	1430	1900		
TourName	1400	1430	1830		
TourName	1415	1445	1845		
Sports	1730	1900	2359		2 BUSES
TourName					CANX
DAY 3					
TOURS	MUSTER ON PIER	DEPART PIER	RETURN TO PIER	QTY	NOTES
TourName	0730	0800	1800-1830		
TourName	0800	0830	1130		
TourName	0800	0830	1800-1830		
TourName	0830	0900	1830		
TourName	0830	0900	1700		
TourName	0845	0915	1415		
TourName	0845	0915	1415		
TourName	0845	0915	1315		
TourName	0900	0930	1730		
TourName	0900	0930	1300		
TourName	0900	0930	1315		
TourName	0900	0930	1330		
TourName	1415	1445	1845		
TourName					CANX

GAMES BEGIN AT 1000

GAMES BEGIN AT 1900

WD 07B. TOUR SUMMARY SHEET WITH CHAPERONES

WD 07B is used by some ships. The ship used the formula of one chaperone per 50 people as a guide to determine how many chaperones were needed for each tour based on the maximum number of participants.

 TOURS						
DATE	TOUR	CHAPERONES	START	RETURN	MAX # PERSONN	ACTUAL
20-Sep	Tour Name		1530	2130	240	
20-Sep	Tour Name		1900	2300	96	
21-Sep	Tour Name		0600	1800		
21-Sep	Tour Name		0900	1700		
21-Sep	Tour Name		0900	1400		
21-Sep	Tour Name		0930	1300		
21-Sep	Tour Name		0945	1715		
21-Sep	Tour Name		0915	1645		
21-Sep	Tour Name		1000/1300	1330/1730		
21-Sep	Tour Name		1030	1730		
21-Sep	Tour Name		1530	2100		
21-Sep	Tour Name		1900	2300		

Section 8.

LIBERTY CALL! YOU MADE IT TO THE PORT VISIT

- Put Tour Rosters in separate folders for each tour. Be sure the Tour Folder is easily identifiable.
- Use WD 07A or WD 07B to sort them in departure order for each day. This ensures that the buses get mustered and sent off in order.
 - Have multiple copies of the roster for each tour on hand so MWR can retain a copy at the pier and a minimum of one copy can go with each Chaperone.
- Identify MWR Staff/RAB members who will be assisting with muster and send off. Ensure everyone has a current trip/tour roster.
- Muster individuals and assure all participants get on the correct bus for the correct tour.
- Ensure that the chaperone or participant volunteer has ship recall numbers in case of emergency.
- Address any special requirements/information for the tour. Do they need to have cash? Are there any cultural expectations related to the outing?
- After all trips/tours have departed for the day - Enjoy your Day! (Ensure you are able to be reached in case of a tour emergency.)

PAYMENT FOR TRIPS/TOURS

- On specified meeting day, obtain an invoice for all trips/tours from local MWR, USO or Tour Provider. The RFC, RSO and/or Fun Boss reconcile the list and verify accuracy.
- The designated person creates Purchase Order for invoice. Utilize ship's MWR purchasing procedures.
- RFC writes the check and pays the vendor.
 - If paying by check – confirm proper date entry.
 - i.e. Most places overseas use Day/Month/Year. For example, 02/05/18 is May 2, 2018 not February 5, 2018. Banks at certain locations will not accept the check if it is incorrect.
- Retain receipt with records.

CONCLUSION OF PORT VISIT

- Conduct after action report/survey and compile lessons learned.
 - Annotate what worked well, what challenges you faced, etc.
 - Many ship's Strike Ops may ask for information from MWR to go in the MWR portion of the After Action Port Visit message traffic as well.
- Compile and file related port visit information to include tour descriptions, marketing materials, forms, etc.
- Share the information with your local DFSC office.
- Metrics – Morale is a difficult thing to quantify. Metrics support MWR by showing usage numbers. Be sure to provide the following for each port visit as this helps capture how many crew members are benefitting from MWR dollars.
 - Number of tours provided during each port visit
 - Total number of participants for each tour
 - Any port visit events executed during the port visit