

## WARD LODGE

### FREQUENTLY ASKED QUESTIONS

Q: Who is eligible to stay at Ward Lodge?

A: Active duty and dependents, DOD civilians, retirees, reservists or guests with authorized military sponsor.

\*Military Sponsors are required to be present upon check-in to provide proper identification

Q: What information is required to make a reservation?

A: Military sponsor's name, branch of service, pay grade/rank, contact number, email address, unit/company(AD), address (civilians), credit card information

Q: What type of payment is acceptable?

A: Visa, MasterCard, Discover, and American Express. Cash and check is also acceptable, with credit card on file for incidentals

Q: Do you charge tax?

A: No, we are tax exempt

Q: What are the reservation hours?

A: Sunday – Saturday from 0800-1530. Guest Services is open 24/7

Q: What is the cancellation policy?

A: 24 hours prior to arrival date. For group reservations, contact our reservations department at 760-725-5304

Q: How far can we make reservation?

A: 6 months in advance. Group reservation requests are accepted 1 year in advance. Patrons traveling on PCS orders will be accepted as far in advance as required

Q: Do you offer complimentary breakfast?

A: Breakfast is complimentary for registered guests. Available from 0600-0900 on weekdays, 0700-1000 on weekends and holidays, hot beverages are available 24/7

Q: Do you have Wi-Fi?

A: Yes, we offer complimentary Wi-Fi for all registered guests

Q: Are you pet friendly?

A: Yes, pet friendly rooms are available. Please contact our reservation department for policies and fees regarding pet friendly rooms

Q: Are there any pet restrictions or requirements for pets?

A: Domestic pets only (Dogs/Cats), exotic animals are restricted. Restricted breeds aboard MCB, Camp Pendleton: Pit Bulls, Wolf Highbred and Rottweilers. Only 2 pets per room with a combined total weight of 70 lb., cats need to be declawed, and all pets need current and updated shot records. Shot records will be kept on file

Q: How far are you from the Pacific View Lodge?

A: We are approximately 12 miles from Pacific Views Lodge

Q: Do you have a pool?

A: No, there is no pool on our property. However Ward Lodge is located next to the 13 area base pool. Please visit [www.mccscp.com](http://www.mccscp.com) for hours of operation.

Q: Do you have a fitness center?

A: No, there is no fitness center on our property. However Ward Lodge is located 2 blocks from the Paige Field House Fitness Center

Q: Do you have a laundry facility?

A: Yes, there is a coin operated laundry facility onsite for guest use