



DEPARTMENT OF THE ARMY
US ARMY INSTALLATION MANAGEMENT COMMAND
US ARMY GARRISON NATICK
10 GENERAL GREENE AVENUE
NATICK, MA 01760-5002

IMSS-ZA

COMMAND POLICY LETTER NO. 42

Authorized Usage of Family and Morale, Welfare and Recreation (MWR) Facilities

1. REFERENCES:

- a. Army Regulation (AR) 215-1, Morale, Welfare, and Recreation Activities and Nonappropriated Fund Instrumentalities, 24 September 2010.
- b. Natick Soldier Systems Center (NSSC) Policy No. 9-2017, Alcohol Policy for Sports and Recreational Activities.

2. APPLICABILITY: This policy applies to all NSSC military, Civilians, Family Members, and contractors.

3. PURPOSE: Natick Family and MWR is committed to delivering high quality choices in a welcoming environment that supports the well-being of our Soldiers, Retirees, Civilians and their Families. This policy prescribes the proper use and resourcing of facilities in support of MWR's mission-sustaining, community support, and revenue-generating programs and activities.

4. POLICY:

a. The reservation of and use of any MWR-provided equipment, service, or facility is made available on a first-come, first-serve basis for all authorized patrons. The target audience of MWR activities is active duty and retired military personnel, US DoD Appropriated Fund (APF)/Non-appropriated Fund (NAF) civilian employees, Reserve and National Guard components, and their Family members. A full list of authorized patrons is available in Table 7-1, AR 215-1.

b. In support of the Installation Management Command (IMCOM) Common Levels of Support performance model, physical fitness programs, intramural sports programs, aquatic training and community and recreation programs and services (Service 253, SSP's, A, B, D, and E) will be delivered at directed Capability Level (dCL) to authorized patrons free of charge.

c. Facilities and areas in support of MWR programs at Natick are as follows:

- (1) William Lord Community Activity Center (Building 32).
- (2) North End Lounge (Building 32).
- (3) Outdoor Patio Area.

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- (4) CPT Burt Fitness Center (Building 14).
- (5) SGT Gibson Outdoor Swimming Pool (Building 33).
- (6) SGT Jellison Sports Field.
- (7) Beach at Lake Cochituate.
- (8) NSSC Fitness Trail.
- (9) The "Point" Park/Picnic Area.

d. Activity Prioritization – previously scheduled activities may be cancelled or moved without advance notice and out of the control of MWR. Any fees made may be returned or deferred to the prioritized group, if applicable. Activities are prioritized as follows:

- (1) Emergency/Disaster Response.
- (2) DOD/Army-driven Activity.
- (3) Senior Commander/Installation-driven Activities.
- (4) All Paid Activities.
- (5) Previously-scheduled Activities.
- (6) All Unpaid Activities.

e. All usage of MWR facilities and services above dCL will be reimbursed by organizations and/or individuals according to the attached fee schedule (Encl 1).

Official mission-related activities are integral to or critical for success of a unit's official missions, and are authorized the expenditure of APF to pay for expenses incurred by MWR in support of the NSSC mission. NAF will not be used instead of authorized APF support as a matter of convenience. The following list of activities are authorized the use of APF:

- (1) APF/NAS funded events (Protocol 012 funded, Collaborative Information Environment).
- (2) Military Training.
- (3) Command Hosted Conferences (excluding associated social functions).

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(4) Changes of Command, Retirements and Promotion Ceremonies (excluding associated social function).

(5) Prayer Breakfast.

(6) POI Supported Events (Dining In or Ice Breaker).

(7) International Night.

(8) Cultural Awareness Programs.

(9) Awards Ceremonies.

(10) Law Day Ceremonies.

(11) Government Civilian Training.

(12) Family Readiness Group Meetings.

(13) Meetings, Briefings and Training Sessions conducted and/or hosted by NSSC Military Units, Tenants and Partners.

(14) Memorial Services for Fallen Soldiers.

(15) Organization Day (Directorate Level and Above-One per year per Organization).

(16) Any other event specifically designated as an Official Function by the Garrison Commander (Customer must provide documentation of Garrison approval).

5. PROCEDURES:

a. Event hosts may inquire with the MWR administrative office for venue and date availability at 508-233-4791. Based on availability, reservations will be secured by submitting an event request through the Natick Family and MWR website at <https://natick.armymwr.com/us/natick/programs/community-center>. Activity scheduling will be coordinated during customer service hours, which are Monday – Friday, 0900 – 1500. Customer service functions are payments, bookings, modifications, and inquiries.

b. No facility usage request is confirmed until an MWR Facility Usage Request Form (Encl 2) has been approved by an MWR representative. The activity point of contact (POC) is not required to be present at all times during the scheduled activity, but is responsible for its conduct.

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c. The POC is responsible for all aspects of their activity, including venue setup and teardown, required materials (easels, tape, writing utensils, cables and power strips, photo copies) and trash and supply removal at the conclusion of the scheduled activity. Setup and teardown services are available as posted on the MWR Facility Usage Fee Schedule.

d. Any audiovisual requirements must be coordinated in advance of activity and indicated on the MWR Facility Usage Request Form. An activity checklist has been provided for customer benefit (Encl 3). Internet connectivity is not guaranteed by MWR.

e. MWR has catering options available through several local vendors. Most groups are referred to the on-post restaurant located in Carney Hall (Building 1). Outside caterers are allowed. All costs associated with catering and related services are deferred to the event host.

f. Event POC is required to furnish the US Army Garrison Natick Directorate of Emergency Services (DES) with a completed Installation Access Control form including all attendees at least 10 business days before the scheduled event. A photo I.D. (Driver's License, Student I.D., etc.) must be presented for each adult upon entering the installation.

g. Federal Police require a pass for employees and visitors to bring cameras and recording devices on post. The Public Affairs Office (PAO) approves requests and issues these passes. Please e-mail usarmy.natick.imcom-atlantic.mbx.nati-imne-ssc-pa@mail.mil 24 hours in advance requesting a pass (for weekend or Monday events, e-mails must be received by noon the Thursday before). Please furnish the following information: name of person taking the photos, affiliation (visitor, employee, etc.), specify device (camera, video, etc.), when the device will be used, and what the device will be for. If approved, PAO will issue the pass by responding to the requestor's e-mail and also will furnish a copy to security notifying them of the device being brought on-site. Also, the e-mail from PAO approving the device becomes the pass and should remain with the individual carrying the device during the visit. Failure to have the e-mail with the device while on the installation will result in the confiscation of the device, which security will retain until the visitor leaves the installation.

h. A refundable minimum deposit must be made for all reservations. The MWR Reservation Requests/Agreement must be signed and a deposit no less than 50 percent of the invoice be paid for date confirmation. Service and Facility rental payments are due in full two weeks prior to the event. MWR accepts checks (made payable to "Natick MWR"), cash and VISA/MasterCard. For any questions, please call the Natick MWR office at (508) 233-4791. Payments not received may result in cancellation of contract.

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i. All cancellations must be made no less than two weeks (14 calendar days) prior to the date of reservation. Cancellations not made in accordance with this policy will result in forfeiture of deposit and any payments made as of that date.

j. Returns will be made to customers under circumstances out of the control of MWR. All returns are processed in accordance with established procedures in the Standing Operating Procedure for NAF Returns and Sales Corrections (Encl 4).

k. It is expected that the venue used will be reset immediately following the scheduled activity. POCs should plan for setup and teardown requirements within their scheduled timeline. POCs will be provided as much time as possible to set up and tear down, giving consideration to the venue's other scheduled users. As such, time extensions cannot always be guaranteed.

l. The space must be returned to the condition in which it was found. Failure on the part of the event POC to leave the facility and clean the facility as agreed below will result in an additional charge of at least \$100. The event host is responsible for the cleanup of the facility. This includes: wipe off and put away all tables and chairs in the appropriate table/chair racks, thoroughly clean and mop the kitchen area (if used/applicable), sweep/vacuum floors in all areas reserved, remove all items from area reserved (i.e. building, parking lot, pool area, and grounds), and dispose of all garbage in the appropriate dumpster (located adjacent to Community Activity Center (CAC)). Any items needing attention from MWR at the close of event will incur an additional charge.

m. POC will note any damage already existing to the center prior to the term of the agreement and inform the manager. POC will be responsible for all physical damage to the structure and equipment, as well as any property removed from MWR. Any damage to the center caused by POC or guests will subject the POC to additional associated damage costs.

n. Additionally, the damage to a facility or failure to observe these guidelines may preclude future access by the POC or organization.

o. Outside alcohol is not allowed under any circumstances. All alcohol must be purchases through MWR. Alcohol will not be dispensed by unauthorized personnel. Unauthorized alcohol consumption will subject the event to immediate cancellation. Refunds will be not given for failure to abide by this agreement. MWR reserves the right to refuse service to any person appearing intoxicated, as stated in Massachusetts law. All NSSC activities will be conducted in accordance with NSSC Policy No. 9-2017, Alcohol Policy for Sport and Recreation Activities.

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p. All users of MWR facilities and equipment are subject to penalties for misuse of program privileges as defined in AR 215-1, Chapters 7-4 and 18. Some examples of prohibited activities are:

- (1) Personally profiting from the use of MWR merchandise or services.
- (2) Promotion of offensive or inappropriately themed activities.
- (3) Any activity prohibited by the State in which the activity resides.

q. Requests for Exception to this Policy must be approved in advance and in writing by the Garrison Commander. The Request for Exception to NSSC Policy No. 9-2017 (Encl 5) must be submitted to the Garrison Commander or designee no later than 30 calendars days prior to the scheduled event.

6. PROPONENT: The POC for this policy is Mr. Joseph Kurzontkowski, (508) 233 -4791 or email: joseph.l.kurzontkowski.naf@mail.mil.

5 Encls

1. Facility Usage Fee Schedule
2. Facility Usage Request Form
3. Facility User Checklist
4. NAF Returns and Sales
Corrections SOP
5. Request for Exception to
Command Policy Letter No. 4


BRYAN M. MARTIN
LTC, SF
Commanding

DISTRIBUTION:
All NSSC Elements

MWR Facility Usage Fee Schedule

Multi-use Room (Side A – Stage, or Side B – Balcony)

32' x 48' - 1536 square feet – Recommended seating: 50, Maximum occupancy: 125

William Lord Community Activity Center (Building 32)

\$25/Hour – Regular business hours: Monday-Friday 0800-1530

Multi-use Room (Both sides A and B)

64' x 48' - 3072 square feet – Maximum occupancy: 200

William Lord Community Activity Center (Building 32)

\$50/Hour – Regular business hours: Monday-Friday 0800-1530

\$100/Hour – Extended business hours: Monday-Friday 0600-0800, 1530-2100, Weekends

\$100 – Table and chair setup and teardown (<50 attendees) available for all CAC events

\$150 – Table and chair setup and teardown (>50 attendees) available for all CAC events

North End Lounge

32' x 64' – 2048 square feet – Seats 92

William Lord Community Activity Center (Building 32)

Regular business hours: Monday-Friday 0900-1500

Serving hours: Friday 1530-2100 or as posted

\$25/Hour for private events (N/A during serving hours)

**Bartender service (see below)*

Outdoor Patio Area

Behind the William Lord Community Activity Center (Building 32)

Free entry – Sunday-Saturday

Operates seasonally and does not include use of the North End Lounge

Multi-function Fitness Room

24' x 46' – 1104 square feet – open area

CPT Burt Fitness Center (Building 14)

Regular business hours: Monday-Friday 0900-1500 or as posted

Free entry (includes all facility areas)

Classes are available for charge as posted

Swimming Pool & Deck Area

SGT Edward Gibson Outdoor Pool (Building 33)

Free entry – Regular business hours: Sunday-Saturday 1100-1800 (or as posted)

\$50/Hour – Group and private events available

Operates seasonally as posted

SGT Benjamin Jellison Sports Field

Free entry – Sunday-Saturday

Group and private events available

**Bartender service (see below)*

Beach Area at Lake Cochituate

\$25/Hour for groups and private events (two hour minimum)

Free entry - Regular business hours – Wednesdays 1100-1300

Private access is available as posted.

Operates seasonally as posted. Boat / equipment rentals available.

Fitness Trail

Approximately 1.5 miles; varied terrain and fitness stations

Free entry – dawn to dusk

The "Point" Park/Picnic Area

Free entry – Sunday-Saturday

Group and private events available

Operates seasonally and does not include use of the North End Lounge

Media (Theater) Room (*currently not available - under construction*)

24' x 16' – 384' square feet – seats 12

William Lord Community Activity Center (Building 32)

\$25/Hour – Regular business hours: Monday-Friday 0900-1500

Group and private events available – Weekend bookings are allowed in conjunction with use of the North End Lounge

*Bartender services will be provided for private events based on the following pricing models (whichever results in the lesser cost to the event POC):

a. \$25/Hour (2 hour minimum applies)

b. \$75/Hour x total hours served (guaranteed minimum sales)

Example: An event is scheduled for a total of 4 hours. The guaranteed minimum sales, which are actual sales from customers across the point of sale (POS), would be \$300.00.

Scenario 1: If sales generated during the event are \$310.00, then guaranteed minimum sales have been met. In this case, the cost to the event POC for bartender service is \$0.00.

Scenario 2: If sales generated during the event are \$290.00, then guaranteed minimum sales have not been met. In this case, the cost to the event POC for bartender service is \$10.00.

Scenario 3: If sales generated during the event are \$190.00, then guaranteed minimum sales have not been met. While the difference between guaranteed and actual sales is \$110.00, the cost to the event POC is in excess of the total paid at the rate of \$25/Hour. In this case, the cost to the event POC for bartender services is \$100.00.

MWR Facility Usage Request Form

Point of Contact (POC): _____

POC Phone (EXT): _____ POC Email Address: _____

Activity Name: _____

Date(s): _____ Time(s): _____

Venue(s) Requested: _____ Number of Attendees (anticipated): _____

Audio/Visual Requirements: _____

Additional Services Requested (i.e. bar service, setup/teardown). Also attach or describe

floorplan/layout): _____

The Activity POC acknowledges, understands, and agrees to abide by Command Policy Letter No. 42, Authorized Usage of Family and Morale, Welfare and Recreation (MWR) Facilities.

Signature: _____ Date: _____

MWR USE ONLY Reservation Approved: _____

Facility Reservation Checklist

☐ Verify dates available

Dates requested are not guaranteed to be available. Call 508-233-4791 before submitting a reservation request online to check for facility availability.

☐ Confirm your reservation

A non-refundable deposit of 50% of the total room and services charges, along with the signed Facility Usage Contract, will confirm your reservation. We appreciate a payment by check or cash and will accept Visa/MasterCard credit cards. The remaining balance, including the \$50 refundable cleaning deposit, is due no later than the day of your event prior to the start time. Be sure that you include the type of event, number of attendees, and indicate if your event will be serving food and/or alcohol by submitting a reservation request at <https://natick.armymwr.com/us/natick/programs/community-center>.

☐ Requirements for serving food and alcohol

Alcohol

Bartender services are required by MWR for those wishing to have alcohol served at the event. Bartender services have been coordinated with MWR if applicable.

Food

Catering services are not provided by MWR. Simply indicate the caterer you have chosen on your reservation application, or phone us and we will enter it on your records, if applicable.

☐ Event Layout

POC is responsible for coordinating audiovisual requirements ahead of time. If MWR is setting up for your event, please provide a detailed floor plan with reservation request.

☐ Installation Access for Guests

POC is responsible for ensuring event attendees are allowed on post. Complete the Installation Access Control form (form attached) and return to DES.

☐ Refund of damage/cleaning deposit after the event

The cleaning deposit is refunded 10-14 business days after an event. To receive a full cleaning deposit refund customers must return the rental facility to a neat, clean and undamaged condition. To avoid addition charges, which may be deducted from the minimum refundable damage deposit, clean-up must be completed within the use period. Clean-up may not exceed the event timeframe indicated on reservation application. Damages to the facility or equipment will be assessed and charged by DFMWR determination.



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REPLY TO
ATTENTION OF

IMSS-MW

4 JAN 2016

MEMORANDUM FOR SEE DISTRIBUTION

1. SUBJECT: Standing Operating Procedure (SOP) – Nonappropriated Fund (NAF) Returns and Sales Corrections

2. REFERENCE:

a. AR 215-1, Family and Morale, Welfare and Recreation Activities and Nonappropriated Fund Instrumentalities, Appendix G, Cash Inventory and Retail Sales Accountability (Controls and Procedures).

b. DFAS-IN Regulation 37-1, Chapter 32, Accounting Procedures for Army Nonappropriated Fund Instrumentalities.

3. PURPOSE: This SOP prescribes the proper handling and internal controls for returns and sales corrections for all Family and Morale, Welfare and Recreation (MWR) activities.

4. SCOPE: This SOP is effective upon issue. This SOP applies to all employees of MWR activities, which are under the operational control of the MWR fund, and whom operate and/or approve register transactions, or collect Nonappropriated Funds (NAFs).

5. DEFINITIONS:

a. Returns are described as a refund, exchange, or credit for a customer who is not satisfied with the goods or services purchased.

(1) Refund – A repayment of money to the customer.

(2) Credit – A repayment given as a certificate of value acknowledging the customer has already paid for a good or service and the value is owed at a later date.

(3) Exchange – A repayment of the same type or value good or service to the customer. If the value is greater than the original item, the customer will pay the difference. If the value is less than the original item, the customer will be credited or refunded their money for the difference.

Encl 4

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b. Sales corrections are described as corrected or voided sales prior to payment. This is due to the customer no longer wanting to make the purchase or an error made by the cashier.

(1) Corrected sale – A change made to a transaction to fix an inaccuracy prior to payment from the customer.

(2) Voided sale – The cancellation of a transaction prior to payment from the customer.

6. THRESHOLDS:

a. A cashier can approve and process a return of up to \$20.00 if the purchase was within the same business day. Cash purchases will be refunded via the cash register drawer. Credit card purchases will be refunded back onto the credit card. Check purchases, if already deposited, will be refunded via petty cash by a manager, otherwise the check will be returned to the customer.

b. If the return is over \$20.00 and/or occurred on a different business day, a manager must approve and process the return. Cash purchases will be refunded via petty cash. Credit card purchases will be refunded back onto the credit card. Check purchases, if already deposited, will be refunded via petty cash, otherwise the check will be returned to the customer.

c. If the return is \$50.00 or greater *and* was purchased via cash or check, which was already deposited, the manager must request a check be mailed to the customer's home address for the refund from accounts payable division, Central Accounting Office, NAF Financial Services (NFS).

d. There is no threshold for sales corrections; however, if the cashier is not comfortable or is unsure of the how to fix the error, the cashier will not correct or void the sale. Instead, the cashier will ring in the sale correctly and make a note on the DA Form 4082 for the manager to properly investigate.

e. A manager is to process a return or sales correction if the proof of sale is dated on a day other than the current business day, but must be dated within the past 30 calendar days. If the customer has prepaid, then the return or correction must occur within 30 days of delivery of the good or service.

7. PROCEDURES:

a. For returns beyond cashier's authority, the cashier is to apologize for the inconvenience and explain to the customer that the return will have to be reviewed by management. If management is not available the cashier is to leave a written

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description of the return for the manager with customer contact information. The manager will contact the customer as soon as possible.

b. Each return will be accompanied by proof of sale, such as a cash register receipt, sales slip, or DA 1992. No cashier is to perform a return of any kind without proof of sale in accordance with (IAW) Appendix G.

c. A local refund document, as a record of the refund, credit, or exchange will accompany the transaction and will-

(1) Include the name of the person requesting the refund or credit.

(2) Include the name of the person approving the refund or credit.

(3) Include the reason for the return.

(4) Include the price paid by the customer and the actual sale price of the merchandise, if different. Any difference is fully explained.

(5) Have the proof of sale attached to each refund document.

d. If the price paid differs from the actual sale price, the customer will be entitled to a refund or credit for the price paid.

e. Overrings (ringing up more than the transaction amount) or underrings (ringing up less than the transaction amount) are verified and voided on the cash register slips by the cashier with cashier initials. For example, if a \$5.00 sale is improperly entered on the register, -\$5.00 will be entered to void the sale. Over-/underrings are corrected as necessary by the cashier by voiding out the entire incorrect transaction and re-ringing the sale in correctly.

f. Voids and corrections are annotated and justified on DA Form 4082 in the remarks section with the register slips attached.

g. Adjustments by overcharging or undercharging a subsequent sale is prohibited.

h. Although returns and corrections should be taken care of as efficiently as possible, if at any time a cashier does not feel comfortable processing a return or sales correction, either due to competency or apprehension with dissatisfied customer, then the cashier will notify management for approval and processing. If the customer suggests any act of theft or violence, the cashier is to notify the Directorate of Emergency Services (DES) at 508-233-5911 for support.

8. VERIFICATION:

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SUBJECT: SOP NAF Returns and Sales Corrections

a. All returns, voids, and corrected sales are to be reviewed and verified by management.

(1) Returns must reflect the same dollar amount on the proof of sale and refund document. If there is a difference, it must be explained by the cashier. The manager will initial both documents.

(2) Sales Corrections must be justified on the DA 4082 with a brief reason for the correction. The corresponding register slips are to be initialed by the cashier and attached to the DA 4082. The manager will initial the register slips after review.

(3) If the correct procedures are not followed by the cashier, management will take appropriate training and/or disciplinary action.

9. REPORTING: The following General Ledger Account Codes (GLACs) will be used by activity managers for proper account of item returns on Daily Activity Reports (DARS):

a. GLAC 304 – Sales returns and allowances of goods previously sold and later returned.

(1) If processed via credit card return, credit GLAC 110 by the amount of the return.

(2) If for a non-resale good, use appropriate GLAC.

(3) For questions on accounting, please see the point of contact (POC) for this SOP or contact NFS.

b. GLAC 653 – Customer rejected meals and beverages which were rejected before payment and before the sales transaction was completed.

10. CONTACT: The POC is Mr. Joseph Kurzontkowski at DSN 256-4791, commercial at (508) 233-4791 or email at joseph.l.kurzontkowski.naf@mail.mil.

//s//

JOSEPH L. KURZONTKOWSKI
Director, Family and MWR
USAG Natick

DISTRIBUTION:

Cashier(s)

FMO

Program Manager

MWR Director



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IMSS-ZA

MEMORANDUM THRU:

DIRECTOR, FAMILY AND MORALE, WELFARE AND RECREATION

SUBJECT: REQUEST FOR EXCEPTION TO COMMAND POLICY LETTER NO. 42

1. Exception to Command Policy Letter No. 42 is requested for (activity name), scheduled to take place on (date) at (location).
2. Exception to policy is being requested for (site section of policy).
3. The scheduled activity is critical to the success of the NSSC mission and (is/is not) authorized the use of appropriated (APF) funds.
4. This request for exception should be granted on the following grounds: (state reasoning in support of request).
5. The cost (insert cost) to support this mission-critical activity should be incurred by MWR (attach quote/invoice). If MWR does not incur these expenses, the failure of mission x is as follows:
6. (Name and Organization) concurs with this request for exception to policy. The POC for this activity is (name, email, and phone).

(Event POC)

(Organizational representative)

7. APPROVAL: The activity requesting exception to Command Policy Letter No. 42 is APPROVED/DENIED.

Garrison Commander

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