

# Reservation Instructions

## 1. Facilities

- a. Pelican Roost RV Park is a family recreational facility located on the St. Johns River. The campground consists of 47 RV rental sites equipped with 50/30 amp electric, water, sewer, and cable TV. The Roost facility includes: Registration office, a clubhouse, ice machine, wireless internet access, kitchen, laundry room and bathrooms with handicap facilities. A dump and wash down station are located at the park entrance. Reservations can be made for 1 day up to 30 days if available.
- b. Osprey Cove RV Park is a family recreational facility in the wooded areas in the housing community. Reservations can be made for 1 day up to 180 days if available. The Cove has 47 full service equipped with water, electric (50 amps ONLY) and sewer.
- c. Vacation Rental Cabins is a family recreational facility in the wooded areas in the housing community. Reservations can be made for 1 day up to 30 days if available. There are three full furnished cabins that sleep up to 6 people with 1 bedroom, a loft, and a sleeper sofa.
- d. Reservation for both parks are made through the Pelican Roost Office [www.dodlodging.net](http://www.dodlodging.net) or Toll Free 1-877-NAVY Bed (628-9233).

## 2. Eligibility

- a. The Morale, Welfare and Recreation Department operate the Pelican Roost and Osprey Cove RV Parks. These parks provide family outdoor recreation facilities for the following eligible personnel:
  - Active Duty
  - Reservists/National Guard
  - Military Retirees
  - Military Disabled (VA member that are service connected)
  - DOD Employees
  - DOD Contractors working only at Naval Station Mayport
- b. Eligible personnel may sponsor up to one (1) RV at the Pelican Roost on a space-available. Sponsored RV's are not permitted during the Memorial Day, July 4<sup>th</sup> and Labor Day weekends. Active duty personnel may sponsor one RV on a space-available basis year round at the either park if available. (Active Duty MUST be assigned and reside on Naval Station Mayport.)
- c. Sponsors are required to present proper identification upon registering their guests.
- d. Guests are required to present proper identification upon registration.
- e. In accordance with CNRSE Instruction 5530.1, the sponsor is fully responsible for the guest's conduct while on board Naval Station Mayport. This includes a sponsored guest with an RV or a sponsored guest staying with them.

**NAVY LODGING | STAY! PLAY! RELAX!**

904.270.7808 OR 904.270.7809

LODGING | [NAVYMWRMAYPORT.COM](http://NAVYMWRMAYPORT.COM)



# Reservation Instructions

## 3. Reservations/Length of Stay

### a. The RV Parks (Pelican Roost and Osprey Cove)

- Maximum reservation is 180 days at Osprey Cove and up to 30 days at Pelican Roost (Waterfront is only 14 days).
- Reservations will be held until 0900 of the following day of reservations. NO Shows will be cancelled the next morning with the opening staff clerk and a 1-night charge will be applied on your credit card.
- Specific sites may not be reserved. Sites are assigned by particular size of rig and availability, NOT the site number. Exception will be the Waterfront row with reservations for that particular row NOT the site.
- A minimum of 24 hours is required between long-term reservations. (After your maximum limit stay), if space is available. A guest cannot have more than one long-term reservation (from 30 days up to 180 days) at one time.
- Extension Waivers are not permitted, once 30 days have passed-guests must depart for a full 24 hours before making another reservation.
- Active Duty can make a future reservation at any point during a current long-term reservation. However, there has to be a minimum of seven days between the end of a long-term reservation and the start of the new reservation.
- Family members are not permitted to make consecutive reservations in their name for the purpose of circumventing the length of stay policy.
- Reservations can be modified or altered twice for a current standing reservation, on the third modification the reservation will be cancelled and a cancellation fee will be applied. Guests can then make a new reservation for their new dates, if available.

### b. Osprey Cove Cabins: (Maximum stay is 30 days)

- There is a 2-day minimum reservation, and NO SMOKING AND NO PETS allowed in the cabins. All reservations for the rental cabins are through the Pelican Roost Office. Check-in is @ 2:00 pm; check-out is @ 12:00 pm. NO REFUNDS for early departures. All Active Duty and Retirees can “sponsor” year round in the cabins if available. NO late check-ins after 10pm.

### c. Pelican Roost and Osprey Cove RV Parks:

- Active Duty, Reserve and National Guard personnel may make reservations up to 12 months in advance.
- Retirees may make reservations up to 6 months in advance to the month.
- DOD and all others may make reservations 6 months in advance to the month.
- There is no dry camping allowed on Base at either location; this includes pop-up tents.

# Reservation Instructions

## d. Payments

- All payments are due upon check-in and must be paid in full for duration of stay. Long term stays (30 days or more) are required on the first of every month to pay the full amount of the current month, and will follow suit through the duration of their stay.
- All guests are responsible for any outstanding payments that were not settled upon their check-in. This also included any requests or changes made to extending their reservation. Please note if you do not let the office know we will apply the unpaid balance to your account and will be notified by phone.
- All reservations are required to have a credit card on file (even if guest pays in cash upon arrival).

## e. Refunds

- A cancellation fee of 1-day site rental will be charged for reservation canceled within 14 days of arrival date.
- Refunds will only be considered in the event of a mandatory evacuation.
- Refunds will not be issued if guest is evicted from the parks.

RESERVATION INSTRUCTIONS

**NAVY LODGING | STAY! PLAY! RELAX!**

904.270.7808 OR 904.270.7809

LODGING | [NAVYMWRMAYPORT.COM](http://NAVYMWRMAYPORT.COM)



@mwrmayport

