



Dear Guest,

**W**elcome to March Inn and the beautiful and historic March Field. We sincerely hope your visit with us will be an enjoyable and comfortable one. With our mild climate, any time of year is a good time to explore what Southern California has to offer. Our FSS Tickets and Tours Office sells reduced price tickets for all the major attractions and our Outdoor Recreation Office has numerous outdoor adventure supplies and trips for your enjoyment. Our fully equipped Fitness Center will ensure you are “Fit to Fight”. The ‘Hap’ Arnold Consolidated Club provides catering services, boasts the world-renowned Sally’s Alley bar and houses the Back Street Café for breakfast and lunch. Don’t forget to check out our Wednesday night food specials at Sally’s Alley. We are excited to welcome you to our home!

For more information, please review this Guest Directory in its entirety. It contains valuable base and local information; our Sustainment Flight operating hours, what to do in an emergency, and how to operate equipment in your room. If there is anything you would like a copy of, please ask the guest service representative at the front desk; they will be happy to provide you with a copy.

Our vision is to become the Air Forces Premier Inn with world-class facilities and services for all. We constantly monitor our rooms for safety, cleanliness, comfort and convenience. In case something isn’t quite right or equipment malfunctions during your visit, please fill out a maintenance slip and place it on the outside of your door or call the front desk. Our staff is at your service and will respond quickly (within business hours). If it is beyond their scope, they will refer it to our base Civil Engineers along with emergency maintenance calls.

If any aspect of your stay is less than you’d hoped for, please call us at 655-5241. We want to correct discrepancies as they occur, so that you may fully enjoy the rest of your stay. We would really appreciate you taking the time to fill out a customer comment form, you may do this online after your stay or in person at the front desk where forms are available. We welcome your suggestions to improve our service and your positive feedback increases staff pride and morale.

Thank you for the opportunity to serve you. We wish you a safe journey and a speedy return to March ARB.

*Margaret Dunn*

Margaret Dunn, NF-IV  
Lodging General Manager



## March Inn Guest Guide

**I**n April 1996 March Field was converted from an Active Duty Base to an Air Reserve Base as a result of Base Realignment and Closure (BRAC) that was taking place all over the Department of Defense. We have several isolated areas of cantonment on the Eastern half of the base with the main military section here on the Western side. The Eastern section houses the Commissary, BX and several active duty and civilian organizations.

If you do not have a vehicle getting to the BX and Commissary can be a challenge, or a nice 3 mile walk. For your convenience and to assist your needs if you want to stay on base we have a sundry store located at the front desk and open during lobby hours. We have a range of items available, if we do not have something you need, we will do our best to get it for you. The following information is provided to assist in making your stay enjoyable.

**Check in time:** 1400 hrs is the normal check in time, however if rooms are ready earlier, guests will be checked in prior to 1400 hrs but no sooner than 0500 at no additional cost.

**Check out time:** 1100 hrs is the normal check out time. Extensions may be granted up to 1200 hrs on a case-by-case basis. Late check outs that cannot be cleaned for in-coming guests will be subject to an additional nights charge.

**ATM's and Check Cashing:** We can only accept checks for the amount of your service charges. If you need cash for other purposes, the Consolidated Club or BX will be happy to serve you. There is an Automatic Teller Machine (ATM) conveniently located in our lobby in building 100 or across the street from bldg 2300 near the post office.

**Fax Service:** Free service available at Front Desk (Local and DSN only) during lobby hours.

**Irons and Ironing Boards:** We provide these in each room. Please do not iron on the furniture or carpet. If your iron is missing please notify the front desk. Guests are subject to a fee for damaged furniture or carpet due to ironing on these restricted areas.

**Laundry Facilities:** Washers and Dryers are provided free of charge in the following buildings:  
 Bldg 100.....Lobby side next to room 1025  
 Bldg 2418.....Second floor  
 Bldg 2419.....Middle section, second floor  
 Bldg 2420.....First and second floors

## March Inn Guest Guide (cont)

Bldg 2421.....First and second floors  
 Bldg 400.....First and second floors  
 Bldg 311.....First and second floors  
 Bldg 456.....First and second floors

**Note:** *Laundry soap, bleach and fabric softener are available in each laundry room and the sundry store. Room keys will provide access to laundry rooms.*

**Lost and Found:** Items left behind are held for 30 days and every effort will be made to return the property to its rightful owner. After the 30 day period items remaining will be donated to charity or otherwise disposed of. Due to Public Health Safety, all perishable food items will be disposed of immediately. Non perishable food will be held for a period of 24 hours before being disposed of. Please call the front desk, (951) 655-5241 for information on lost and found.

**Housekeeping Service:** Housekeeping service is provided daily between 0800-1600 hrs. If a guest posts a “Do Not Disturb” sign on their door it will be honored for 2 days. For your health, safety and security, management has directed housekeeping to enter on the 3<sup>rd</sup> day after 1400. Bed linens will be changed every 7 days for long term guests or earlier if circumstances warrant. In an effort to help be better sustainable, we ask you to place any bath linens on the floor or in the tub to be exchanged, any bath linens you would like to use again please hand on the towel rail. Your participation is greatly appreciated.

**Phone charges:** Please refer to the telephone instructions for phone charges and other information.

**Messages:** A flashing light on your phone indicates you have a message. Please select the voicemail button on your phone and follow the prompts.

**Wake-Up Service:** Wake-up service is available through the front desk. Clock radio alarms are provided as well. Our new fiber optic project is now complete as of FY23! Your in room phones also have wake up call features.

**Business Center:** Free service located adjacent to the lobby. Please do not remove the printer cable; all 2 computers are hooked up to the printer. Disconnecting it causes our CSA to have to reset.

**Fitness Room:** Lodging Fitness room is located 24 hrs in room 2106 in building 2421. Your room key will gain access. We ask that you please clean the equipment after use. We have provided disinfectant wipes for your convenience and safety. If you would like to shower in the fitness room please use towels from your room as we do not provide them in 2106. Please follow the guidelines posted in the room. You may also visit our state of the art fitness center on base.

## March Inn Guest Guide (cont)

**Pets:** We apologize, however pets are not allowed in our Lodging facilities. We have enclosed a list of kennels on another page in this directory for your convenience. Pets cannot be placed in cages, tied to trees, nor kept in vehicles. In order to protect all guests and staff, a cleaning fee of \$150 will be charged and you may be asked to vacate your room should a pet be discovered in your guestroom. **Note:** Emotional Support Animals are not considered Service Animals.

**Courtesy Phone:** There is a courtesy phone in the lobby; in which local and DSN calls can be made.

**TV Reception/Malfunction:** If the reception is poor or there is any other problem with your TV please call the front desk. Our phone, internet and TV services are serviced by a third party company. If the issue is your TV, we will replace it.

**DVD Instructions:** For guestrooms with DVD players, they are connected to flat screen TVs. Turn power on to DVD and Television then install DVD. On the TV remote press the Source button. Scroll down to CV1 option and then press the right arrow button. You can now view the DVD. To switch back to the TV mode it is quicker to turn off the TV set and turn it back on.

**Guest Responsibilities:** The following are provided for your guidance and for the comfort and safety of all our guests:

- ❖ Bicycles, auto parts etc., will not be kept in rooms. A cleaning fee may be assessed if found.
- ❖ Bath linens will not be used to clean your shoes or car, please.
- ❖ Please do not display inflammatory, offensive or prejudicial material in your room.
- ❖ Weapons and ammunition are not permitted in rooms. For storage of such items, please contact Security Forces at ext 2981.
- ❖ We ask that you leave or drop off your keys so we may recycle them. None of your personal information is on the key card, only the programmed code to open your lock. The code becomes obsolete at 1100 on your day of check out. You may leave your key in your guestroom or drop them off at the front desk key box.
- ❖ Please use the closets and drawers for your personal items. Room attendants are not permitted to move your personal items to clean. This includes items left on your bed.
- ❖ Furniture will not be re-arranged or taken out of the room.

## March Inn Guest Guide (cont)

### Guest Responsibilities (con't)

- ❖ Please respect your neighbor and do not play the TV or radio too loudly.
- ❖ Please wash your dishes.
- ❖ No personal cooking appliances are authorized in your guestroom. This is a fire safety violation. All violations will be reported to management.
- ❖ Smoking is strictly forbidden in all Air Force Inn guest rooms. This includes but is not limited to vapes, e-cigs etc. Marijuana use is also strictly forbidden anywhere on March ARB as we are a federal operation. Guests found or suspected to have used marijuana will be reported to management and Security Forces. Failure to comply with this will necessitate a \$150.00 cleaning fee, no exceptions.
- ❖ Candles are prohibited in guest rooms by the Fire Department.
- ❖ BBQ grills must be at least 25 feet away from the building.
- ❖ For safety purposes, please do not leave your room door open
- ❖ If your guestroom is being serviced by one of our staff, please be prepared to show your ID
- ❖ In the event of a lock out, please be prepared to show your ID. If your ID is in the guestroom, please be prepared to show your ID upon entry

## Additional Service Fees

- ❖ \$150.00 cleaning for smoking in AF Inn guest rooms including e-ciggs, vapes etc.
- ❖ \$150.00 pet cleaning fee for having pets in quarters. March Inn is not pet friendly.
- ❖ \$150.00 for excess cleaning needed through negligent use of facilities and furnishings.  
\*Subject to increase at managements discretion
- ❖ Fair market value for any furnishings, linen or fixtures damaged through negligent use.

## Quarters

**Visiting Airman Quarters (VAQ) Bldgs 311 & 400:** 1 Queen bed with a shared bath.

*If you are in these rooms, it is imperative that you do not lock out the other guest from your shared bathroom. Always unlock the door after each use.*

**Visiting Officer Quarters (VOQ) Bldgs 2418, 2420 and 2421.** 1 Queen bed with a private bathroom.

**Distinguished Quarters (DVQ) Bldgs 2419 and 102 (protocol rooms, O6 and above).** Bldg 2419 are 2 bedroom suites with 1 queen bed in each bedroom.

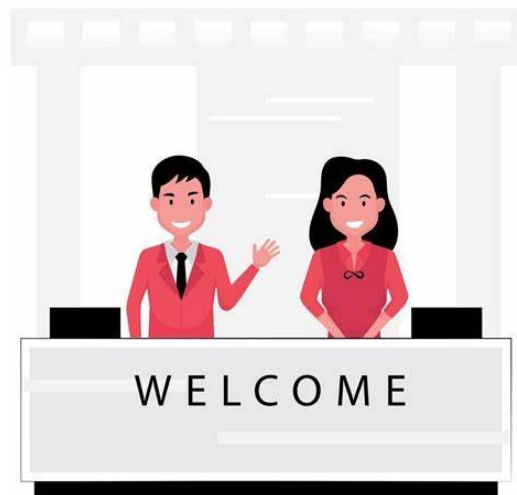
**Distinguished Enlisted Quarters (DVEQ) Bldgs 2419 and 100:** 1 Queen bed suites.

**Visiting Quarters (VQ) Bldgs 100 and 456:** 1 Queen bed suites.

Space available guests must pay in advance. Long term guests every 15 days; unless they are on Article 10 orders then it is every 30 days.

## Room Rates

*Please note that room rates for March Inn are NOT approved on a local level. Our rates are approved and received from our headquarters located in Texas. Once management receives our new rates, they are provided to the public. Please see the most updated memo for this Fiscal Year for the room rates here at March ARB. Effective FY20, room rates now change twice a year/per season.*



## Lodging Designated Smoking Areas

Buildings 2418, 2419, 2420 and 2421: BBQ Area between 2418 and 2419

Building 100: West of building 100 between the tennis and volleyball courts or on the south side picnic tables across B street.

Building 456: Mathies Hall BBQ area

Building 400: Kisling Hall patio table by the tree and Kisling Hall sign

Building 311: Clay Hall south side picnic area

*There is no smoking allowed within 25 feet of doors or windows of any government facilities. Please dispose of your smoking materials in the receptacles provided.*



*Thank you for keeping our base debris free.*

# Room Attendant Service Standards

## *DAILY LIMITED SERVICE (Stayover Short Term)*

- Check thermostat for energy conservation and appliance clocks for correct time.
- Make bed.
- Wipe shower and sink, clean toilet
- Replace the towels and wash cloths guest left on the floor or in the shower. We thank our guests for participating and helping us save our planet.
- Empty waste basket and clean daily.
- Replenish amenities (i.e. coffee, condiments, personal items).
- Vacuum and dust if needed.

## *WEEKLY FULL SERVICE (Stayover Long Term)*

- Check thermostat for energy conservation and appliance clocks for correct time.
- Change bed linens once per week.
- Clean sink, tub and shower door/curtain inside and out and mirror. Sweep and mop floor.
- Replace only the towels and wash clothes guest left on the floor or in the tub. We thank our guests for helping us in our sustainability efforts.
- Empty trash daily and clean trash can as needed.
- Light dusting and furniture polished.
- Replenish amenities (i.e. coffee, condiments, personal items) daily.
- Check window sills and tracks are clean.
- Vacuum.

## *FULL SERVICE CHECK OUT*

- Check thermostat for energy conservation and appliance clocks for correct time.
- Overall dusting and polishing furniture.
- Change bed linens.
- Check bedspreads, blankets, pillows and send to laundry when needed.
- Replace bath linens.
- Check closet items individually wrapped and replace as needed.
- Check behind furniture and under bed to ensure floors clean.
- Check walls, vents, ceiling and ceiling fans clean.





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

*The Air Force Inns Promise: "Our goal is to provide you a clean, comfortable room to guarantee a good night's rest and pleasant stay. If any part of your stay with us is not satisfactory, please provide the Lodging Manager or front desk staff an opportunity to "make it right."*

## Project Planet

All of the water and detergents used to wash hotel towels and linens each day all over the world puts a heavy burden on our environment. If you would like to reuse your towels, please hang them on the towel rack. If you want your towels replaced, please leave them on the bathroom floor or in the tub.



*Together, we can make a difference*

## Local Places of Worship

**Temple Beth El**

2675 Central Avenue,  
Riverside, CA 92506  
(951) 684-4511

**True Love Christian Church**

13671 Frederick Street,  
Moreno Valley, CA 92553  
(626) 806-8391

**Bible Baptist Church**

21866 Brill Road,  
Moreno Valley, CA 92553  
(951) 653-5581

**Christian Chapel Foursquare Church**

13793 Redlands Boulevard,  
Moreno Valley, CA 92553  
(951) 924-4993

**Calvary Baptist Church**

14137 Business Center Drive,  
Moreno Valley, CA 92553  
(951) 656-7879

**Grace Episcopal Church**

11349 Perris Boulevard,  
Moreno Valley, CA 92557  
(951) 924-6760

**Church of Jesus Christ of Latter Day Saints**

11790 Perris Boulevard,  
Moreno Valley, CA 92557  
(951) 924-2067

**Lord of Life Lutheran Church**

13600 Nason,  
Moreno Valley, CA 92553  
(951) 924-4887

**Grove Community Church**

320 Victoria Avenue,  
Riverside, CA 92506  
(951) 274-2509

**St Christopher's Catholic Church**

12345 Cottonwood Avenue,  
Moreno Valley, CA 92553  
(951) 924-1968

**St. Patrick's Catholic Church**

10915 Pigeon Pass Road,  
Moreno Valley, CA 92557  
(951) 485-6673

**Beth Simcha Messianic Congregation**

4291 Eleventh Street,  
Riverside, CA 92501  
(951) 683-2755

**If your place of worship is not listed please contact the front desk.**

## Local Movie Theaters

### **Harkins Theater**

22500 Town Cir  
Moreno Valley, CA 92553  
951-653-6161

### **Regency Theaters**

12625 Frederick St  
Moreno Valley, CA 92553  
951-3-5500

### **Galaxy Theaters**

121 Alessandro Blvd.  
Riverside, CA 92508  
888-407-9874

### **Regency Perris**

1688 N Perris Blvd  
Perris, CA 92571  
951-940-9500

## Local Laundry and Dry Cleaning

### **March Inn:**

Laundry machines located at each building 24/7  
Complimentary Laundry Machines/detergent available for a nominal fee

### **Wash House**

23080 Alessandro Blvd  
Moreno Valley, CA 92553  
714-277-0526

### **Soapbox Laundry Room**

24430 Alessandro Blvd STE 106  
Moreno Valley, CA 92553  
951-999-3252

### **Cristal's Cleaners**

22592 Alessandro Blvd  
Moreno Valley, CA 92553  
951-653-0018

### **Bear Valley Cleaners**

25030 Alessandro Blvd STE K  
Moreno Valley, CA 92553  
951-242-0898

## Local Dog/Cat Kennels and Clinics

### **Bryan's Dog Boarding**

21560 Kuder Ave  
Perris, CA 92570  
951-973-4015

### **Ruff House Pet Resort**

3035 Chicago Ave  
Riverside, CA 92507  
951-588-1200

### **Moreno Valley Animal Clinic**

14041 Elsworth St Entrance B  
Moreno Valley, CA 92553  
951-413-3780

### **Alessandro Animal Hospital**

23932 Alessandro Blvd B  
Moreno Valley, CA 92553  
951-656-4455

## Restaurants/Food On Base

### **Backstreet Grill**

870 Adams Ave. Bldg. 110  
March ARB, CA 92518  
951-655-3663

### **March Inn Sundry Store**

655 M Street, Bldg. 100  
March ARB, CA 92518  
951-655-5241

### **Sally's Alley on Wednesday Nights**

870 Adams Ave. Bldg. 181  
March ARB, CA 92518  
951-653-2121

## Restaurants/Food Off Base

### **Portillo's**

12840 Day Street  
Moreno Valley, CA 92553  
951-653-1000

### **Olive Garden**

22880 Centerpoint Drive  
Moreno Valley, CA 92553  
951-656-3531

### **Joe's Italian**

22308 Alessandro Blvd  
Moreno Valley, CA 92553  
951-653-3093

### **Thai Garden Restaurant**

2330 Sunnymead Blvd  
Moreno Valley, CA 92553  
951-242-9004

### **Pho Ha #7**

2851 Canyon Springs Pkwy  
Riverside, CA 92507  
951-235-3377

### **Chilli's Grill and Bar**

12525 Frederick St.  
Moreno Valley, CA 92553  
951-653-1814

### **Urban Cafe**

2692 Canyon Springs Pkwy  
Moreno Valley, CA 92507  
858-314-6775

### **BJ's Restaurant and Brewhouse**

22920 Centerpoint Dr.  
Moreno Valley, CA 92553  
951-571-9370



MEMORANDUM FOR ALL MARCH INN GUEST

FROM: 452 FSS/FSVL

SUBJECT: Lodging BBQ Grills Policy

1. March Inn strives to exceed the Lodging Standards and with that we're providing 4 charcoal BBQ grills located in centralized areas for our entire guest. We've placed a grill behind building 311, between building 2400s, in front of building 456, and the last would be available for check out at our front desk in building 100 (Must be placed as directed). Utensils are also available at the front desk for check out. All other necessities will be at guest's expenses. Please be attentive that rules and regulations are mandatory and all guests will be accountable to comply.

2. Policy:

- a. Moving of the grills to your convenience is not allowed.
- b. Only standard BBQ charcoal are allowed to be used. Only approved types of lighter fluids may be used. Gasoline, kerosene, or paint thinners are prohibited.
- c. All utensils checked out must be washed, cleaned, and returned the same day.
- d. Dumping of the charcoal briquettes into any dumpsters is strictly prohibited. All charcoals/ashes must be disposed into the provided metal bin container.

3. All guests are responsible for cleaning the entire grill and areas that were used. The maturity and responsibility of our guest is trusted, so please continue to assist us on making March Inn a better place. If you have any questions or concerns, please feel free to contact the front desk at 655-5241 ex 0. Thank you for your time and service.

*Margaret Dunn*

Margaret Dunn, NF-IV  
Lodging General Manager

# Emergency Numbers

Emergency (Fire/Ambulance/Police) on base:  
2911 or 655-2911

\*Recommend you dial “2911” vs “911” as it will contact on base emergency services which will initiate a quick response time.

Command Post 655-4665

Security Forces 655-2981

Emergency (Fire/Ambulance/Police) off base:  
911

**Riverside County  
Sheriffs Department:**

22850 Calle San Juan  
De Los Lagos,  
Moreno Valley, CA  
92553

951-955-2400

**Riverside University  
Health**

**Center/Hospital:**

26520 Cactus Ave,  
Moreno Valley, CA  
92555

951-486-4000

## Guestroom Phone Instructions

	Extension Number
Room to Room	
Front Desk	0
On Base Calls	97 + 447 + XXXX
DSN (Government Official Calls)	97 + 94 + DSN Number
Local Calls (Off Base)	99 + Number No Charge for local calls.
Direct Dial Long Distance	99 + 1 + Area Code + Number Charge to Guest : \$0.10 Per Minute
International Direct Dial	99 + 011 + Country Code + Number Charge to Guest : Rates available at the Front Desk
Toll Free 1 + 8XX Numbers	99 + 1 + 8XX + Number
Applies to :	No charge
800, 844, 855, 866, 877 & 888	

### **FOR EMERGENCY**

**DIAL 2911 OR 911** *\*Note: 2911 will contact emergency services on base immediately vs a 911 call to be routed off base.*

#### **To Register/ Change Automatic Wakeup:**

Dial 73050 and follow the prompts to set a wakeup call.

#### **To Cancel Automatic Wakeup:**

Dial 73050, press 2 to cancel the wakeup call.

#### **To Retrieve Messages From Your Telephone Mail Box:**

To retrieve and / or delete messages from your room dial **6000** and follow the voice prompts. (Note: if you have a Cisco Phone you may just press the message button)

**Please DO NOT unplug the phone cable.** For questions or comments about this service, please contact:

MidAtlantic Broadband Hospitality Services

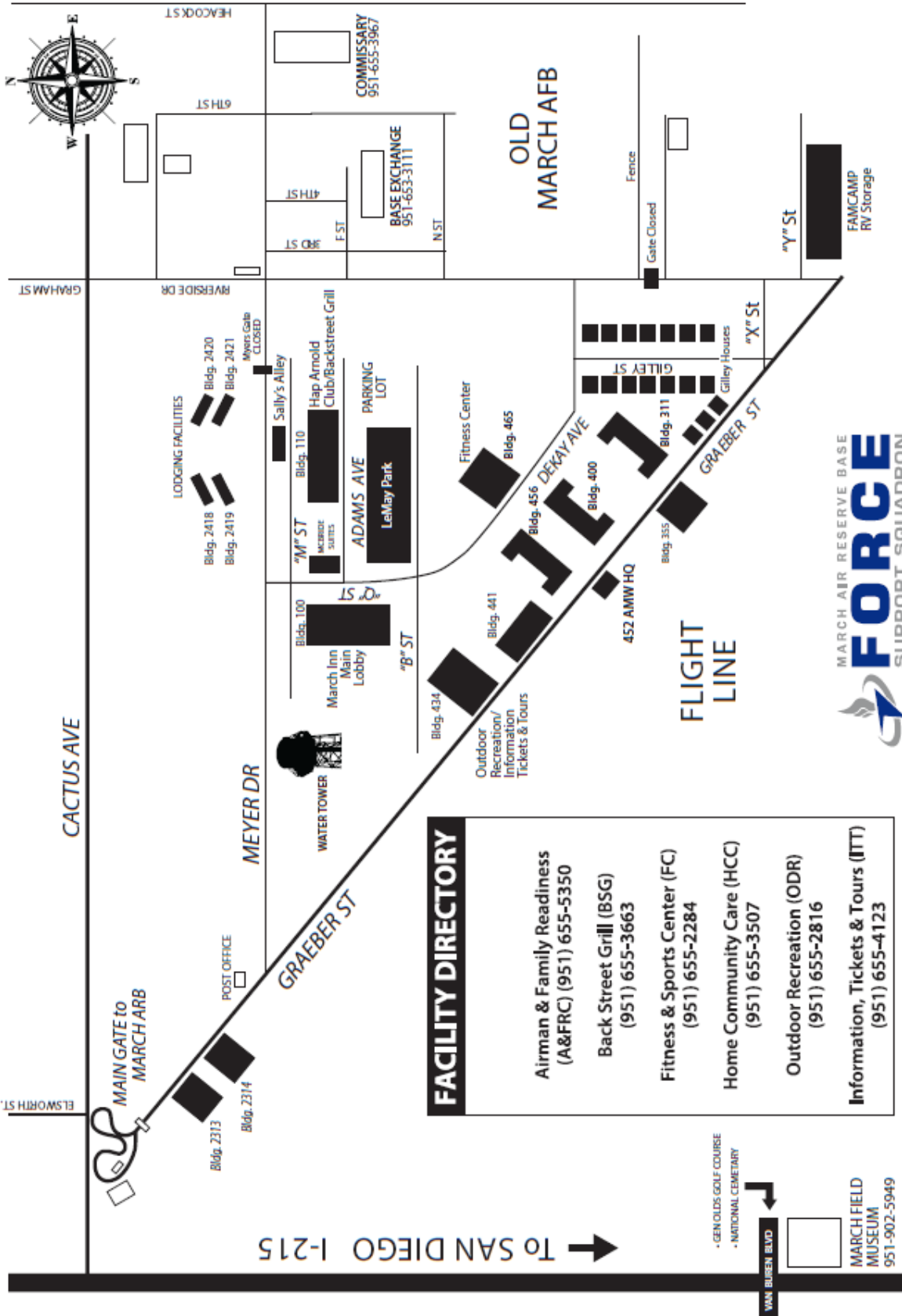
(410) 727-8250



## Frequently Dialed Numbers

<b>Base Exchange</b>	(951) 653-3111	<b>Security Forces</b>	(951) 655-2981
		<b>Lodging</b>	(951) 655-5241
<b>CE Emergency Call</b>	(951) 655-4880	<b>Main Gate</b>	(951) 655-4200
<b>Chaplain</b>	(951) 655-4105	<b>Military Pay</b>	(951) 655-5580
<b>Civilian Pay</b>	(951) 655-2092	<b>Outdoor Rec.</b>	(951) 655-2816
<b>Civilian Personnel</b>	(951) 655-3385	<b>Passenger Terminal</b>	655-2397/2913
<b>Command Post</b>	(951) 655-4665	<b>Prime Ribs</b>	(951) 655-3128
<b>Commissary</b>	(951) 653-2206	<b>Protocol</b>	(951) 655-3060
<b>Family Support</b>	(951) 655-5350	<b>Retiree Affairs</b>	(951) 655-4077
<b>Fitness Center</b>	(951) 655-2292	<b>Suspicious Activity</b>	(951) 655-7777
<b>Hap Arnold Club</b>	(951) 655-4920	<b>Tickets &amp; Tours</b>	(951) 655-4123
<b>Honor Guard</b>	(951) 655-6105	<b>Travel Pay</b>	(951) 655-3797
<b>HRO (NAF)</b>	(951) 655-4301	<b>Visitor/Vehicle Pass</b>	(951) 655-5376





MARCH AIR RESERVE BASE  
**FORCE**  
SUPPORT SQUADRON  
**AREA MAP**  
For reference only - NOT DRAWN TO SCALE

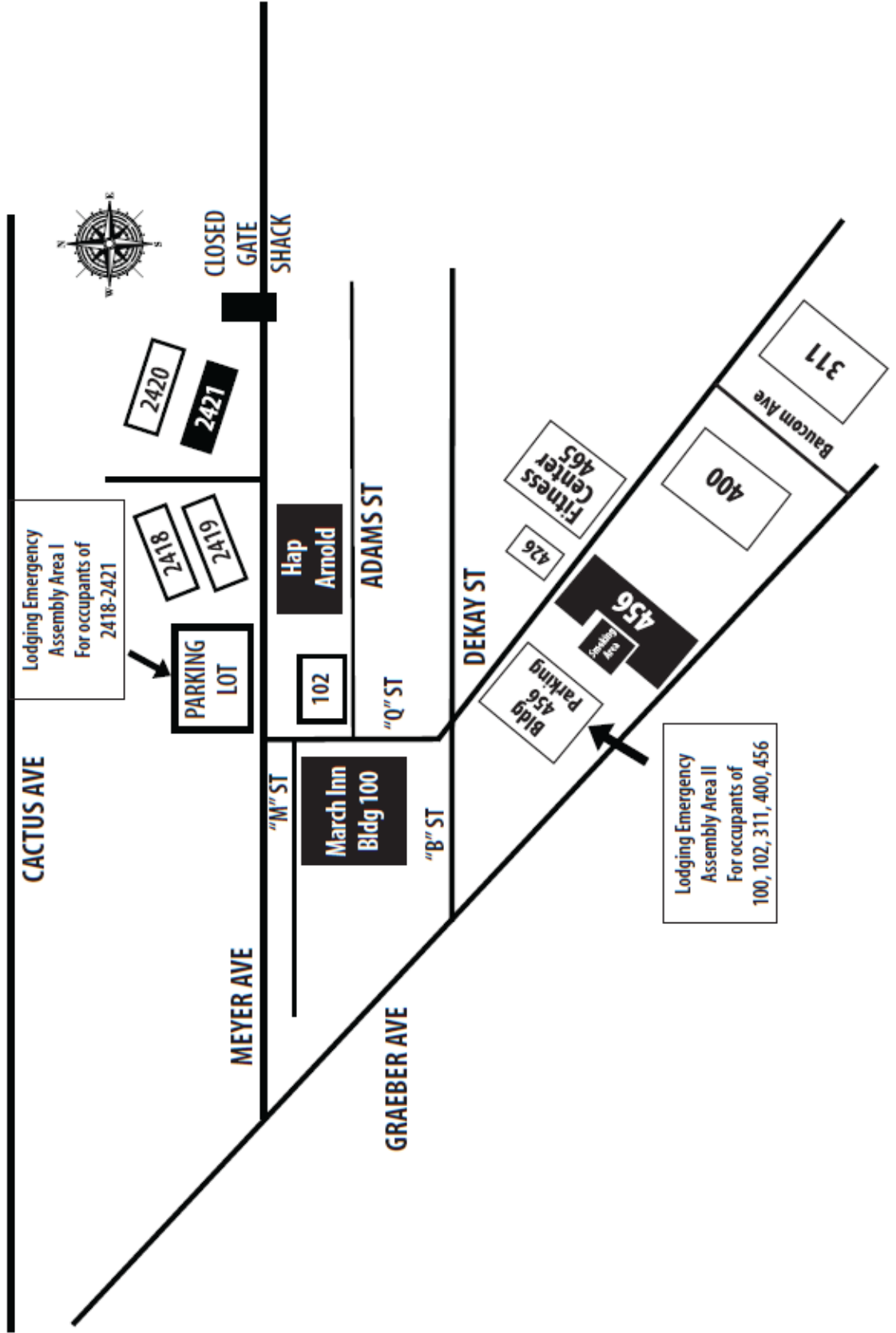
**FACILITY DIRECTORY**

- Airman & Family Readiness (A&FRC) (951) 655-5350
- Back Street Grill (BSG) (951) 655-3663
- Fitness & Sports Center (FC) (951) 655-2284
- Home Community Care (HCC) (951) 655-3507
- Outdoor Recreation (ODR) (951) 655-2816
- Information, Tickets & Tours (ITT) (951) 655-4123

Like us on Facebook  
 @MarchFSS

Visit us on  
[MarchFSS.com](http://MarchFSS.com)

# MARCH INN EMERGENCY ASSEMBLY AREAS





## *A note from our 452d Deputy Director*

*Greetings Patrons and Welcome to the historic March ARB,*

*I am thrilled to welcome you to March Field located in beautiful sunny Socal! Our amazing team is eager to provide you with the stellar service you have come to know here at March. If there is anything the Lodging staff may assist you with, please do not hesitate to ask.*

*I welcome you to log on to [www.marchfss.com](http://www.marchfss.com) for all of our March ARB Force Support Squadron events and other activity information. Some points of interest within FSS:*

- *Fitness Center + Fitness Events*
- *On base restaurant, Backstreet Grill*
- *On base bar open Wednesday nights and UTA weekends, Sally's Alley*
- *Tickets and Tourism Office*
- *Outdoor Recreation Office with plenty of items to rent*
- *On base Print Shop for all of your printing needs at competitive pricing, Hap Arnold Print Shop*
- *RV/Vehicle Storage*
- *Famcamp*

*Again, thank you for staying with us and enjoy your time here at March ARB, CA. It is an honor to serve you.*

*Very Respectfully,*

*Vanessa Estrella*

*Vanessa Estrella, MFA, GS-12, DAF  
Deputy Director  
452d Force Support Squadron*