



DEPARTMENT OF THE ARMY
UNITED STATES ARMY GARRISON STUTTGART
UNIT 30401
APO AE 09107-0401

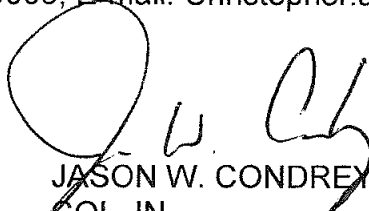
IMSG-ZA

23. 12. 2019

MEMORANDUM FOR All Personnel Residing and Transient in/out of the USAG Stuttgart Area of Responsibility

SUBJECT: USAG Stuttgart Command Policy Letter #11, Army Lodging Guaranteed Reservations for Late Arrivals

1. REFERENCES: Army Lodging Standards for Service, Category II, Standard 2-a.
2. PURPOSE: The purpose of this letter is to establish policy and procedures for guaranteed reservations for late arrival, after 1800hrs, and charging of "no-show" reservations.
 - a. Guests and/or sponsors will supply valid credit card billing information to guarantee reservations beyond 1800hrs on the date of arrival. Non-guaranteed reservations are canceled at 1800hrs and made available for in-house extensions and walk-in guests.
 - b. Reservationist or front desk clerk will explain the cancellation and "no-show" policy. The cancellation and no show policy requires a charge of one night base rate to non-canceled guaranteed reservations if not canceled prior to 1800hrs on the date of arrival. Cancellation numbers will be issued to guests who cancel their reservation prior to 1800hrs.
 - c. Hotel staff will attempt a courtesy call for all "no-show" guests and/or their sponsors, in order to inquire as to the status of the reservation. Upon contact guests will be informed of the charges.
 - d. The night audit will show any "no-shows" from that day's business. The "no-shows" will be charged a one night basic rate for the room type reserved. Rooms will be held until check out time the next morning, when a guest has been charged.
3. A separate file will be maintained at the hotel with an action log for all "no-show" receipts.
4. The point of contact is Christopher A. Morris, CHA, Hotel Manager, Stuttgart Lodging, DSN 431-3395, CIV: 07031-41040 ext. 6006, E-mail: Christopher.a.morris2.naf@mail.mil.


JASON W. CONDREY
COL, IN
Commanding