



DEPARTMENT OF THE ARMY
UNITED STATES ARMY GARRISON STUTTGART
UNIT 30401
APO AE 09154-0401

AMIM-SGW-BL

21 July 2023

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

SUBJECT: USAG Stuttgart Command Policy #11 (Combined Policy) for Stuttgart Army Lodging

1. REFERENCES:

- a. Army Regulation (AR) 420-1 (Army Facilities Management)
- b. Army Lodging Operation of the Year Standards (Standards for Service)
- c. IMCOM Regulation 215-1-2 (Installation Management Command (IMCOM) G9, Hospitality Programs (HP) Army Lodging Operating Standards (ALOS))
- d. Army Lodging Standard Operating Procedure, Group Reservations
- e. Department of Defense Instruction 1015.11, Lodging Policy

2. PURPOSE: The purpose of this policy is to inform the USAG Stuttgart Community of Army Lodging Operations Policies.

3. APPLICABILITY: This policy applies to all residents of, and travelers to and from the United States Army Garrison Stuttgart Community inclusive of all Guests and Employees of Stuttgart Army Lodging and their sponsors and guests.

4. POLICY SECTIONS:

- a. Reservation Priority and Assignment of Government Lodging

(1) OBJECTIVE: To increase availability of accommodations on USAG Stuttgart installations for Permanent Change of Station (PCS) personnel during peak seasons, maximize utilization of Army Lodging Guest Rooms, maintain quality of life within the community, and to meet the current Army Lodging Fund (ALF) Occupancy Goals.

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(b) All Travelers with official orders (PCS/TDY) to the USAG Stuttgart area of responsibility, and personnel with PCS Orders out of the USAG-S area of responsibility are required to contact the Kelley or Panzer Hotel to obtain a reservation, or if a room is not available obtain a CNA control number prior to making off-post arrangements. This requirement includes all personnel on official orders to Patch Barracks, Panzer Kaserne, Kelley Barracks, Robinson Barracks, and On-Post Mission Partners.

(c) Both Stuttgart Army Lodging Locations, Kelley Hotel and Panzer Hotel, will validate availability for both locations at time of request. A CNA control number and offer of waitlist will be provided at time of inquiry if there is no availability at both locations.

(d) Order Authorizing Officials are responsible for their travelers and will ensure their travelers obtain CNAs prior to their arrival. CNAs are not able to be issued for prior dates and will only be issued for current and future dates. USAG Stuttgart Lodging front desk staff will not provide certification of non-availability or memorandum covering past dates to certify non-availability.

b. Group Reservation Responsibilities and Procedures

(1) OBJECTIVE: To maintain quality of life within the community, support the primary mission of the Lodging NAFI (PCS and TDY guests), and meet the ALF occupancy goal of 80 percent.

(2) Groups will delegate a single Primary and Alternate Point of Contact (POCs) responsible for their Group. No other persons will be authorized to alter Group Blocks. Only the Primary or Alternate POCs may change the Group's POC.

(3) Army lodging will reserve group blocks with a completed and signed Group Commitment Form including method of payment to reserve the rooms. Once the group block is established, the Group's Coordinator will provide the Group POC a Group Reservation Confirmation, a Group Reservation Request form, and a Rooming List via e-mail that the Group POC may use to facilitate the reservations for their attendees.

(4) Room blocks will be coordinated and managed IAW the USAG Stuttgart Army Lodging Group SOP, and as a business-based lodging program IAW DODI 1015.11.

(5) Army lodging will reserve rooms without specifying a room type (ex. standard, or family suite). The Group POC must understand that Army Lodging may have to change reserved room types to manage their primary mission (in-house TDY and PCS guests). This means the nightly rate for the room may change without notice.

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(4) The minimum amount due every two weeks is fifteen multiplied by the number of rooms, and their room rates. This amount is added to any additional charges (pets, phone, and damages). The sum is due on the sixteenth day.

(5) If the payment is not received by the sixteenth day, hotel staff will contact the guest reminding them of this policy. Further failure of payment will trigger the below steps. At each subsequent step an offer of meeting with hotel accounting and/or management will be made, should payment not be possible. The purpose of the below steps and generous timing is to recognize there can be delays and administrative burdens associated with international travel and change of stations.

(a) Guests that have not paid by the second business day after initial notification (given on day 16) will be issued a reminder letter stating the guest's balance is overdue.

(b) Guests who have not paid within three calendar days after delivery of the letter will have their key card invalidated in order to cause the guest to visit the front desk. Upon return to the front desk for a replacement card, the guest is reminded of the requirement to pay. If they do not pay at that time, they are provided a copy of this policy. In the event of payment, the guest will be provided a key with the balance of their stay preprogrammed. If payment is not made, the guest will be provided a 24-hour access key.

(c) Guests who have not paid within five calendar days of first notification will have their supervisor notified of the delinquency.

(d) If after ten business days of first notification that payment has not been received, or payment arrangements have not been made, hotel management will notify command of intent to begin eviction procedures.

(6) All guests staying on a space available basis will pre-pay the expected balance of their total room charges at check-in by credit card. If the guest is due a refund because of an early departure, the guest's credit card will be credited with the corresponding amount.

e. Panzer Hotel Parking Spaces Procedures

(1) OBJECTIVE: To maintain adequate spaces for employees and guests of the Panzer Hotel while providing a managed process for allowing other individuals (Tours, Travelers, FMWR Event Contractors) the possibility of short-term/overnight parking spaces. Effective management of these parking spaces will ensure their use is consistent with both the mission of the Garrison and Army Lodging while deterring vehicle abandonment.

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Encl.
Attachment 1 – Panzer Hotel Parking



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Commanding