



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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(2) PCS SEASON EXPECTATIONS:

- (a) All guests to USAG Stuttgart Army Lodging will guarantee their reservation with a credit card.
- (b) Inbound and outbound PCS Guests are authorized to make reservations one year prior to their reporting date.
- (c) Guests traveling on Temporary Duty (TDY) orders are authorized to make reservations 45 days in advance of their report date (arrival date).
- (d) Permit all authorized personnel without official Department of Defense Orders to make reservations 14 days before arrival for up to 14 nights and require such travelers to pay their entire stay at time of check-in with a credit card.
- (e) Designate all connecting rooms at the Panzer Hotel as temporary pet rooms to accommodate PCS Guests and their families from 1 May until 31 October of each calendar year.
- (f) The duration of a reservation and an existing registered guest's registration will not exceed 179 nights. Exceptions may be granted of less than seven nights in cases of inclement weather, or an additional 30 days in cases of personal hardship when waived in writing by USAG-S Garrison Commander. Short periods of checkout or vacancy consisting of 14 days or less will not be used to circumvent this policy and will be monitored by Stuttgart Lodging Front Office Personnel.
- (g) Lodging management may predetermine date ranges outside those established above, during which lodging management may accept reservations for all authorized travelers in advance of limitations outlined above (paragraph 4.a.2.d). These dates are historically during holiday and special events to include 16 December through 6 January (Winter Holidays), 1-9 February (Super Bowl), 22-30 November (Thanksgiving), 29 March – 16 April (Spring Break), and some extended weekends.
- (h) With the exception of reservations and registrations in excess of 179 nights, Army Lodging will not cancel or change a reservation or registration once confirmed in favor of any other traveler based on rank, travel status, or position.

(3) CERTIFICATES OF NON-AVAILABILITY:

- (a) Certificate of Non-Availability (CNA) control numbers will only be issued by the ALF and DTS.

(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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(6) Group POCs must provide a form of payment to guarantee the rooms blocked for their group and will be held financially accountable for rooms not cancelled or reserved by the day prior to arrival (also known as established cut-off date). The Group POC will be charged one night's stay per room not canceled or otherwise reserved. Fifty percent (50%) of remaining rooms not reserved with a billable credit card will be cancelled and returned to hotel inventory fourteen (14) calendar days prior to the group's arrival date.

(7) Due to annual Permanent Change of Station (PCS) mission prioritization, group blocks are not authorized from 1 June to 15 August of less than 14 nights per room reserved.

c. Guaranteed Reservations for Late Arrivals (Lodging Cancellation Policy)

(1) Guests and/or sponsors will supply valid credit card billing information to guarantee reservations. Non-guaranteed reservations are canceled at 1800hrs on the date of arrival and made available for in-house extensions and walk-in guests.

(2) Front Office Staff will explain the cancellation and "no-show" policy.

(3) Cancellation numbers will be issued to guests who cancel their reservation prior to 1800.

(4) A separate file will be maintained at the hotel with an action log for all "no-show" receipts.

d. Hotel Room Payments

(1) OBJECTIVE: This prescribes the procedures for making room payments at all Army Lodging facilities within U.S. Army Garrison Stuttgart. Our goal is to work closely and efficiently with our guests, so they receive quick reimbursements of room payments from Defense Finance and Accounting Service (DFAS).

(2) All guests will reserve and pay as part of a group payment system (such as with Army TLA and some conferences), with a personal credit card, or a government travel card. Personal Checks, Cash, and Travelers Checks are not accepted.

(3) All official travelers with PCS and TDY orders are required to make payments at minimum every 15 days but are recommended to make payments every 10 or fewer days to minimize potential overdraft or credit card maximum charge limits.

(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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(2) Use of the Panzer Hotel Parking Lot will be limited to four hours maximum, unless a parking pass has been issued by Army Lodging. The use of the parking time meter will be enforced for all vehicles not displaying an Army Lodging Parking Pass. Army Lodging will provide loaner parking time meters free of charge at the front desk.

(a) GUESTS: Guests are issued parking passes consistent with their reservation, and upon request. The passes will display their Lodging Property Management System (Defense Lodging System) Account Number and expiration date (checkout date).

(b) EMPLOYEES: Employees will be issued semi-permanent parking passes. Their passes will contain their vehicle plate number and expiration date (one-year from issue date), which will be listed in the Army Lodging Tracking Tool.

(c) VISITORS: Hotel Visitors or sponsors of guests needing longer than four hours parking may request a pass at the Lodging Front Desk. Their pass will be the same as the employee pass but will be controlled by entering the vehicle owners name, auto plate number, and expiration date into a list maintained on the Army Lodging Tracking Tool.

(d) OTHER SHORT-TERM USE: Other short-term and overnight use of lot spaces will also be controlled by Army Lodging and specific parking passes will be issued as requested based on forecasted hotel occupancy and parking demand. These passes will be the same as the employee pass but will be controlled by entering the vehicle owner's name, auto plate number, and expiration date into a list maintained on the Army Lodging Tracking Tool.

(e) PARKING PASS: The parking pass text will be written in German and unobtrusive without hotel, individual, or U.S. Identifying notations or graphics, in order to provide for individual anonymity and operational security (see attachment 1).

(3) Use of parking passes will be solely controlled by Army Lodging and vehicles found to be abusing this policy will be referred to Military Police for possible ticketing and may be subject to the vehicle being towed from the lot.

(4) All parking requests received by USAG-Stuttgart Department of Emergency Services Operations (DSN 596-3102/3095) will be referred to hotel management for processing.

5. PROPONENT: The proponent for this policy is Christopher A. Morris, CHA, Manager, Stuttgart Army Lodging, at DSN: 314-431-3395, Commercial 07031-15-3395, or by e-mail: christopher.a.morris2.naf@mail.mil.

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Encl.
Attachment 1 – Panzer Hotel Parking



G. KIRK ALEXANDER
COL, FA
Commanding

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Attachment 1 - PANZER HOTEL PARKING

1. SAMPLE PARKING PERMITS

OFFIZIELLE PARKPLATZ-AUTORISIERUNG	
NUMMER	GÜLTIG BIS

GRAPHIC 1 – Guest Parking Pass.

OFFIZIELLE PARKPLATZ-AUTORISIERUNG	
AUTOKENNZEICHEN	GÜLTIG BIS

GRAPHIC 2 – Employee, Visitor
and Authorized Parking Pass.

2. PANZER HOTEL PARKING LOT DESIGNATED PARKING AREAS

