



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

IMSG-ZA

23. 12. 2019

MEMORANDUM FOR All Guests Residing in U.S. Army Garrison Stuttgart Lodging Facilities

SUBJECT: USAG Stuttgart Command Policy Letter #13, Hotel Room Payments

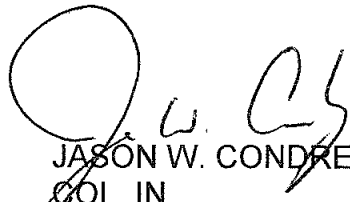
1. PURPOSE: This memorandum prescribes the procedures for making room payments at all Army Lodging facilities in the U.S. Army Garrison Stuttgart. Our goal is to work closely and efficiently with our guests so they receive quick reimbursements of room payments from Defense Finance and Accounting Service (DFAS).
2. All official travelers with PCS and TDY orders are required to make payments every ten days. The daily room fee will be multiplied by ten and payment for this amount is due on the eleventh day. The guest will be provided with this payment information at check-in.
3. If the payment is not received by the eleventh day, hotel staff will contact the guest reminding them of the 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 in recognition that 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 will be issued a reminder letter stating that the guest's balance is overdue.
 - b. Guests that 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 will be reminded of the requirement to pay. If they do not pay at that time they will be 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 access key.
 - c. Guests that have not paid within five calendar days will have their supervisor notified of the delinquency.
 - d. If after ten business days payment has not been received or payment arrangements have not been made management will notify command of intent to begin eviction procedures.

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4. All guests on a space available basis will pre-pay the balance of their total room charges at check-in. If the guest is due a refund because of an early departure, the guest's credit card will be credited with the corresponding amount. If a guest paid in cash, then they will supply hotel management with a valid mailing address and a refund check will be issued to the guest.

5. 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.



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