



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

AMIM-SGG-ZA

12 January 2024

MEMORANDUM FOR All Personnel Residing within, and Transient to or out of the USAG Stuttgart Area of Responsibility (AOR)

SUBJECT: USAG Stuttgart Command Combined Policy Letter #11 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
- f. Joint Travel Regulations (JTR) for Uniformed Service Members and DOD Civilian Employees, March 1, 2023

2. PURPOSE: The purpose of this policy is to inform the USAG Stuttgart Community of Army Lodging Operational 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 Goal of seventy (75) percent.

(2) PCS SEASON PRIORITIZATION:

(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 (arrival 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) All connecting rooms at the Panzer Hotel are designated as temporary pet rooms to accommodate PCS Guests and their families from 1 May until 31 October of each calendar year.

(3) Length of Stay:

(a) In accordance with Joint Travel Regulation (JTR) March 2023, TDY travel in excess of 180 days shall be considered Permanent Change of Station.

(b) As per the JTR section (010206) Travel Authorizations and Orders states "A TDY at one location may not exceed 180 consecutive days except when authorized by the appropriate authority.

(c) It is incumbent on the traveler to be aware of local host nation tax laws, DOD regulatory limits and seek appropriate authorizations for temporary lodgings if stay is to exceed 180 days.

(d) Certificates of non-availability shall not be issued solely on the basis of exceeding 180 day stay alone.

(4) Travelers without Official Orders (Space-Available and Leisure Travelers)

(a) All authorized personnel without official Department of Defense Orders are authorized to make reservations 14 days before arrival for up to 14 nights and are required to pay their entire stay at time of check-in with a valid credit card.

(b) Lodging management may predetermine date ranges outside the summer PCS timeframe in order to increase utilization. These dates are historically during holiday, extended weekends, and special events to include, but not limited to:

- i. 16 December through 6 January (Winter Holidays),
- ii. 1-9 February (Super Bowl),
- iii. 22-30 November (Thanksgiving),
- iv. 29 March – 16 April (Spring Break)

(c) During the above timeframes, lodging management may accept reservations for all authorized travelers 90 days in advance of and for lengths of stay exceeding the 14-night limitation by up to 45 days. In such cases, guests will advance pay with credit card a minimum of every 15 days for 15 nights.

(d) 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.

(5) CERTIFICATES OF NON-AVAILABILITY:

(a) Certificate(s) of Non-Availability (CNA) control numbers will only be issued by the Stuttgart Army Lodging (the Army Lodging Fund (ALF) and the Defense Travel System (DTS) in increments of 30 days.

(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 Stuttgart Army Lodging at the Kelley or Panzer Hotels to obtain a reservation. If a room is not available, travelers are required to obtain a CNA control number prior to making off-post lodging arrangements. This requirement includes all personnel on official orders to or from Patch Barracks, Panzer Kaserne, Kelley Barracks, Robinson Barracks, and all Mission Partners within the Stuttgart Commuting Area.

(c) Both Stuttgart Army Lodging Locations, Kelley 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 or departure. 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 achieve the ALF occupancy goal of 75 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 that must include method of payment (Credit Card or Direct Bill) to reserve the rooms. Once the group block is established, Stuttgart Army Lodging 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).

(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 groups' 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. Groups wishing to book during summer PCS Season for less than 14 nights must obtain Exception to Policy in writing from USAG-S Garrison Commander.

c. Lodging Cancellation Policy & Early Check-ins

(1) OBJECTIVE: To establish policy and procedures for guaranteed reservations for late arrival, after 1800hrs, and charging for "No-Shows".

(2) Guaranteed 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 the rooms are made available for in-house extensions and walk-in guests. Late arrival guests may contact the Lodge Front desk via email or telephone to confirm arrival after 1800 hrs.

(b) At the time of reservation, Hotel Customer Service Agents will explain the cancellation and "No-Show" policy. The policies requires a charge of one night charged at 1800hrs for all non-canceled guaranteed reservations. Cancellation numbers are issued to guests who cancel their reservations prior to 1800hrs.

(c) The Night Audit will show any "No-Shows" from that day's business. The "No-Shows" will be charged a one night basic room rate for the room type reserved. Rooms are made available for the "No-Show" Guest until check out time the next morning.

(3) Early Check-ins:

(a) Guests who wish to guarantee early check-in must make a guaranteed reservation for the night prior to the morning of their arrival and pay for the "No-Show" Room Rate.

(b) At the time the reservation is made, the guest needs to inform the Hotel Customer Service Agent for their desire to have a guaranteed early arrival so that their reservation record can be annotated.

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. The goal is to work closely and efficiently with 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 guests are required to make payments at check-in for the length of their stay or 5 nights; whichever is less. For all nights in excess of 5 days the guest will advance pay in minimum increments of five nights or all remaining nights. This assists the guest in minimizing potential overdraft or credit card maximum charge limits.

(4) If the payment is not received in advance every five nights, hotel staff will contact the guest reminding them of the policy.

(5) 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.

(6) The purpose of the below steps and generous timing are in recognition of possible 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 6) will be issued a reminder letter stating the guest's payment 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.

(7) 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, Scouts and Ski Clubs) 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.

(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 Department of Emergency Services and the Provost Marshals Office will not issue parking passes for the Panzer Hotel Parking Lot. 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 (two-years from issue date), which will be listed in the Army Lodging Tracking Tool. Enclosure 1, shows where "Employee Spaces" are located to inform employees of where they are expected to park, but will not be designated as sole use by employees.

(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 are controlled by Army Lodging and specific parking passes will be issued 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

AMIM-SGG-ZA

SUBJECT: USAG Stuttgart Command Combined Policy Letter #11 for Stuttgart

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 Enclosure 1).

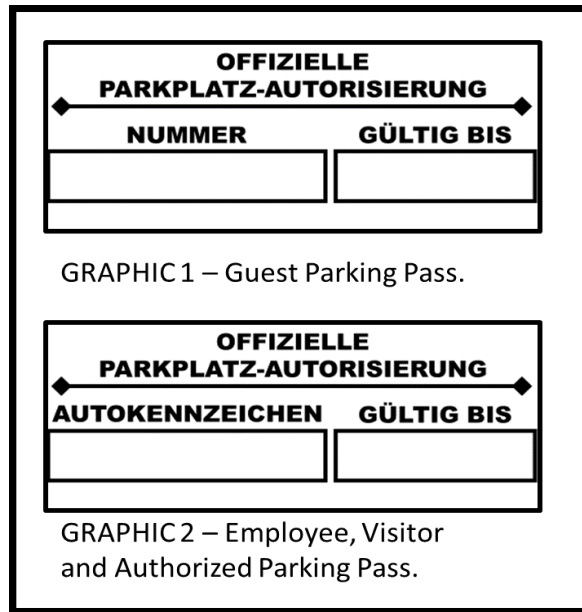
(3) Use of parking passes will be solely controlled by Army Lodging and vehicles found to be abusing this policy will be referred to Military Police for possible ticketing and may be subject to the vehicle being towed from the lot.

(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 Winter Keller, Manager, Stuttgart Army Lodging, at DSN: 314-596-3402, Commercial 07031-410-40-6006, or by e-mail: winter.h.keller.naf@army.mil.

G. KIRK ALEXANDER  
COL, FA  
Commanding

Enclosure 1 - PANZER HOTEL PARKING



1. SAMPLE PARKING PERMITS



NOTE: 4-Hour Parking Maximum Allowed without Hotel-Issued Parking Pass

2. PANZER HOTEL PARKING LOT DESIGNATED PARKING AREAS