



Integrated Lodging Program Pilot Fact Sheet for Hotels

I. Overview

In 2015, the Department of Defense launched a pilot of a new Integrated Lodging Program that directs travelers who are TDY to select pilot sites to stay in Government (DoD), Public-Private Venture, or DoD Preferred commercial lodging facilities. This program ensures that travelers are staying in quality lodging facilities that are close to TDY locations, are protected from certain fees, and are offered amenities at no additional cost, all while staying in rooms that are below per diem.

About DoD Preferred Commercial Lodging

- DTMO partnered with GSA/FedRooms to negotiate commercial lodging in select locations through a third party vendor for rates below per diem that meet established requirements.
- Pilot sites are identified in locations where demands for room nights exceed the available lodging capacity at the military installation and/or there is a need to have adequate lodging available when DoD lodging at a military installation is not available.
- To be selected to participate in the program, hotels must meet specific quality, safety and security, and financial protection standards.
- Hotels accepted as a DoD Preferred property must extend rates to any DoD traveler on official travel that requests a DoD Preferred rate. Participating hotels may request proper government ID and travel status.
- Reservations for DoD Preferred hotels are made through the Defense Travel System or by contacting a Travel Management Company directly.
- Travelers who have an official Government Travel Charge Card will use it to settle all lodging expenses.

Supporting Policy

The Joint Travel Regulations (JTR) requires travelers who are TDY to select locations, known as pilot sites, to stay in Government (DoD), Public-Private Venture (also known as “privatized”) or DoD Preferred commercial lodging facilities before other commercial options. If directed lodging is available and a traveler chooses to stay in another hotel, lodging cost reimbursement is limited.

2018 DoD Preferred Commercial Pilot Sites

- Aberdeen, MD – Aberdeen Proving Ground
- Alamogordo, NM - Holloman AFB
- Annapolis, MD - NSA, Naval Academy
- Anniston, AL - Anniston Army Depot
- Bangor/Bremerton, WA – Naval Base Kitsap
- Barstow, CA - Fort Irwin
- Birmingham, AL – Birmingham Metro
- Carlisle, PA - Carlisle Barracks
- Charleston, SC – Joint Base Charleston
- Columbus, GA – Ft. Benning
- Columbus, OH - Defense Supply Center
- Dayton, OH – Wright-Patterson Air Force Base
- El Paso, TX - Fort Bliss
- Everett, WA – Naval Station Everett
- Fayetteville, NC – Fort Bragg
- Fort Meade, MD – Fort Meade
- Hampton Roads, VA – Langley Air Force Base
- Huntsville, AL – Redstone Arsenal
- Indianapolis, IN - DFAS Location
- Killeen, TX - Fort Hood
- Las Cruces, NM - White Sands Missile Range
- Leesville, LA - Fort Polk
- Los Angeles, CA - Los Angeles AFB
- Mechanicsburg, PA - Naval Support Activity
- New Cumberland, PA - DLA Susquehanna
- Newport News, VA - Ft. Eustis

- Norfolk/Virginia Beach, VA – Select area U.S. military installations
- Ogden, UT – Hill Air Force Base
- Patuxent River, MD - Patuxent River NAS
- Petersburg, VA – Ft. Lee
- Phoenix, AZ - Phoenix Metro
- Phoenix, AZ – Luke Air Force Base
- Portsmouth, NH - Portsmouth Naval Shipyard-Kittery, ME
- Quad City, IL – Rock Island Arsenal
- Quantico, VA – Marine Corps Base Quantico
- San Antonio, TX - JB San Antonio (Lackland AFB, Ft. Sam Houston, Randolph AFB)
- Seattle, WA
- Suffolk, VA – Navy Support Activity
- Sumter, SC – Shaw Air Force Base
- Tacoma, WA – JB Lewis-McCord
- Tampa, FL – MacDill Air Force Base
- Tukwila, WA
- Twentynine Palms, CA – Marine Corps Air Ground Combat Center
- West Point, NY - US Military Academy
- Whidbey Island, WA – Naval Air Station Whidbey Island
- Williamsburg, VA - Yorktown Facilities

Frequently Asked Questions

1. How can my hotel participate in the program as a DoD Preferred commercial property?

First, check to make sure your property is located at one of the pilot site locations ([See Pilot Site Start Dates](#)). If it is, send an inquiry to FedRooms (DoDPreferred@fedrooms.com) asking when the new RFP will be distributed for participation. If your hotel is not at a current pilot site, the DoD Preferred program is not available. Additional pilot sites will be added as the program expands.

2. What are the standards my property has to meet in order to be considered for the program?

In order to be considered for participation in the DoD Preferred program, your property must meet the following requirements:

- Have a valid FEMA code
- Hotel name on the FEMA National List that matches the exterior signage at the property
- A minimum 2 Crown Northstar Travel Media rating or equivalent AAA Diamond rating
- 24-hour security monitoring each day through video monitoring of the property or 24/7 on-site personnel who have been trained in security protocols in case of emergency
- Cancellation policy of 4:00 pm (or later) on day of arrival
- No early check-out fees

- No minimum stay requirements, day of week restrictions, or deposits
- No service or resort fees unless the traveler requests and uses these services
- Compliance with the Americans with Disabilities Act (ADA) and the Virginia Graeme-Baker Act (pool suction entrapment avoidance)
- Non-smoking rooms offered
- Well-lit hallways, parking lots, and public spaces
- Deadbolts, safety chains, and door viewers
- A fire evacuation plan
- Compliance with walk policy - secure comparable room at a DoD Preferred property, provide transportation, pay for one phone call, and pay one night difference between original and new room cost. If another DoD Preferred property is not available, the hotel must agree to secure a comparable room at a non-participating FEMA-approved property, provide transportation, pay for one phone call, and pay for one night (room & tax) at a non-participating FEMA-approved property and must agree to the same provisions
- Accept Smart Pay 2[®] Travel Card (VISA) & Smart Pay 3[®] Travel Card (VISA) when that program is established
- DoD Preferred rate a minimum of 10% below per diem in each season
- Accepted DoD Preferred rates loaded in the GDS must be at or below published BAR, published government and other public rates available for federal government travelers on official business
- Load rates in both Sabre and Worldspan
- Communicate tax exemption status, provide exemption forms, and refund applicable taxes paid on tax exempt stays
- Report feedback received from DoD Preferred travelers; report walked travelers
- Report and pay the 2.75% participation fee on every consumed room night
- Submit monthly data reports due by the 20th of each month (Check-In Date, Check-Out Date, Total Amount, Rate Paid, Parking Fee Paid, Internet Access Fee Paid, Confirmation Number, Method of Payment, Method of Reservation, Sabre GDS Code)
- In each guestroom, provide complimentary internet, clock radio, complimentary cable or satellite TV, individual temperature control

3. If my hotel is accepted, how long will it be in the program?

Acceptance into the DoD Preferred program is for the calendar year only. Hotels must re-apply each year and acceptance in the next year program is not guaranteed. Additionally, participating hotels are monitored throughout the year for quality, safety and security. Hotels may be removed from the program based on these requirements.

4. My hotel is currently in the program. Will it be automatically accepted next year?

No, acceptance in the next year program is not guaranteed. You must submit a proposal each year, at which time your proposal will be evaluated along with all the other offers received that year.

5. When do I load my DoD Preferred rates?

Once you have been accepted as a DoD Preferred property, you will receive instructions for rate loading. Instructions are specific to selected properties. Properties that are not approved and have rates loaded will be considered "squatters."

6. How does the Integrated Lodging Program Pilot deal with “squatters”?

When squatters are detected, the property and brand are directed to remove their rates immediately. In the event of an on-going issue, the brand has the potential of being removed from the Integrated Lodging Program Pilot all together.

7. How does my DoD Preferred commercial property display in DTS?

Travelers are automatically routed to the appropriate type of lodging based on the travel destination entered and DoD policy. If the travel location is a pilot site, DoD Preferred commercial properties are listed on the “DoD Preferred Commercial Lodging” section (see figure 1) and displayed according to rate from lowest to highest.

8. How do travelers see my property’s added value amenities?

Travelers can see amenities as part of the “Additional Lodging Info” link on the DTS lodging page, which pulls from the GDS. Any additional information you would like travelers to know should be included in the rate description loaded by you, the hotelier, in the GDS.

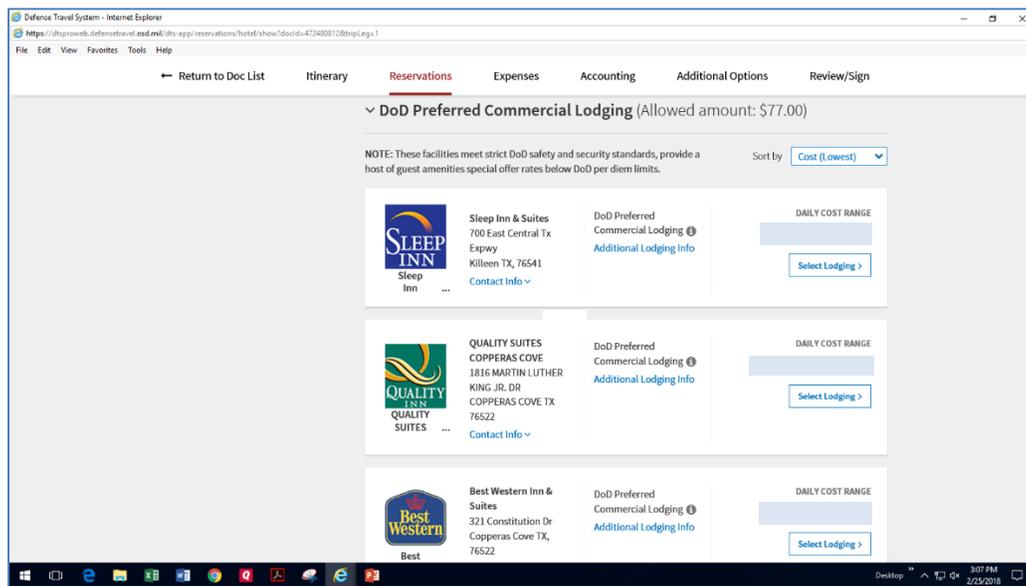


Figure 1: DoD Preferred Commercial Lodging section

9. What do I do if travelers say my DoD Preferred commercial property is not displaying in DTS? They want to book my hotel, but cannot see my property.

DTS displays hotels in rate order, lowest to highest. If your rates are higher than others in your pilot site, the traveler will need to scroll down to find your listing.

You may want to also suggest that the traveler check to be sure that they are in the “DoD Preferred Commercial Lodging” section. If you are an approved property with available DoD Preferred commercial lodging rooms on those dates, and still not available in the “DoD Preferred Commercial Lodging” section, contact FedRooms at DoDPreferred@fedrooms.com.

Other reasons that DoD Preferred commercial properties may not display include: temporary suspension due to a rate or traveler issue; your hotel was sold out for the requested travel dates; the traveler entered a search criteria that excluded your hotel.

10. My hotel is not a DoD Preferred commercial property and travelers tell me that it is not displaying in DTS. Do I have to be a DoD Preferred commercial hotel to display? They want to book my hotel, but cannot see my property.

Hotels that are not a part of the DoD Preferred commercial program display in DTS separate from the DoD Preferred commercial properties, if at a Pilot Site, once the traveler has declined the directed lodging. Note that the traveler will not be reimbursed for any room rate / tax charges that exceed what the government would have paid at the directed lodging. If you are not at a pilot site, your hotel should be visible and bookable. Verify that you have a FEMA number and that your property name listed with FEMA matches your property name with Innovata and Sabre, confirm that you have government rates loaded, and confirm that you have availability for the dates being searched. If after verifying this information, your property is still not displaying, contact Jade Powell (DTMO) at 571-372-1238.

11. I'm being told travelers have to book the least expensive lodging option. Is this correct?

No. The Joint Travel Regulations do not require travelers to book the least expensive lodging option. If the traveler is going to an ILPP pilot site, any hotel in the "DoD Preferred Commercial Lodging" section can be selected. If available DoD Preferred lodging is declined, the traveler must provide justification as to why directed lodging is declined. If the reason is not a valid exception to program use as outlined in the JTR, the traveler's lodging reimbursement is limited to the amount the government would have paid if used. When declined, the traveler is then routed to the "Alternative Options" section; however, the traveler will only be reimbursed up to the amount the government would have paid.

12. Does DTS allow for group bookings?

At this time, group bookings for DoD Preferred properties are not made through DTS. The travel organizer should follow their normal procedures for booking groups and send a request to the CTO who will contact the hotel to make arrangements.

13. A traveler in my hotel is asking for more information about the DoD Preferred commercial program.

You can print and provide the traveler with the FAQ for Travelers sheet, located at:
https://www.defensetravel.dod.mil/Docs/ILP_FAQSTravelers.pdf

14. What kind of guest feedback do you collect and share?

Every traveler who books a DoD Preferred stay receives a detailed survey. We share ratings and guest comments with hotels on a semi-quarterly basis.

15. What do I tell travelers who want to create a group booking at my hotel?

Please tell the travelers they should follow their normal procedures for booking groups.

Resources

If you would like to know more about the DTMO and the ILPP (Integrated Lodging Program Pilot) including DoD Preferred, visit the DTMO website at: <http://www.defensetravel.dod.mil/site/lodging.cfm>.