



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.

DoD Preferred Commercial Lodging Pilot Sites

- Aberdeen, MD – Aberdeen Proving Ground
- Bangor/Bremerton, WA – Naval Base Kitsap
- Charleston, SC – Joint Base Charleston
- Columbus, GA – Ft. Benning
- Dayton, OH – Wright-Patterson Air Force Base
- 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
- Newport News, VA - Ft. Eustis
- Norfolk/Virginia Beach, VA – Select area U.S. military installations
- Ogden, UT – Hill Air Force Base
- Petersburg, VA – Ft. Lee
- Phoenix, AZ – Luke Air Force Base
- 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
- Twentynine Palms, CA – Marine Corps Air Ground Combat Center
- Whidbey Island, WA – Naval Air Station Whidbey Island
- Williamsburg, VA - Yorktown Facilities

Supporting Policy

The Joint Travel Regulations (JTR) requires travelers who are TDY to select pilot sites to stay in Government (DoD), Public-Private Venture (also known as “privatized”) or DoD Preferred commercial lodging facilities. Travelers with access to DTS are required to make lodging arrangements in DTS and should contact the Travel Management Company to assist with commercial and privatized lodging only when DTS is not available.

Frequently Asked Questions

1. How can my hotel participate in the program as a DoD Preferred 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 Mediating 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)
- 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. 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” and dealt with appropriately.

4. 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.

5. How does my DoD Preferred property display in DTS?

Travelers are automatically routed to the appropriate type of lodging based on the travel destination entered and DoD policy. Travelers can search commercial properties by distance, rate range, or hotel name. If the travel location is a pilot site, DoD Preferred properties are listed on the “Commercial – DoD Preferred” tab (see figure 1) and displayed according to distance from the government facility from closest to farthest. The “Commercial – Fire Safety Act Compliant” tab defaults to Rate Range, and displays hotels from least to most expensive. If the traveler wants to search based on Distance, the hotels display from closest to farthest from the airport. A Hotel Name search displays in alphabetical order.

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

Travelers can see amenities as part of the “Additional Hotel Information” 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.

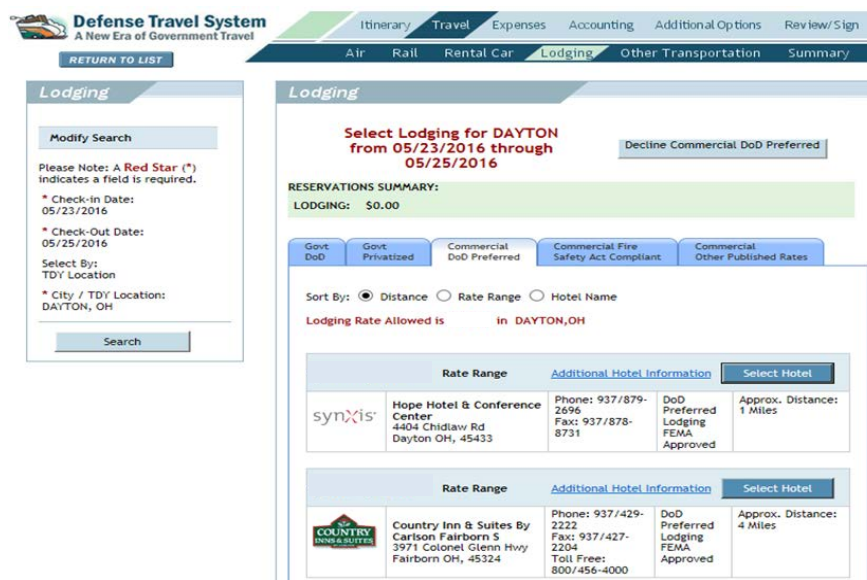


Figure 1: DoD Preferred Lodging Tab

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

DTS displays a limited number of properties on the first availability screen and it is possible that your property is on the next screen. Advise the traveler to move to the next availability screen (> NEXT 10). You can also suggest that they search by property name or zip code.

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

If you are not at a pilot site, verify that you have a FEMA number and that your property name listed with FEMA matches your property name with Innovata and Sabre, and then confirm that you have government rates loaded. If after verifying this information, your property is still not displaying, contact Jade Powell (DTMO) at 571-372-1238.

8. 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 on the “Commercial - DoD Preferred Lodging” tab 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 “Commercial – Fire Safety Act Compliant” tab; however, the traveler will only be reimbursed up to the amount the government would have paid at a DoD Preferred property.

9. 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.

10. 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>.