



**DEFENSE TRAVEL
MANAGEMENT OFFICE**

**Integrated Lodging Program Pilot
Lodging “Adequacy” Standards**

I. Overview

The FY2015 National Defense Authorization Act (NDAA) (P.L. 113-291) authorized the Secretary of Defense to institute a government lodging program to provide “adequate” government or commercial lodging for civilians or members of the Military Services performing duty on official travel. For DoD Preferred Commercial, Public-Private Venture (privatized), and DoD Lodging, the Department has defined the statutory term “adequate” in terms of the following categories that contain specific objective criteria, focused on providing a certain “duty of care” for DoD travelers. For more information on the Integrated Lodging Program Pilot, go to:

<http://www.defensetravel.dod.mil/site/lodging.cfm>.

II. DoD Preferred Commercial Lodging

All commercial lodging properties that participate in the DoD Integrated Lodging Program Pilot must meet these criteria to participate in and remain a part of the program.



Traveler Safety and Security	<ul style="list-style-type: none"> • Federal Emergency Management Agency (FEMA) certified • American Disabilities Act compliant • Virginia Graeme-Baker Act Pool Safety compliant • Fire safety evacuation plan in place • Interior access doors (unless location options limited) • 24/7 security monitoring by either security patrol or surveillance camera • Well-lit halls, public spaces, and parking areas • Dead bolts, safety chains, and door viewer on room doors
Traveler Quality Accommodations	<p>General</p> <ul style="list-style-type: none"> • Minimum of two crown/diamond* midscale quality hotel (equivalent to AAA 2-diamond) • Business is conducted in a professional and ethical manner – providing attentive, conscientious service to guests • Lodging staff readily accessible 24/7 • Renovation within last five years • Has accurate, legible, directional signage • Non-smoking rooms available • In-room cable or satellite TV • Free high speed internet or in-room Wi-Fi • Individual room temperature control • All indoor areas are properly ventilated to eliminate odors and ensure guest comfort; ventilation is climate controlled • Clock radio/alarm in rooms and/or wake-up service • One day valet laundry/dry cleaning available

Public Areas

- Main entrance with a covered entry door; covered entries with drive through capability have a minimum one-car width
- Adequate parking (paved, marked, and illuminated)
- General curb appeal is well maintained and clean; entrance is readily visible
- General décor/style in lobby and public areas of modest design and enhanced comfort
- Guest service areas have enhanced front desk
- Sundries/shops provide a modest selection of amenities (e.g., toothbrush/paste, razor, mouthwash, shower cap, combs, etc.) available at front desk or in vending machines
- Restroom located in the lobby or a public area

Guestrooms

- At a minimum, each guest room is thoroughly cleaned, with bed and bath linens changed between guest stays
- Basic housekeeping services and supplies are available
- Operational smoke detector(s)
- Adequate level of soundproofing to muffle outside noises/normal sounds in adjacent units and public areas
- Active light switch at the main entry
- Lighting fixtures that provide good level of overall illumination, including direct lighting at a writing surface, sitting area, and each bed
- Comfortable beds with a mattress pad, sheets, pillows with pillowcases, and appropriate bedding in good repair
- Nightstand or equivalent by each bed (space permitting), a chest of drawers, an upholstered/soft seating chair, a writing surface, a waste container, coffee maker, ice buckets with lid, liner, and water cups (other than Styrofoam), iron, and ironing board with a clean cover
- Touch tone telephones with message light on telephone
- Sliding door(s), French doors, and windows are equipped with an effective locking device; secondary security lock on all ground-floor doors and those accessible from common walkways/adjoining balconies
- General décor provides enhanced level of comfort
- Ceilings, floors, and walls of modest enhancement to material and design
- Adequate shades, drapes, or blinds to cover all windows or other transparent areas, and provide blackout effect and privacy
- Free floor space has modest restrictions due to size and/or placement of appointments
- Work space/writing surface (a writing surface is judged on the basis of available space) with sufficient space for a laptop computer and two 8x10 inch items; near power outlets for electronics; pen and notepad should be included in each unit
- Mirrors are full length, beveled or with simple metal/wood frames
- Clothes-storage in recessed space with hangers
- Additional storage space provided (e.g. open area, shelving/credenza, drawer space, luggage rack)

(DoD Preferred Standards continued)

	<p>Guest Bathrooms</p> <ul style="list-style-type: none"> • Rooms have a private bathroom • Flushing toilet, sink with well-lit mirror, convenient electrical outlet, adequate shelf space, and a tub or shower with a non-slip surface • Bath towel, hand towel, face cloth, and a cup/glass, toilet tissue, facial tissues, a cloth bath mat, soap, shampoo/conditioner, and hair dryer • Non-porous surfaces (e.g., floors, walls, baseboards) in all toilet areas • General décor has a modestly enhanced level of comfort • Ceilings, floors, and walls have modest enhancements to materials and design • Lighting fixtures that provide good level of overall illumination, including direct lighting at the mirror(s) • Free floor space has modest restrictions due to size and/or placement of appointments • Cabinetry has skirting that partially or fully conceals plumbing • Counter/shelf space has modestly enhanced materials/design • Sink, tub, and shower fixtures are of modestly enhanced materials/design
<p>Traveler Financial Protections</p>	<ul style="list-style-type: none"> • No deposits required • No cancellation fee 4 PM or earlier • No charge for early departure • No minimum stay • No day of week restriction • No added facility fee when not used by traveler (e.g., fitness center) • No resort fee
<p>Traveler Conveniences</p>	<ul style="list-style-type: none"> • Located close to DoD installation • Booking DoD Preferred through DTS • Accepts the Government Travel Charge Card • For reservations not honored, secure another room and provide transportation • Offer/assist with tax exemption

III. DoD Lodging

All DoD lodging properties that participate in the DoD Integrated Lodging Program Pilot must meet these criteria to actively participate in the pilot program. DoD Lodging adequacy standards are managed by The Office of the Deputy Assistant Secretary of Defense for Military Community & Family Policy; a copy of the expanded assessment document can be obtained by contacting Morale, Welfare, Recreation, and Resale Policy at (571-372-6575).



<p>Traveler Safety and Security</p>	<ul style="list-style-type: none"> • Complies with applicable parts from National Fire Protection Association (NFPA) 101 • Complies with all applicable federal codes and DoD Unified Facilities Criteria (UFC) based on date of construction or last major renovation • Complies with Americans with Disabilities Act (ADA) and Architectural Barriers Act (ABA) Accessibilities Standards at time of construction or last major renovation • Complies with Virginia Graeme-Baker Act (swimming pool) • Complies with DoD minimum antiterrorism standards for buildings as applicable, or the installation has adequately mitigated the property's risk to the satisfaction of the installation commander
--	---

(DoD Lodging Standards continued)

	<ul style="list-style-type: none"> • Fire safety evacuation plan in place • Security program in compliance with installation policy • Located on a DoD installation, or if property located outside the installation-controlled perimeter, guest rooms accessible only through interior corridors • Adequate parking (paved, marked, and illuminated) according to installation standards • On-installation food service outlet or restaurant, or restaurant located within a reasonable driving distance • Well-lit halls and public spaces • Dead bolts, safety chains, and door viewer on room doors
<p>Traveler Quality Accommodations</p>	<p>General</p> <ul style="list-style-type: none"> • Business is conducted in a professional and ethical manner - providing attentive, conscientious service to guests • Lodging staff readily accessible 24/7 • Has accurate, legible, directional signage • Non-smoking rooms • Free high-speed internet and/or in-room Wi-Fi (or hard-wire access in restricted areas) • Flat panel television with remote control; basic cable and channel directory • Indoor areas are properly ventilated and climate controlled, in accordance with installation policy • Guest-controlled heating, ventilation, and air conditioning (HVAC), or is in accordance with installation policy • Exercise area/facility on site or on the installation • Business center for guest use in hotel lobby or at another activity located on the installation; meeting rooms solely purposed for meetings • Self-dispensing ice machine(s) • Washer/dryer available in common/public areas or guest rooms <p>Public Areas</p> <ul style="list-style-type: none"> • Main entrance with a covered entry door; covered entries with drive through capability have a minimum one-car width • General curb appeal is well maintained and clean; entrance is readily visible • General décor/style in lobby and all public areas of modest design and simple comfort • Guest service areas have enhanced front desk • Sundries/shops provide a modest selection of amenities (e.g., toothbrush/paste, razor, mouthwash, shower cap, combs, etc.) available at front desk or in vending machines • Restroom located in the lobby or a public area • Luggage carts available • Ceilings, floors, and walls have modest enhancements to material and design • Open floor space is minimally restricted by furnishings, fixtures, and equipment • Furniture quality of modest and enhanced level of comfort • Seating layout will accommodate one small group at a minimum (e.g., a sofa and two armchairs) <p>Guestrooms</p> <ul style="list-style-type: none"> • At a minimum, each guest room is thoroughly cleaned, with bed and bath linens changed between guest stays

(DoD Lodging Standards continued)

- Basic housekeeping services and supplies are available on request
- Operational smoke detector in compliance with UFC and NFPA
- Guest room exit doors (on the room-side) equipped with a diagram showing the exit path from the guest room to the nearest exit
- Adequate level of soundproofing to muffle outside noises, normal sounds in adjacent units, and public areas
- Active light switch at the main entry
- Lighting fixtures that provide good level of overall illumination, including direct lighting at a writing surface, sitting area, and each bed
- Comfortable beds with a mattress pad, sheets, pillows with pillowcases, and appropriate bedding in good repair
- Extra pillows and blankets in the room or available upon request
- Nightstand or equivalent by each bed (space permitting), a chest of drawers, an upholstered/soft seating chair, a writing surface, a waste container, coffee maker, microwave, refrigerator/mini-fridge or refrigerator/microwave unit, ice buckets with lid, and water cups (other than Styrofoam), iron, and ironing board with a clean cover
- Clock radio/alarm in rooms and/or wake-up service
- Touch tone telephones with message light on telephone
- Easy access to 24-hour incoming/outgoing phone service with prompt message delivery
- Permanently secured in-room safe (or access to a safety deposit box)
- Sliding door(s), French doors, and windows are equipped with an effective locking device; secondary security lock on all ground-floor doors and those accessible from common walkways/adjoining balconies
- General decor of modest design and enhanced level of comfort
- Ceilings, floors, and walls have modest enhancements to material and design
- Adequate shades, drapes, or blinds to cover all windows or other transparent areas, and provide blackout effect and privacy
- Free floor space has modest restrictions due to size and/or placement of appointments
- Furniture quality of modest design and enhanced level of comfort
- Work space/writing surface (a writing surface is judged on the basis of available space) has sufficient space for a laptop computer and two 8x10 inch items; is near power outlets for electronics; pen and notepad should be included in each unit
- Guest information is provided through a guest service directory (hard copy and/or dedicated television station featuring guest room directory information)
- Mirrors are full length, beveled or with simple metal/wood frames
- Clothes-storage space in a recessed area with hangers
- Additional storage space provided (e.g. open area, shelving/credenza, drawer space, luggage rack)

Guest Bathroom

- Rooms have a private bathroom
- Flushing toilet with lid, sink with well-lit mirror, convenient electrical outlet, adequate shelf space, and a tub or shower with a non-slip surface
- Bath towel, hand towel, face cloth, and cup/glass, toilet tissue, facial tissues, a cloth bath mat, soap, shampoo/conditioner, and hair dryer
- Non-porous surfaces (e.g., floors, walls, baseboards) in all toilet areas
- General decor of moderately enhanced materials and level of comfort

(DoD Lodging Standards continued)

	<ul style="list-style-type: none"> • Ceilings, floors, and walls have modest enhancements to material and design • Lighting fixtures that provide good level of overall illumination including direct lighting at the mirror(s) • Free floor space has modest restrictions due to size and/or placement of appointments • Cabinetry has skirting that partially or fully conceals plumbing • Counter/shelf space of modestly enhanced materials/design • Sink, shower, and shower fixtures are of modestly enhanced materials/design
<p>Traveler Financial Protections</p>	<ul style="list-style-type: none"> • Fiduciary accountability and financial solvency is maintained in accordance with DoD lodging financial management standards • No added or hidden fees for facility amenities/services not used • No deposits • No cancellation fee 4 PM or earlier • No charge for early departure • No minimum stay • Offers Non-Availability Control Numbers issued by lodging staff or through the DTS • Rates at or less than local lodging per diem (for government travelers)
<p>Traveler Conveniences</p>	<ul style="list-style-type: none"> • Located on DoD installation • Streamlined reservations through DTS • Accepts the Government Travel Charge Card • For reservations not honored, assists guest with finding alternate accommodations • Accessibility to Moral, Welfare, and Recreation activities

IV. Public-Private Venture (Privatized) Lodging

All Public-Private Venture (privatized) lodging properties that participate in the DoD Integrated Lodging Program Pilot must meet these criteria to actively participate in the pilot program and be available on the “Govt – Privatized” tab in DTS.

<p>Traveler Safety and Security</p>	<ul style="list-style-type: none"> • Federal Emergency Management Agency (FEMA) certified • Complies with applicable parts from National Fire Protection Association (NFPA) 101 • Complies with all applicable federal codes and DoD Unified Facilities Criteria (UFC) • Complies with Americans with Disabilities Act (ADA) and Architectural Barriers Act (ABA) Accessibilities Standards at time of construction or last major renovation • Complies with Virginia Graeme-Baker Act (swimming pool) • Complies with DoD minimum antiterrorism standards for buildings as applicable, or the installation has adequately mitigated the property's risk to the satisfaction of the installation commander • Property located on a DoD installation • Adequate parking (paved, marked, and illuminated) according to installation standards • Fire safety evacuation plan in place • Management maintains a crisis management plan approved by the Service • Interior access doors, if outside the installation-controlled perimeter • On-site or on-installation food service outlet or a restaurant located within a reasonable driving distance from the property • Well-lit halls, public spaces, and parking areas • Dead bolts, safety chains, and door viewer on room doors
--	--

(Privatized Lodging Standards continued)

<p>Traveler Quality Accommodations</p>	<p>General</p> <ul style="list-style-type: none"> • Business is conducted in a professional and ethical manner - providing attentive, conscientious service to guests • Lodging staff readily accessible 24/7 • Has accurate, legible, directional signage • Non-smoking rooms • Free high-speed internet and/or in-room Wi-Fi (or hard-wire access in restricted areas) • Flat panel television with remote control; basic cable and channel directory • Easy access to 24-hour incoming/outgoing phone service with prompt message delivery • Indoor areas are properly ventilated and climate controlled • Each guest room has guest-controlled heating, ventilation, and air conditioning (HVAC) • Exercise area/facility on site or on the installation • Business center is provided for guest use (personal computer with internet access) in hotel lobby or at another hotel-affiliated property on the installation • Self-dispensing ice machine(s) • Washer/dryer available in common/public areas or guest rooms <p>Public Areas</p> <ul style="list-style-type: none"> • Main entrance with a covered entry door; covered entries with drive through capability have a minimum one-car width • General curb appeal is well maintained and clean; entrance is readily visible • General décor/style in lobby and public areas of modest design and enhanced level of comfort • Guest service areas have enhanced front desk • Restroom located in the lobby or a public area • Luggage carts available • Ceilings, floors, and walls have modest enhancements to material and design • Open floor space is minimally restricted by furnishings, fixtures, and equipment • Furniture quality of modest design and enhanced level of comfort • Seating layout will accommodate one small group at a minimum (e.g., a sofa and two armchairs) <p>Guestrooms</p> <ul style="list-style-type: none"> • At a minimum, each guest room is thoroughly cleaned, with bed and bath linens changed between guest stays • Basic housekeeping services and supplies are available on request • Operational smoke detector in compliance with NFPA • Guest room exit doors (on the room-side) equipped with a diagram showing the exit path from the guest room to the nearest exit • Adequate level of soundproofing to muffle outside noises/ normal sounds in adjacent units and public areas • Active light switch at the main entry • Lighting fixtures that provide good level of overall illumination, including direct lighting at a writing surface, sitting area, and each bed • Comfortable beds with a mattress pad, sheets, pillows with pillowcases and appropriate bedding in good repair
---	--

(DoD Privatized Standards continued)

	<ul style="list-style-type: none"> • Extra pillows and blankets in the room or available upon request • Nightstand or equivalent by each bed (space permitting), a chest of drawers, an upholstered/soft seating chair, a writing surface, a waste container, coffee maker, microwave, refrigerator/mini-fridge or refrigerator/microwave unit, ice buckets with lid, and water cups (other than Styrofoam), iron, and ironing board with a clean cover • Clock radio/alarm in rooms and/or wake-up service • Touch tone telephones with message light on telephone • Permanently secured in-room safe (or access to a safety deposit box) • Sliding door(s), French doors, and windows are equipped with an effective locking device; secondary security lock on all ground-floor doors and those accessible from common walkways/adjoining balconies • General decor of modest design and enhanced level of comfort • Ceilings, floors, and walls have modest enhancements to material and design • Adequate shades, drapes, or blinds to cover all windows or other transparent areas, and provide blackout effect and privacy • Free floor space has modest restrictions due to size and/or placement of appointments • Furniture quality of modest design and enhanced level of comfort • Work space/writing surface (a writing surface is judged on the basis of available space) has sufficient space for a laptop computer and two 8x10 inch items; is near power outlets for electronics; pen and notepad should be included in each unit • Guest information is provided through a guest service directory (hard copy and/or dedicated television station featuring guest room directory information) • Mirrors are full length, beveled or with simple metal/wood frames • Clothes-storage space in a recessed area with hangers • Storage space is provided (e.g. open area, shelving/credenza, drawer space, luggage rack) <p>Guest Bathroom</p> <ul style="list-style-type: none"> • Rooms have a private bathroom • Flushing toilet with lid, sink with well-lit mirror, convenient electrical outlet, adequate shelf space, and a tub or shower with a non-slip surface • Bath towel, hand towel, face cloth, and a cup/glass, toilet tissue, facial tissues, a cloth bath mat, soap, shampoo/conditioner, and hair dryer • Towels are basic or modestly enhanced and displayed on caddies, bars, or shelves • Non-porous surfaces (e.g., floors, walls, baseboards) in all toilet areas • General décor of modest design and enhanced level of comfort • Ceilings, floors, and walls have modest enhancements to material and design • Lighting fixtures that provide good level of overall illumination, including direct lighting at the mirror(s) • Free floor space has modest restrictions due to size and/or placement of appointments • Cabinetry has skirting that partially or fully conceals plumbing • Counter/shelf space is adequate and has modestly enhanced materials/design • Sink, tub, and shower fixtures are of basic or modestly enhanced materials/design
<p>Traveler Financial Protections</p>	<ul style="list-style-type: none"> • Management has a “no deposit” room reservation policy for official travel; travel charge card information may be required to reserve room • No added or hidden fees for amenities/services not used • No cancellation fee 4 PM or earlier • No charge for early departure

(DoD Privatized Standards continued)

	<ul style="list-style-type: none"> • No minimum stay • Establishment financially solvent; free of bankruptcy protection, planning, or involvement in foreclosure proceedings
<p style="text-align: center;">Traveler Conveniences</p>	<ul style="list-style-type: none"> • Accepts the Government Travel Charge Card • Reservation capability is available through the Defense Travel System • Lodging staff will assist the guest in finding alternate accommodations, if the guest reservation is cancelled by lodging • Rates at or less than local lodging per diem (for government travelers)