

DoD Integrated Lodging Program (ILP) Travel Administrator Fact Sheet

February 2021

I. Codification

The DoD Integrated Lodging Program began as a pilot in 2015 and was made a permanent program in December 2020 with the 2021 National Defense Authorization Act (NDAA). The program directs DoD travelers on official business at select sites to stay in Government (DoD), Public-Private Venture (PPV), or DoD Preferred Commercial Lodging facilities. This program ensures that travelers are staying in quality lodging facilities that are close to their temporary duty (TDY) locations, are protected from certain fees, and are offered amenities at no additional cost, in addition to paying rates that are below per diem.

II. About the DoD Integrated Lodging Program

The DoD Integrated Lodging Program leverages the Department's collective purchasing power and incorporates program enhancements that ensure a consistent level of Duty of Care for its travelers. The Integrated Lodging Program:

- Ensures that travelers are staying in quality lodging facilities that are close to TDY/TAD locations
- Protects travelers from certain fees, such as resort fees, cancellation fees (prior to 4PM day of arrival), early departure fees, etc.
- Ensures that travelers pay room rates below the established government per diem rates.
- Provides travelers with amenities, such as fitness centers and high speed Internet, at no additional cost
- Enhances traveler care and satisfaction with a majority of hotels offering complimentary breakfast, in-room refrigerators, swimming pools, and more.
- Provides greater traveler safety through DoD security assessments and in-person site visits to confirm that program security requirements are met.

III. Policy

Section 642 of the Fiscal Year (FY) 2021 National Defense Authorization Act (NDAA) (Public Law 116-283) made permanent the pilot authority granted in section 914 of the FY 2015 NDAA (Public Law 113-291), which authorized the Secretary of Defense to institute a government lodging program. This Permanent Authority allows the Secretary of Defense to require both DoD civilian employees and Service Members to stay in DoD Lodging, PPV Lodging, or DoD Preferred Commercial Lodging while on official travel, and is supported by the Joint Travel Regulations (JTR) (par. 020303).

- Travelers directed to DoD Lodging, PPV Lodging, or DoD Preferred Commercial Lodging who choose to stay in other commercial lodging will have their reimbursement limited to the amount the Government would have paid if program lodging were used.
- Travelers who use the Defense Travel Modernization prototype (DTM) must use the [TravelBot](#) to determine if their trip should be booked through DTM, and go to [DTM Integrated Lodging Program Tips and Tricks](#) for guidelines on booking and reimbursement policy compliance in DTM.

IV. Frequently Asked Questions by Topic

Policy and Program Information

1. What is the program start date?

The Integrated Lodging Program officially started in June 2015; however, new sites continue to be added. To view the start dates for each Integrated Lodging Program site, see the Official ILP Site Listing here: DefenseTravel.dod.mil/site/Lodging.cfm

2. Where can I find a complete list of Integrated Lodging Program locations?

To view the complete listing of program sites, see the Official ILP Sites Listing here: DefenseTravel.dod.mil/site/Lodging.cfm

3. Are civilians affected by the Integrated Lodging Program?

Yes. Civilians (as well as Service Members) traveling on Temporary Duty (TDY/TAD) to an Integrated Lodging Program site are directed to use Government (DoD), Public-Private Venture (PPV)/Privatized Army Lodging (PAL), or DoD Preferred commercial lodging.

4. Are high-ranking officers and SESs required to use the program?

Yes. They are directed to use Preferred commercial lodging when TDY/TAD to an Integrated Lodging Program site; however, the Joint Travel Regulations (JTR) permits flag officers (O7-O10) and SESs that are TDY/TAD to a military installation to determine the availability of DoD Lodging.

Please note that reservations in VIP lodging managed by protocol offices are not available through DTS, therefore VIP travelers should continue to make arrangements through the protocol offices when applicable. When DTS flags the travel authorization for non-use of appropriate lodging, enter the appropriate reason code and state lodging was arranged through the protocol office.

5. Are travelers that are part of a union required to participate?

Maybe. Travelers who are part of a union who are TDY/TAD to shipbuilding sites in the Integrated Lodging Program may request an exception to the program from the Office of the Secretary of Defense. Exceptions may be requested for travel through FY2023. Travelers who are part of a union who travel to other sites or who travel to shipbuilding sites after FY2023 are not excluded from the Integrated Lodging Program.

6. Does it matter if the authorization lists the city/town or military installation?

Yes, Approving Officials should verify that the TDY/TAD location is correct. When TDY/TAD is to a military location then the authorization must reflect that. A nearby city/town should only be included on the authorization if TDY/TAD is to the city/town. To comply with the Joint travel Regulations (JTR), the authorization must properly reflect the actual TDY/TAD location and not a nearby city or town.

7. How does a traveler book lodging if their orders list the TDY/TAD location as a U.S. military installation?

The traveler is directed to book government (DoD) Lodging or Privatized Lodging (PPV), if available. If available, and the traveler chooses other accommodations, the lodging reimbursement is limited to the cost of available DoD Lodging facilities (see ILP Rates here: DefenseTravel.dod.mil/site/Lodging.cfm).

DoD civilians and Service members are required to use DoD Lodging when TDY/TAD to U.S. military installations when DoD Lodging at that location is available in DTS.

- DoD Lodging in DTS includes most Air Force Inns, Army Lodging (OCONUS), Navy Gateway Inns, Navy Lodges, and Marine Corps Transient Housing at Twentynine Palms
- Privatized Army Lodging in DTS includes IHG Army Hotels, Candlewood Suites, Holiday Inn Express, and Staybridge Suites

8. How does a traveler book lodging if their orders list the TDY/TAD location as an Integrated Lodging Program site city or metropolitan area?

If the orders list the TDY/TAD location as a program city or surrounding metropolitan area, the traveler is directed to book DoD Preferred commercial lodging, if available. DTS can display available lodging on a map to help the traveler choose lodging close to their TDY/TAD location. If DoD Preferred commercial lodging is available and the traveler selects other lodging, the lodging reimbursement is limited to the amount the government would have paid if used (see ILP Rates here: DefenseTravel.dod.mil/site/Lodging.cfm).

9. What constitutes a metro area for a DoD Preferred commercial lodging location?

Metro area includes areas surrounding a military installation or other DoD office or facility. For a complete listing of current zip codes associated with each DoD Preferred location, see Sites by Metro Area here: DefenseTravel.dod.mil/site/Lodging.cfm

10. Are travelers TDY/TAD to a U.S. installation at an Integrated Lodging Program site required to use DoD Lodging if it does not display in the Defense Travel System (DTS)?

Travelers are not required to use government quarters when TDY/TAD to U.S. military installations (at a program site) when the DoD Lodging facility at that location is not available in DTS.

11. If the Defense Travel System (DTS) is not available, should travelers contact their Travel Management Company (TMC) to book lodging?

If travelers do not have access to DTS, they should contact their TMC to make privatized and commercial lodging reservations.

12. Should travelers amend travel orders that are created before a new program location start date, if travel takes place after the location start date?

If the authorization was created but not approved prior to program site start date, travelers will need to modify their authorizations. If the authorization was approved prior to the site start date, the traveler is not subject to the new policy requiring Integrated Lodging Program use. The Integrated Lodging Program is effective for new authorizations approved on or after a site start date (*refer to the JTR, par. 1265*).

13. If a traveler is directed to the DoD Preferred commercial lodging, does he or she have to select the lowest price option?

No, although the hotels are displayed (by default) from lowest rate to highest, the JTR does *not* require travelers to book the least expensive hotel or the first hotel on the list. Travelers should scroll through the entire list of DoD Preferred commercial lodging hotels and select one that best meets mission needs.

14. How is a traveler's reimbursement affected when they decline DoD or Privatized lodging at a program site?

Unless a traveler qualifies for an exception, in accordance with the JTR, any traveler (Service Members and civilians) that declines available DoD or Privatized lodging will have their lodging reimbursement limited to the amount the Government would have paid if used.

15. Will a Service Member's reimbursement be limited when declining available DoD lodging at a non-program site?

Yes. DTS is designed to limit reimbursement for declining available DoD Lodging at military installations. Uniformed members are required to use available adequate DoD Lodging when TDY/TAD to a U.S. Installation. *Refer to the JTR, par. 020303.B and Table 2-14, items #1, #6, and #7.*

16. Will a civilian's reimbursement be further limited when declining available DoD lodging at a non-program site?

No. DTS will not display DoD Lodging at non-program sites. Civilians booking in DTS will be shown commercial lodging and should consider available FedRooms properties before considering other commercial lodging options, per the Federal Travel Regulation. Standard lodging per diem limitations will apply.

17. Will a traveler's reimbursement be limited when declining privatized lodging that is listed in the "Government Privatized Lodging" section?

Yes. All privatized lodging facilities available in the "Government Privatized Lodging" section are considered Integrated Lodging Program sites. If a traveler declines use, the lodging reimbursement will be limited to the amount the government would have paid if used. See ILP Rates here:

DefenseTravel.dod.mil/site/Lodging.cfm

18. When directed DoD Lodging is not available for civilians, what should they do?

Travelers (Service Members and civilians) are required to secure a non-availability confirmation number, commonly referred to as a "certificate of non-availability" or "CNA," when directed DoD Lodging is not available (*refer to JTR, par. 1265*). When booking in DTS, the system will display a non-availability confirmation number in an advisory message and also in the DTS Preview Trip screen. Please note that DoD civilians are not required to use government lodging when TDY/TAD to U.S. military installations (at an Integrated Lodging Program site) when Government Lodging at that location is not available in DTS. In this instance, civilians are not required to obtain a non-availability confirmation number.

19. If DTS provides a non-availability confirmation number, do travelers need to call the DoD Lodging facility directly to also get an official certificate of non-availability letter?

No. The non-availability confirmation number provided by DTS is sufficient. The CNA will be documented in the authorization automatically

20. If DTS provides a non-availability confirmation number, do travelers need to double check availability directly with the DoD Lodging facility or check back at a later time to see if they have availability?

No. According to the JTR, travelers are only required to check DoD Lodging availability one time. If they receive a non-availability confirmation number, they are not required to recheck availability.

21. In reference to the reason codes, for non-use in DTS, what constitutes "Too Far Away?" If a facility is too far away, can the traveler get a rental car?

No specific mileage limit has been set. The Authorizing Official determines the distance based on the traveler's mission, local commuting parameters, and other factors, including the use of a rental car.

22. Will a traveler be able to use a personal credit card to reserve DoD Lodging as you can today?

For travelers that have been issued a government travel charge card (GTCC), the Travel and Transportation Reform Act of 1998 mandates use of the card for all official travel-related expenses. Travelers that do not have a GTCC must enter personal credit card information in order to reserve a room.

Defense Travel System (DTS) Functionality

23. Are all commercial lodging properties available in DTS considered “DoD Preferred Commercial” and subject to the same quality, safety, and security standards?

No. Only those properties listed in the “DoD Preferred Commercial Lodging” section are subject to standards of this program. DoD Preferred commercial lodging will only display in DTS when the traveler is TDY/TAD to a program site. If DoD Preferred commercial lodging is declined, DTS first displays commercial facilities that are part of the FedRooms program, some of which may also be part of the DoD Preferred commercial program, but some of which are not. These hotels comply with the Fire Safety Act and meet Federal Emergency Management Agency (FEMA) safety requirements, but the hotels in this section that are not part of the program are not monitored by DoD and are not required to comply with DoD quality, safety, and security requirements. These properties should only be considered when no other accommodations are available.

24. Are all lodging brands available on DoDLodging.net also available in DTS?

No. Some DoD Lodging is not available in DTS. Only the following DoD Lodging is bookable in DTS: most Air Force Inns, Army Lodging (OCONUS), Navy Gateway Inns, Navy Lodges, and Marine Corps Transient Housing at Twentynine Palms. All other DoD Lodging is not bookable in DTS.

DoD civilians and Service Members are required to use DoD Lodging when TDY/TAD to U.S. military installations when DoD Lodging at that location is available in DTS.

If a traveler books DoD Lodging outside of DTS, they must input the lodging information into the authorization. The room cost must be provided on the Per Diem Entitlements detail screen and the property information provided in the lodging pre-audit. Please note that if the traveler is TDY/TAD to a military installation at a program location with DoD Lodging, but that lodging is not available in DTS, he or she will be provided either a non-availability number or a non-connection error notice.

For those traveling to Marine Corps installations: Marine Corps lodging is only available in DTS at Twentynine Palms, CA. All other Marine Corps lodging is not yet available in DTS. Travelers wishing to stay at those properties are not required to use DTS to book lodging. Reservations can be made by going to: DoDLodging.com

For those traveling to Army installations: The majority of on-base Army lodging facilities (CONUS, AK, HI, and Puerto Rico) have been privatized through the Privatization of Army Lodging (PAL) program and are now managed by IHG Army Hotels. PAL facilities that meet specific DoD quality, safety, and security standards can be booked through DTS, which will automatically display available PAL properties. Others may also appear on the Commercial Lodging page; however, travelers are not required to book them if they appear there. See the Official ILP Sites Listing here: DefenseTravel.dod.mil/site/Lodging.cfm

25. Can the Authorizing Official override the cost limitation?

Yes. DTS will initially limit reimbursement. The traveler must go to the Per Diem Entitlements detail screen and enter the actual room cost by selecting the edit function and scroll down to the bottom portion of the

screen and request actual expenses approval. When travelers get the pre-audit, they will have to justify why they stayed in a hotel at a cost higher than the lodging limit. If the request is approved by the Authorizing Official, the travelers will be fully reimbursed.

26. Will the Authorizing Official be notified that the member declined the directed lodging?

Yes. The Authorizing Official will be notified when they view the Preview Trip and the Pre-Audit Trip screens.

27. Are there pre-audits for every time a traveler declines directed lodging?

Yes. A traveler that does not use available Government, Privatized, or DoD Preferred lodging will receive a pre-audit flag for each time they declined to book lodging that will require a reason code and justification.

28. If DoD Lodging is not available, where will the non-availability confirmation number appear in a document?

DTS will document the non-availability confirmation number in an advisory message on the Pre Audit Trip screen and in the DTS Preview Trip screen.

29. Will DTS provide a non-availability confirmation number for Privatized Lodging?

No. There is no requirement in the JTR for travelers to secure a non-availability confirmation number. Authorizing Officials can review the pre-audit advisories and the Preview Trip screen for documented evidence that you attempted to book and that at the time of booking there was no availability.

30. I'm hosting a large event at an Integrated Lodging Program site where an overnight stay is required. Does this program apply to group travel?

No. This program is intended for individual transits, not group travel. There is no requirement or expectation that participating DoD Preferred commercial lodging hotels will support group travel, but you should ask if they can accommodate your group and extend the ILP rate and benefits. Arranging this must be completed outside of DTS by calling the hotel directly. Travelers should be told not to book lodging in DTS if group arrangements are made and to choose the appropriate reason code for declined lodging and enter the information for the property where they are staying. Travelers will receive a pre-audit message for no lodging booked and can use the reason code for group travel and document which hotel they booked in the remarks.

31. How are group authorizations affected when TDY/TAD to an installation with adequate DoD Lodging?

DTS sends a reservation request to the DoD lodging system but the lodging system does not know that it is for more than one room. As a result, a single room may be reserved or a single non-availability number issued. Until DTS can be modified to correct this issue, the group's point of contact must coordinate with the lodging facility to ensure the proper number of rooms are reserved or non-availability numbers issued.

32. Will the group organizer need to get a Group ID from the DoD Lodging facility prior to the traveler processing the authorization, and if so, will that be through DTS?

The group organizer will need to get the Group ID outside of DTS before the traveler can put it into the authorization, but the authorization can be processed without lodging and updated later.

33. When making group orders, if DoD Lodging is not available for all members, will DTS generate a non-availability confirmation number for each member in the group or can I use just one number?

DTS sends a reservation request to the DoD lodging system but the lodging system does not know that it is for more than one room. As a result, a single room may be reserved or a single non-availability number issued. Until DTS can be modified to correct this issue the group point of contact must coordinate with the lodging facility to ensure the proper number of rooms are reserved or non-availability numbers issued.

34. Will DTS be pre-populated with all the hotels that have been separately contracted to provide lodging for large conferences?

No. Hotels contracted by the sponsoring organization may include some of the ones we have selected for the Integrated Lodging Program but the rates may be different. DTS will not be able to book these event contracted properties. Travelers should follow the guidance for making reservations from the event sponsor (typically through a third party event coordinator) and then decline lodging when creating their DTS authorization. Reason code L7 - Conference or Event should then be used for the pre-audit and the name and address of the property used added to the comment field.

35. If DoD Lodging is available, will the other lodging also be available?

Not initially. If TDY/TAD to a military installation, and DoD Lodging is available, that is the only lodging that will display. To view other lodging options outside of DoD Lodging, the traveler must change the display filter, which can be used to enable other options.

36. If the TDY/TAD location is to an Integrated Lodging Program site metro area and there is DoD or Privatized Lodging nearby, will DTS show it or will it only display DoD Preferred lodging?

Yes, DTS will show the available DoD or Privatized Lodging in the display and on the map.

37. When a traveler's TDY/TAD location is near a military installation, how does DTS select the DoD Preferred commercial properties it displays for that location?

When travelers enter their TDY/TAD location near a military installation, DTS recognizes it as a DoD Preferred lodging area based on the metro area and lists commercial properties that have been accepted by the DTMO into our DoD Preferred program and are within a close commuting distance of the nearest military installation. If the actual TDY/TAD location is too far away from the offered DoD Preferred commercial lodging, the travelers should decline lodging and indicate within the pre-audit message L1 - Too Far Away. In addition, they should include a statement about why they are staying in that particular

location and the name and address of the hotel where they are staying. This information will assist in identifying trends for TDY/TAD locations and be included in future program enhancements.

38. How does this policy apply for travelers (i.e., pilots) that get called out on a mission before their orders are cut and they do not do an authorization before they leave?

The program policy still applies and current processes hold true. The traveler would need to select lodging based on the TDY/TAD location listed in the orders. The list of accepted properties is available for reference when reserving lodging outside DTS.

- DoD and Privatized Lodging available in DTS is listed in the Official ILP Site Listing at: DefenseTravel.dod.mil/site/Lodging.cfm
- The DoD Preferred Commercial Lodging List can be found at: DefenseTravel.dod.mil/site/Lodging.cfm

39. What are the reason codes that will limit a traveler's lodging reimbursement?

The selection of specific reason codes does not affect the limiting of reimbursement. Travelers and Authorizing Officials are responsible for ensuring requests for reimbursement are accurate. The following situations do limit a traveler's reimbursement:

- Personal choice/limited reimbursement: traveler voluntarily declined to use all required lodging options, and will accept a limited lodging reimbursement.
- Lodging with family or friends: for military travelers no lodging costs are incurred, so reimbursement is not provided. For civilian travelers, only documented extra costs incurred by the host can be reimbursed.
- Contract Lodging: a Government organization is paying all your lodging costs. No lodging costs are personally incurred, so reimbursement is not provided.

40. I noticed that a pre-audit flag is displaying on all documents with travel regardless of whether it is an Integrated Lodging Program site or not. What guidance should I give my travelers?

As part of the requirement to use DTS for all travel functions, a pre-audit flag "Lodging Not Used" is being applied to all documents without lodging reservations regardless of TDY/TAD location and travel dates. The pre-audit flag will also appear for any authorization. When the pre-audit appears, select the reason code that most closely represents the lodging requirements at the time in order to continue processing the document. Travelers are encouraged (but not required) to provide the location of where they stayed or the Authorizing Official can provide a reason in the pre-audit box. Once the pre-audit flag has been addressed, it will be part of the document and will not appear again. The pre-audit flag does not mean that a traveler's reimbursement will be limited.

41. When will travelers be directed to Privatized Lodging in DTS?

Travelers will be directed to Privatized Lodging when TDY/TAD to a U.S. Installation where the Privatized facilities meet the DoD adequacy standards. Currently there are no U.S. Installations that have both DoD Lodging and Privatized Lodging available in DTS.

42. What Privatized Lodging properties are available in DTS?

The Army's Privatized Army Lodging (PAL) program is DoD's largest Public-Private Venture program and has been integrated into DTS. Other Public-Private Venture options may be added to DTS in the future. In general the properties in DTS are IHG Army Hotel, Holiday Inn Express, Candlewood Suites, or Staybridge Suites. See the Privatized Lodging facilities available in DTS in the Official ILP Site Listing at: DefenseTravel.dod.mil/site/Lodging.cfm

43. I noticed that a Privatized Lodging property is not listed as PPV, but is listed as commercial lodging. Why is this?

Commercial lodging properties that are not designated PPV or DoD Preferred are only required to meet Fire Safety Act requirements and are not subject to DoD's quality, safety, and security requirements. For this reason, it is possible that some of the Privatized Army Lodging properties may appear as commercial lodging and not as PPV. Only some Privatized Army Lodging properties are designated PPV. As PAL properties are renovated, they will be made available as PPV. Use of PAL properties listed as commercial lodging is not required.

44. Will DTS issue a non-availability confirmation number (also referred to as a CNA) for Privatized Lodging as it does for DoD Lodging?

No, there is no requirement in the JTR for travelers to secure a non-availability confirmation number. Authorizing Officials should review the pre-audit advisories for documented evidence that the traveler attempted to book and at the time of booking there was no availability.

Other Topics

45. If a traveler walks into a DoD Preferred commercial hotel, will they be able to get the negotiated rate by using a government travel charge card?

Use of the government travel charge card will not automatically guarantee they will be charged the proper rate. The traveler will have to ask for the DoD Preferred rate and the hotel representative can verify the individual is indeed a DoD traveler. The hotel should then honor the rate if available.

46. Where can I find a complete list of Integrated Lodging Program locations?

The Official ILP Site Listing is provided at: DefenseTravel.dod.mil/site/Lodging.cfm

47. At one TDY/TAD location can a traveler stay in DoD or Privatized Lodging for part of the trip and then DoD Preferred or other commercial lodging for another portion of the same trip?

Yes, but lodging reimbursement limitations would still apply for inappropriate use.

48. Are there any resources for travel administrators to help us understand more about this Integrated Lodging Program and how it will work in DTS?

Yes. The Defense Travel Management Office offers resources including:

- DoD Integrated Lodging Program Guide: Comprehensive guide that presents information to increase your understanding of the program, as well as its effect on the Joint Travel Regulations (JTR), online reservation selection options, and the Defense Travel System (DTS). This guide is available on the Integrated Lodging Program webpage (ILP Guide: DefenseTravel.dod.mil/site/Lodging.cfm)
- Integrated Lodging Program webpage (<http://www.defensetravel.dod.mil/site/lodging.cfm>): The webpage provides information about the program and DTS modifications, and includes several items in the Quick Links and Resources box to assist with your understanding.

49. When are the monthly rates effective?

Rates are effective on the first day of each month (see ILP Rates here: DefenseTravel.dod.mil/site/Lodging.cfm).

50. How often are rates updated?

DoD and PPV Lodging maximum reimbursable rates are updated at the beginning of the fiscal year. DoD Preferred rates are updated twice a year, at the start of the program's Calendar Year on January 1, as well as the beginning of the Fiscal Year on October 1. Rates for all ILP locations may change for any reason, however. See ILP Rates: DefenseTravel.dod.mil/site/Lodging.cfm

51. In DTS, DoD and Privatized Lodging facilities at Integrated Lodging Program sites often show different types of rooms available, some with rates above what is listed on the official ILP Rates document. Are travelers allowed to book rooms with rates above the ILP Rates and still receive full reimbursement?

Yes. As long as travelers are staying at the directed lodging facility (DoD, Privatized, or DoD Preferred), and do not decline directed lodging, they are entitled to full reimbursement. The ILP Rates document only lists the amount that the traveler would be reimbursed if directed lodging was declined.

52. How can travelers submit feedback on the lodging facilities that are part of the program?

Travelers that stay in DoD Preferred commercial lodging will receive a customer satisfaction questionnaire upon voucher submission. Information provided through these questionnaires will help shape future enhancements to the program. Travelers wishing to submit feedback on DoD Lodging (government) or

Privatized Lodging should submit a Travel Assistance Center help ticket (via [TraX](#)). We also encourage travelers to share their feedback or concerns with the management of the lodging facilities.

53. I have a traveler that requires an Americans with Disabilities Act (ADA) compliant lodging facility. Can they book this type of room in DTS?

If the traveler has ADA indicated in the DTS profile, they will get a pop-up message telling them to contact the property with their specific needs. While DoD Lodging, Privatized, and DoD Preferred commercial properties have to comply with ADA, there are usually a limited number of rooms that may be available at any given time.

If the traveler booked DoD Lodging in DTS and then, after contacting the property, learned that the property cannot accommodate their needs, they should cancel their reservation in DTS, book a DoD Preferred commercial property, and manually enter the CNA issued by the property as part of the pre-audit justification.

If they booked a Privatized or commercial lodging property in DTS and the property cannot accommodate them, they should cancel their reservation and book a different DoD Preferred commercial property.