

**BY ORDER OF THE  
SECRETARY OF THE AIR FORCE**



**AIR FORCE INSTRUCTION 34-246**

**9 NOVEMBER 2007**

*Incorporating Change 1, 29 October 2008*

**908TH AIRLIFT WING  
Supplement**

**11 APRIL 2011**

*Services*

**AIR FORCE LODGING PROGRAM**

**COMPLIANCE WITH THIS PUBLICATION IS MANDATORY**

---

**ACCESSIBILITY:** This AFI is available for downloading from the e-Publishing website at [www.e-publishing.af.mil](http://www.e-publishing.af.mil).

**RELEASABILITY:** There are no releasability restrictions on this publication.

---

OPR: HQ AF/AISO

Certified by: HQ AF/AIS  
(Mr. Arthur J. Myers)

Supersedes: AFI 34-246, 17 May 2001

Pages: 66

**(908AW)**

OPR: 908 SVF/SV

Certified by: 908 MSG/CC  
(Lt Col Allison Marshall)

Supersedes: 908AWGM34-01,  
23 Aug 2007

Pages: 2

---

This instruction implements Department of Defense (DoD) Manual 4165.63-M, *DoD Housing Management*; and DoD Instruction 1015.12, *Lodging Program Resource Management*; and AFD 34-6. This AFI applies to active duty, guard, and reserve bases. It provides general lodging operating information, management requirements, and specific performance standards. It also provides standard operating procedures, where appropriate, to ensure consistent service to lodging guests Air Force wide. Refer recommended changes and conflicts between this and other publications to HQ AFSVA/SVOHL 10100 Reunion Place, Suite 500, San Antonio, Texas 78216-4138, on Air Force (AF) Form 847, *Recommendation for Change of Publication*. This publication requires the collection and/or maintenance of information protected by the Privacy Act (PA) of 1974. The authorities to collect and or maintain the records prescribed in this publication are Title 37, *United States Code*, Section 301a and Executive Order 9397, *Numbering System for Federal Accounts Relating to Individual Persons*, November 22, 1943. Forms affected by the PA have an appropriate PA statement. System of records notice F034 AF AFSVA A Lodging Reservations System (February 1, 2000, 65 FR 4809) applies. The Paperwork Reduction Act of 1974, as amended in 1996, affects this publication. Ensure that all

records created as a result of processes prescribed in this publication are maintained in accordance with AFMAN 37-123, *Management of Records* and disposed of in accordance with the *Air Force Records Disposition Schedule (RDS)* located at <https://afrims.amc.af.mil/>.

**(908AW)** AFI 34-246, *Air Force Lodging Program*, 9 November 2007, is supplemented as follows: The purpose of this supplement is to establish guidance and procedures unique for the 908th Airlift Wing (908 AW). This supplement applies to all 908 AW members and establishes guidelines for commanders regarding the problems associated with lodging both on Unit Training Assemblies (UTAs) and on active duty tours at Maxwell Air Force Base (AFB). Refer recommended changes and questions about this publication to the Office of Primary Responsibility (OPR) using the AF Form 847, *Recommendation for Change of Publication*; route the AF Form 847 to the 908 SVF/SV at Maxwell AFB AL. Ensure that all records created as a result of processes prescribed in this publication are maintained in accordance with Air Force Manual 33-363, *Management of Records*, and disposed of in accordance with the Air Force Records Disposition Schedule (RDS) located in Air Force Records Information Management System (AFRIMS) at Air Force (AF) Portal: <https://my.af.mil/afrims/afrims/afrims/rims.cfm>.

**SUMMARY OF CHANGES**

This interim change implements new guidelines that clarify **Table 2.1, Eligibility for Use of Air Force Lodging VQs and Assignment Priority (One or Two)**; Rule 9 defines Lodging entitlements for unaccompanied military personnel leaving for or returning from AOR deployments of 179 days or more; corrects Rule 26 allowing contractors access to commercial quarters; clarifies Note 11; changes **Table 2.2, Eligibility for Use of Temporary Lodging Facilities and Assignment Priority (One or Two)**; Rule 1 defines Lodging entitlements for accompanied military personnel leaving for or returning from AOR deployments of 179 days or more; changes Note 1; adds Note 6 to Rule 3; changes Note 6 to incorporate Comptroller General decision B-22520S; adds clarification to **3.2 VQ Reservation Process** to assist bases with TDY-to-School students and their ability to adjust their priority; adds **paragraph 3.5.2** which incorporates new DOD Policy referencing space available reservations for visitation periods with minor dependent children; changes **paragraph 4.6.5** to clarify who can authorize overseas operations to adjust due to currency fluctuations.

<b>Chapter 1—FACILITY AND GUEST ROOM STANDARDS</b>	<b>6</b>
1.1. Mission Statement. ....	6
1.2. Lodging Facility and Guest Room Standards. ....	6
Table 1.1. Minimum Space and Privacy Standards (for existing inventory only) .....	6
1.3. Facility Utilization. ....	7
1.4. Guest Room Standards. ....	8
1.5. Occupant Responsibilities in the Facilities and Guest Rooms. ....	9
1.6. Guest Security in Facilities and Guest Room. ....	9
1.7. Guest Room Housekeeping and Preventive Maintenance. ....	9

1.8.	Guest Room Quality Assurance Inspection and Review. ....	10
1.9.	Business Suites. ....	10
1.10.	Fitness Rooms. ....	11
1.11.	Business Centers. ....	11
1.12.	Laundry Facilities. ....	11
1.13.	Transient Aircrew Lodging. ....	11
1.14.	Commercial Lodging (CL). ....	12
1.15.	Guest Parking. ....	12
1.16.	Facility and Guest Room Signage. ....	13
1.17.	Facility Employee Work and Break Areas. ....	13
1.18.	Training/Conference Rooms. ....	13
1.19.	Pet TLFs. ....	13
<b>Chapter 2—GUEST ELIGIBILITY</b>		<b>15</b>
2.1.	Eligible Guests in Air Force Visiting Quarters, Temporary Lodging Facilities, and Commercial Lodging. ....	15
2.2.	Support of Tenant Units. ....	15
Table 2.1.	Eligibility for Use of Air Force Lodging VQs and Assignment Priority (One or Two)	15
Table 2.2.	Eligibility for Use of Temporary Lodging Facilities and Assignment Priority (One or Two). ....	22
<b>Chapter 3—RESERVATION AND CHECK-IN/OUT PROCESS</b>		<b>25</b>
3.1.	Reservation Process for On-Base Lodging. ....	25
3.2.	VQ Reservation Process. ....	25
3.3.	TLF Reservation Process. ....	28
3.4.	Guaranteed and Non-guaranteed Reservations. ....	28
3.5.	Space-Available Reservations. ....	28
Table 3.1.	Space-Available Reservation Guidelines ....	29
3.6.	Check-in and Checkout Process. ....	29
3.7.	Group Registration Process. ....	30
3.8.	Check-in and Out Luggage Storage. ....	30
3.9.	Endorsing Civilian TDY Orders at time of Check-in. ....	30
3.10.	(Added-908AW) 908th Airlift Wing Lodging Reservation Requirements for Unit Training Assembly (UTA). ....	31
3.11.	(Added-908AW) 908th Airlift Wing Lodging Reservation Requirements for Annual Tour (AT). ....	31

**Chapter 4—LODGING FINANCIAL AND ADMINISTRATIVE MANAGEMENT 32**

4.1. Fund Sources. .... 32

4.2. Resource Protection. .... 32

4.3. Base Lodging Fund (BLF). .... 32

4.4. Air Force Lodging Fund (AFLF). .... 32

4.5. Transfer of NAF Property. .... 32

4.6. Service Charge Rates. .... 32

4.7. Payment Procedures. .... 33

4.8. Financial Planning. .... 34

4.9. Operating Expenses. .... 34

4.10. Sundry Sales. .... 34

4.11. Long Distance Telephone Calls. .... 35

4.12. Lodging Annual Occupancy Reporting. .... 35

4.13. Lost and Found. .... 35

4.14. Automation. .... 35

4.15. Marketing. .... 36

**Chapter 5—EMPLOYEE STANDARDS AND TRAINING 37**

5.1. General Management Requirements and Responsibilities. .... 37

5.2. Lodging Staffing. .... 37

5.3. Dress and Appearance. .... 37

5.4. Employee Recognition Program. .... 37

5.5. Training Standards. .... 37

5.6. Professional Certification. .... 38

5.7. Training Workshop. .... 38

5.8. Community Relations. .... 38

**Chapter 6—LINEN EXCHANGE 39**

6.1. Operation. Military .... 39

6.2. Authorized Items. .... 39

6.3. Centralized Linen Exchange Point. .... 40

6.4. Prescribed and Adopted Forms. .... 41

**Attachment 1—GLOSSARY OF REFERENCES AND SUPPORTING INFORMATION 43**

**Attachment 2—ROLES AND RESPONSIBILITES 51**

<b>Attachment 3—LODGING PROCEDURES FOR INDIVIDUAL AND UNIT-ASSIGNED RESERVE PERSONNEL ON INACTIVE DUTY TRAINING (IDT), AND AIR NATIONAL GUARD PERSONNEL ON INACTIVE DUTY TRAINING OR ANNUAL TOUR STATUS</b>	<b>54</b>
<b>Attachment 4—AIRCREW SUPPORT (PRIME KNIGHT)</b>	<b>58</b>
<b>Attachment 5—CONTINGENCY LODGING</b>	<b>61</b>
<b>Attachment 6—HOW TO COMPLETE AF FORM 904, DAILY LINEN EXCHANGE TRANSACTIONS</b>	<b>64</b>
<b>Attachment 7—HOW TO COMPLETE AF FORM 905, LINEN EXCHANGE INVENTORY REPORT</b>	<b>65</b>
<b>Attachment 8—SAMPLE FORMAT LETTER FOR CERTIFICATE OF TRANSFER</b>	<b>66</b>

## Chapter 1

### FACILITY AND GUEST ROOM STANDARDS

**1.1. Mission Statement.** Provide quality lodging facilities and service to authorized personnel to maintain mission readiness and quality of life, while keeping official travel costs to a minimum.

**1.2. Lodging Facility and Guest Room Standards.** DoD 4165.63-M, *DoD Housing Management*, prescribes standards (see [Table 1.1](#)) for transient, unaccompanied personnel housing (lodging). Personnel staying in DoD lodging operations should have the same quality facilities, furnishings, and services, as they would find in a good quality, mid-level, commercial hotel. The standards identified in this AFI are designed with the customer in mind. The customer wants consistent, quality service in all facets of the lodging operation and expects the same quality facilities, furnishings, and service from one Air Force lodging operation to the next. Air Force general managers, through their chain of command, are responsible for ensuring every aspect of their operation adheres to these standards. The use of standards will also help maximize economies and efficiencies in Air Force lodging operations. The general manager's challenge is to meet 100% of the standards. For a complete list of the Air Force Inns guest room standards, refer to the *Golden Eagle Standards* section of the Air Force Inns webpage section on the Air Force Services Agency website. Requests for waivers due to inadequate space, guest inconvenience, or operational need may be forwarded to AFSVA/SVOHL for consideration from Squadron/Division Commanders with complete justification. Conversion of new construction VQs to Business Suites must be submitted to HQ AF/AIS for consideration. Lodging Managers will be given an AF Standards Evaluation. All new managers or prior failed operations must have two consecutive "Passes" of 85% or higher prior to moving to two year evaluation increments. Bases that do not pass the AF Standards Evaluation will be required to develop an improvement plan in cooperation with AFSVA/SVOHL and a courtesy copy to the MAJCOM multi-functional. Those bases will be reevaluated every 6 months until achieving a passing score. For a complete list of Visiting Quarters (VQ) and Temporary Lodging Facility (TLF) facility design standards, refer to the Air Force Services Agency website under the *Lodging Construction Program* section.

**Table 1.1. Minimum Space and Privacy Standards (for existing inventory only)**

GRADE (see Note 1)	STANDARD
All Commissioned and Warrant Officers; All Civilians	250 square feet (net) living area: private room, private bath (Note 2)
E-7 – E-9	250 square feet (net) living area: private room, private bath
E-5 – E-6	135 square feet (net) living area: private room, bath shared with not more than one other
E-1 (other than basic trainees); E-2 – E-4	90 square feet (net) living area, not more than two to a room, central bath

GRADE (see Note 1)	STANDARD
Basic Trainees	72 square feet (net) living area: open bay; central bath
Contingency	50 square feet (net) living area (Note 3)

**NOTES:**

1. Lodging will house Air National Guard and Reserve technicians in travel status according to the military grade shown on their travel orders.
2. The net living area of a private room or suite is measured from the inside face of the peripheral wall and includes all enclosed, unshared spaces, and partitions. The net living area of a shared room is the clear area in the sleeping room allocated for an individual's bed, locker (wardrobe/closet), furniture, and circulation. It excludes lounges, bathrooms, hallways, and storage areas designated for military mobility and field gear, or equivalent. In open bay, net living area is one equal share per person. For a detailed explanation on measuring rooms, please refer to the Air Force Visiting Quarters Facilities Design Guide on the Air Force Services Agency website.
3. For information on lodging contingency procedures, see [Attachment 5](#).
4. Adhere to the above minimum adequacy standards when obtaining commercial lodging.
5. Air Force lodging operations are not authorized to involuntarily lodge duty transient personnel in government lodging not meeting the minimum space and privacy standards identified in [Table 1.1](#), during normal, peacetime operations, without the approval of HQ AF/AISO. 5.1. Installation commanders may authorize lodging in facilities not meeting minimum standards for reasons of military necessity, such as contingency operations, natural disasters, emergencies, etc. It is inappropriate to involuntarily lodge duty transient personnel in facilities below minimum adequacy standards solely to reduce TDY costs. 5.2. However, duty transient personnel may voluntarily accept a lodging room that does not meet minimum adequacy standards. 5.3. Exception: Reserve personnel in IDT status with a waiver from HQ AFRC/AIS.
6. For new construction and renovation projects, the standard for visiting quarters is a private room/private bath configuration for all grades, with 296 square feet of net living area. Please see the Air Force Visiting Quarters Facilities Design Guide as listed in Note 2 above.

**1.3. Facility Utilization.** General Managers determine the number of lodging rooms required based on Priority 1 (see [Chapter 2](#)) guest historical data and future mission changes that might affect Priority 1 guest traffic. Commanders should consider redesignation of lodging rooms/facilities as permanent party housing, or other use, if the occupancy rate is below 75% for a period of 1 year (or below 50% priority one guests). Any non-contingency re-designation of lodging appropriated fund (APF) assets requires HQ AF/AISO approval.

1.3.1. HQ AF/AISO must approve facility diversions to any other use for all facilities built with nonappropriated funds to include internal diversion of NAF built quarters such as redesignation of VQ rooms to Business Suites, etc. (Refer to AFI 32-9002, *Use of Real Property Facilities*, for additional guidance.)

1.3.2. General managers may temporarily house newly assigned unaccompanied single permanent party personnel in lodging facilities if permanent party housing is not readily available. Members must pay the lodging service charge. Lodging units are not intended to be transferred temporarily to Bachelor Officer Quarters (BOQs) or dormitories to circumvent the daily service charge. Members should consult their financial services office regarding pay entitlements.

1.3.3. If on-base lodging becomes unavailable for any reason, the general manager informs potential customers IAW procedures outlined in AFMAN 34-255, *Directory of Government Quarters and Dining Facilities*.

1.3.4. Unaccompanied male and female guests will not share sleeping rooms or bathrooms, but may have adjacent bedrooms with a kitchen and/or living area between them if the kitchen/living area has two doors with functioning locks on both the inside and outside of each door.

1.3.4.1. For facilities configured as VQs the following guidelines apply. A separation of general areas between guests that fall into different rank categories is normally desirable. To the extent possible, assign airmen/NCOs, officers, and aircrew members to rooms on separate floors/wings, especially when crew rest is an issue (where Prime Knight is established). Managers should use flexibility and good judgment when making these assignments. When rooms in the normally designated area are not available, assign guests to any available VQ room on a first-come, first-served basis. Do not send guests to commercial quarters or issue certificates of nonavailability unless there are no rooms available.

**1.4. Guest Room Standards.** The guest room is the heart and soul of Air Force lodging operations. Every effort should be made to ensure our guests have clean, comfortable rooms that afford them a good night's rest. All lodging employees have a significant role in this effort. The room should be attractively furnished, fully supplied, clean, and properly maintained to ensure the guest a pleasant stay. Detailed guest room amenities, furnishings, and supplies standards are in the *Golden Eagle Standards*.

1.4.1. Guest Room Accessories and Amenities. Air Force lodging rooms are distinguished by the attention to detail that is put into the rooms to make them as comfortable as possible for our guests. To ensure consistent service from one Air Force Inn to the next, our lodging operations must provide our guests the same standard accessories and amenities. See *Golden Eagle Standards* for the detailed list of standard Air Force Inn accessories and amenities.

1.4.2. Guest Information. It is important that our guests feel welcome and comfortable in their "home away from home." Each room will have a guest information book prominently displayed that includes a welcome letter from the general manager on the first page (and how they may contact the duty manager). Ensure information is available pertaining to local areas and conditions. Lodging will also list occupant responsibilities in guest room information books. See *Golden Eagle Standards* for a detailed listing of what is required in the guest information book.

1.4.3. Guest Privacy. Housekeeping or lodging management will enter a guest room that has had a 'Do Not Disturb' sign showing for three consecutive days. This should be accomplished no earlier than the posted check-out time.

**1.5. Occupant Responsibilities in the Facilities and Guest Rooms.** Occupants are responsible for their conduct and the conduct of their guests, and/or family members, while in government lodging. Their actions must not infringe on the rights of others.

1.5.1. No-Smoking Policy. All Air Force lodging common areas and guest rooms, including TLF units, are no-smoking areas. General Managers will ensure guests are informed of this policy when making a reservation and at check-in. When smoking does occur in a guest room, an efficient ionizer or deodorizer will be used to clean the room and rid it of as much smoke residue as possible. Guests may be charged up to a \$150.00 fee based on expenses incurred to return the room to available inventory for violating the no-smoking policy. Once cited, guests who violate this policy are subject to eviction as determined by the Lodging Manager; appeals should be made through the Services Commander/Division Chief.

1.5.2. Pet-Friendly TLFs. Every effort should be made to accommodate the inclusion of Pet Friendly TLFs in an Inn's inventory and make every effort to provide PCS quarters to this unique segment of the AF Family. Lodging operations are required to implement Pet TLFs unless HQ AFSVA/SVOHL approves a waiver justifying why Pet TLFs aren't appropriate at a specific base. Guests may be charged up to a \$150.00 fee based on expenses incurred to return the room to available inventory for violating the no-pet policy (those installations not participating in the pet program) or when guests in pet facilities violate the rules. Once cited, guests who violate this policy are subject to eviction as determined by the Lodging Manager; appeals should be made through the Services Commander/Division Chief. Pets in VQs are not authorized and are incompatible with the purpose of TDY facilities. Information on operating Pet TLFs is found in paragraph 1.19.

1.5.3. Occupants will conserve utilities, and comply with fire, health, and safety regulations.

1.5.4. Occupants will reimburse lodging for damage beyond fair wear and tear, and for missing government property caused by abuse or negligence on their part or by their guests. AFMAN 23-220, *Reports of Survey for Air Force Property*, or AFI 34-202, *Protecting Nonappropriated Fund Assets*, govern the assessment of loss or damage to a lodging unit by a guest. The general manager processes a report of survey on loss or damage to NAF/APF assets in accordance with AFMAN 23-220 and AFI 34-202.

**1.6. Guest Security in Facilities and Guest Room.** Guest safety and security is of the utmost importance. Accordingly, the front desk staff must not give a guest's room number or personal information to others.

1.6.1. Key control procedures will be implemented to ensure security. Do not print room numbers on the key, key chain, or electronic door openers. If room numbers are already placed on keys or key chains, place the key in a small envelope to conceal the room number until replaced.

1.6.2. Do not issue replacement keys to guests when another key is requested without positive identification confirming that the guest is assigned to the particular room.

1.6.3. All interior corridor rooms will have evacuation procedures with maps leading to the closest exit posted on the backside of all room entry doors.

**1.7. Guest Room Housekeeping and Preventive Maintenance.** The housekeeping staff plays a very important role in ensuring guests enjoy their stay and must ensure all lodging rooms and

common areas are clean and orderly (the room is neat and everything works). All housekeepers must provide guests with friendly, prompt, professional service.

1.7.1. Guest requests for housekeeping service or supplies must be fulfilled as soon as possible, but no later than 30 minutes after the request during normal working hours; after normal duty hours, towels, spare light bulbs, toilet paper, etc., will be made available at the front desk.

1.7.2. In addition to full room and common area cleaning, accomplish deep cleaning and preventive maintenance checks according to prescribed standards. Standards and checklists are located in the AF Lodging Standards Checklist which can be found on the Air Force Services Agency website.

**1.8. Guest Room Quality Assurance Inspection and Review.** The installation commander (or his/her deputy commander) inspects a sampling of all types of lodging at least annually. The general manager maintains a record of these inspections to include dates, facilities visited, and comments. All discrepancies noted must be tracked and corrected.

1.8.1. The general manager or assistant manager will inspect at least 1-2 percent of guest rooms (each room type) on a weekly basis (and maintain documentation of inspections for at least 1 year).

1.8.2. At least two members of the lodging management staff must conduct formal inspections of lodging common areas and at least 25 percent of the guest rooms each quarter and document their findings (maintain inspection documentation for at least 1 year).

1.8.3. The lodging staff will conduct safety self-inspections of all lodging facilities and operations, using checklists from Air Force Occupational Safety and Health (AFOSH) Standard 91-1, *Billeting Operations* (see your local safety office for additional information).

**1.9. Business Suites.** An installation commander may designate business suites within the visiting quarters. Business suites will be released NLT 1600 daily to the Lodging office when managed by the Protocol office. Occupancy should be maximized by issuing a majority of rooms to other TDY and Space A travelers regardless of rank or status (being mindful of upcoming reservations) aiming to keep Business Suites occupied at least 75% of the time or risk a reduction in their Business Suite inventory.

1.9.1. No more than 5 percent of a lodging operation's total transient quarters will be identified as business suites without HQ AFSVA/SVOHL approval. Waivers must be resubmitted every two years and should justify excess need and include historical occupancy data. (HQ AFSVA/SVOHL will provide HQ AF/AISO and MAJCOM/AIS an information copy of approved waiver requests).

1.9.2. Lodging and protocol will establish local operational instruction concerning business suite reservations and management to include exceptions to **1.9** above such as protection of General Officer suites, etc. It should also emphasize Space-A availability and occupancy percentages.

1.9.3. MAJCOMs and/or bases are not authorized to adjust the number of business suites constructed in visiting quarters. These suites have already been identified consistent with paragraph **1.9.1** above, and do not need to be adjusted. Any action pursued to either reduce or expand the number, and/or size, of suites constructed is inconsistent with the justification and

methodology for providing visiting quarters and must be submitted to HQ AF/AIS as the sole waiver authority.

**1.10. Fitness Rooms.** In keeping with the Fit to Fight culture of the Air Force, fitness rooms should be included in Air Force Lodging facilities when space and equipment permit. Fitness rooms should focus on cardio equipment such as treadmills, elliptical trainers, stair climbers, and stationary bicycles. Additionally, an area for abdominal work and stretching is required. Free weights or other weight machinery is not appropriate for this area and is best left to fully supervised facilities such as the base fitness center. A television for viewing while using the equipment is required as are towelettes to clean the equipment after use. Ideally, when establishing a fitness room, lodging should partner with the fitness center staff to maximize use of their excess equipment. Whether reusing aged fitness center equipment or buying new, lodging should use the same cardio equipment brands as the base fitness center and establish equipment maintenance through the fitness center's source. Lodging fitness rooms are in no way intended to compete with base fitness centers, but instead should complement the focus on an individual's responsibility to stay Fit to Fight in the temporary duty / permanent change of station (TDY/PCS) environment. Specific standards, location consideration, etc. are listed in the Golden Eagle Standards section of the Air Force Inns webpage on the Air Force Services Agency website.

**1.11. Business Centers.** Air Force personnel traveling on TDY or PCS orders often require continued contact with their offices/duty stations. Air Force Inns must provide standard business services including Internet access, fax and copy capability for official business at no cost. Specific standards/guidelines regarding the appropriate number of computers for a business center are listed in the Golden Eagle Standards section of the Air Force Inns webpage on the Air Force Services Agency website.

**1.12. Laundry Facilities.** Laundry facilities are a core item in our Air Force Inns. Laundry equipment will be offered to our guests at no charge. Laundry supplies (detergent, softener, etc.), must be available to users thru coin-operated vending machines located in laundry rooms or at retail sales outlets. Washers and dryers are provided at a ratio of one washer and dryer for each 12 rooms in visiting quarters and one washer and dryer per each eight rooms in temporary lodging facilities (one per unit in new construction); however at training bases or bases where a significant portion of the customer base involves long-term stays (more than three-weeks duration), the ratio is one washer and dryer for each eight visiting quarters.

**1.13. Transient Aircrew Lodging.** Lodging provides a private room/private bath to officer transient aircrew members (accommodations may include a shared kitchen and/or living area). For enlisted transient aircrew members, lodging provides a private room and a private or shared bath. Aircrew members are defined as anyone on the flight crew order. Ensure gender is considered when assigning lodging to aircrews.

1.13.1. When construction or maintenance in the vicinity of aircrew quarters could interrupt crew rest, general managers will not assign aircrew members to buildings in the area.

1.13.2. Lodging may assign other TDY personnel to transient aircrew accommodations if not required for aircrews and other on-base lodging is not available. When assigning other TDY personnel to aircrew accommodations, advise them of the varied aircrew members sleeping hours, and ask them to refrain from making any noise or disturbance that could interrupt crew rest.

1.13.3. Lodging will maintain aircrew integrity by housing the entire aircrew either on base or off base. If housed on base, lodging will house them as close together as possible, with no more than two stops to pick up all crew members. If lodged off base, lodging will house the aircrew in one commercial establishment.

1.13.4. The installation commander or the aircraft commander may waive aircrew lodging requirements on a temporary basis for reasons of military necessity.

**1.14. Commercial Lodging (CL).** Air Force lodging operations, using a Memorandum of Understanding (MOU) will attempt to negotiate reduced rates for CL accommodations in order to provide eligible guests alternative lodging when adequate on-base lodging is not available. If no space is available on base the TDY guest has the option to accept a non availability number and find their own hotel. Most of our TDY travelers will accept our assistance by going to one of our available CLs. Lodging Managers will, to the greatest extent possible, distribute assignment among properties with special CL rates established with the base to maintain good business relations. The negotiated rates for CONUS CL establishments may not exceed the lodging portion of the local area per diem rate authorized by the *JFTR*, Volume 1, excluding taxes. The negotiated rates and applicable taxes for OCONUS CL establishments should not exceed authorized local area per diem rates. As bases fully migrate to the Defense Travel System (DTS) and AF and DoD Lodging availability becomes linked to travelers CLs will become obsolete.

1.14.1. Lodging must be able to show the reason CL was used when on-base lodging was not optimally utilized (no-shows, team integrity, etc.), as prescribed by the servicing accounting and finance office.

1.14.2. The general manager will establish requirements-type contracts when circumstances warrant, such as when it is known in advance that a specific number of rooms are needed for a fixed time period (e.g., Air Reserve Component (ARC) Unit Training Assembly (UTA) weekends).

1.14.3. Base lodging, military public health, and fire protection officials must visit off-base commercial lodging establishments, when initially considered for use as CL, to ensure they meet the Performance Work Statement/Memorandum of Understanding (PWS/MOU) conditions. Military public health and fire protection officials will provide the general manager written reports/assessments for each establishment visited. General Managers will also conduct, and document, annual community relations visits with the management of all CL establishments.

1.14.4. General managers will provide travelers assigned to CL information about base facilities, telephone numbers, and hours of operation. Managers should also have information available about the commercial hotel, transportation arrangements, and check-in and checkout procedures. General Managers will make customer comment forms available to guests assigned to CL to obtain feedback regarding the service provided. The general manager ensures comment cards received at the CL establishment are picked up and reviewed, with appropriate actions taken and documented.

**1.15. Guest Parking.** There must be adequate and designated vehicle parking for guest registration with a separate area for passenger and baggage unloading/loading. All facility parking areas must be well marked, cleaned, swept, free of debris, and adequately lighted at

night. Where feasible, each business suite will have a designated parking space as close as possible to the room.

**1.16. Facility and Guest Room Signage.** Proper signage is necessary to direct lodging guests to the lodging reception center and to their rooms. The general manager will make every effort to ensure the following signage is in place:

- 1.16.1. Directional signs from the base main gate(s) to the lodging reception center(s).
- 1.16.2. Illuminated exterior sign(s) identifying the lodging reception center and all other lodging facilities.
- 1.16.3. Illuminated signs identifying lodging facility numbers.
- 1.16.4. Directional signs at each lodging guest facility entrance, and on each floor in the case of multi-story buildings, indicating the room location, room numbers on each exterior guest room door, and where vending machines, ice machines, laundry facilities, etc., are located.

**1.17. Facility Employee Work and Break Areas.** All lodging employee break areas must reflect the same quality standards of lodging common areas and guest rooms. The general manager will designate appropriately furnished and decorated lounge areas for lodging employees to take their breaks.

**1.18. Training/Conference Rooms.** Lodging is required to have a training/conference room large enough to host training for the majority of the employees.

- 1.18.1. The room may be used by guests or other base units at no cost with the understanding that the groups will pick up after themselves.
  - 1.18.1.1. A cleanup fee can be charged to any group that either damages the facilities or leaves an excessive mess.

**1.19. Pet TLFs.** Every effort should be made to accommodate the inclusion of Pet Friendly TLFs in an Inn's inventory and make every effort to provide PCS quarters to this unique segment of the AF Family. Lodging operations are required to implement Pet TLFs unless HQ AFSVA/SVOHL approves a waiver justifying why Pet TLFs aren't appropriate at a specific base.

- 1.19.1. The limit of pet-friendly TLFs is not more than 40% of TLF inventory unless a waiver is approved by HQ AFSVA/SVOHL with an informational copy being sent to the MAJCOM multi-functional.
- 1.19.2. Pet owners will be charged a standard \$10 per room per night fee regardless of the number of pets in the unit and duration of stay.
- 1.19.3. The standard is two pets (dogs & cats) per unit.
  - 1.19.3.1. Managers may "waive" the restriction on a case-by-case basis and permit other caged pets under 20 lbs (such as hamsters, rabbits, gerbils, etc.). However, it is important to ensure housekeepers are comfortable servicing the room with that pet present in a cage.
  - 1.19.3.2. Managers may "waive" the limit of two pets on a case-by-case basis especially with smaller animals.

1.19.4. Pet owners must provide proof of current rabies shot at time of check in. Installations may require evidence of additional shots.

**NOTE:** Guests that are accompanied by Service and working dogs are authorized to stay in lodging facilities, regardless of an approved local pet policy and are exempt from paying any additional fees above the nightly room rate.

1.19.5. Occupants will obtain appropriate care for their pets when pet units are not available. The general manager will ensure a list of local pet kennels is available.

## Chapter 2

### GUEST ELIGIBILITY

**2.1. Eligible Guests in Air Force Visiting Quarters, Temporary Lodging Facilities, and Commercial Lodging.** **Table 2.1** lists personnel who qualify for Priority 1 and Priority 2 status in VQs. **Table 2.2** lists personnel who qualify for Priority 1 and Priority 2 status in TLFs. Personnel listed as Priority 2 are assigned rooms on a space available basis. Within Priority 1 and Priority 2, assignments to VQs and TLFs are made on a first-come, first-serve basis, without regard to rank.

**2.2. Support of Tenant Units.** Host base general managers extend support to personnel assigned or on temporary duty (TDY) to tenant and attached units. Host-tenant or interservice support agreements must reflect this support.

**Table 2.1. Eligibility for Use of Air Force Lodging VQs and Assignment Priority (One or Two)**

	A	B	C	D
<b>R U L E</b>	<b>If individual is: (not listed in Priority sequence)</b>	<b>The guest is Priority:</b>	<b>Issue a Nonavailability # or Commercial Lodging through Epitome</b>	<b>Room charges (to include commercial lodging) paid by:</b>
1	Military or DOD civilian temporary duty (TDY) to	One	Yes	Individual (Note 14)
2	Military or DOD civilian on permissive TDY to the	One	Yes	Individual (Note 14)
3	Active duty military on emergency leave.	One	Yes	Individual
4	Aircraft passenger (including family members) on official orders or emergency leave at actual ports of embarkation.	One	Yes	Individual
5	Family member on medical TDY orders.	One	Yes	Individual
6	Military or civilian using military aircraft in TDY or permanent change of station (PCS) status who, for reasons beyond his or her control, remains overnight (RON) at a location other than TDY or PCS location.	One	Yes	Individual (Note 14)

	A	B	C	D
<b>R U L E</b>	<b>If individual is: (not listed in Priority sequence)</b>	<b>The guest is Priority:</b>	<b>Issue a Nonavailability # or Commercial Lodging through Epitome</b>	<b>Room charges (to include commercial lodging) paid by:</b>
7	Guest of the installation, as determined by the installation commander.	One	Yes	Individual
8	Medal of Honor recipient.	One	Yes	Individual
9	Unaccompanied military entitled to permanent quarters, but temporarily without permanent housing due to PCS or leaving for/returning from AOR deployments of 179 days or more.	One	Yes	Individual (Note 14)
10	Unaccompanied civilian (OCONUS only) entitled to permanent quarters, but temporarily without permanent housing due to PCS.	One	Yes	Individual
11	Military and civilian personnel and family members, or family member alone, when in a PCS status.	One	Yes	Individual (Notes 1, 2, and 14)
12	Individual Mobilization Augmentee (IMA) members on annual tours, school tours, special tours of active duty, or inactive duty training, in a per diem or non-per diem status to the installation.	One	Yes	Individual (Note 4)
13	Unit-assigned Reserve personnel on annual tours, school tours, or special tours of active duty, in a per diem or non-per diem status.	One	Yes	Individual (Notes 5, 6, and 14)

	A	B	C	D
<b>R U L E</b>	<b>If individual is: (not listed in Priority sequence)</b>	<b>The guest is Priority:</b>	<b>Issue a Nonavailability # or Commercial Lodging through Epitome</b>	<b>Room charges (to include commercial lodging) paid by:</b>
14	Unit-assigned Reserve personnel in an inactive duty for training (IDT) status away from unit of assignment.	One	Yes	Individual (Notes 5, 6, and 14)
15	Unit-assigned Reserve personnel in an IDT status at unit of assignment.	One	Yes	Unit of Assignment (Notes 5, 8, and 14)
16	Air National Guard personnel on annual tours, school tours, special tours of active duty, or in a per diem status.	One	Yes	Individual
17	Air National Guard personnel on annual tours, or in a non-per diem status.	One	Yes	Individual (Note 9)
18	Air National Guard personnel in an IDT status at assigned installation.	One	Yes	Individual OR Unit of Assignment (Notes 10 and 13)
19	Military Academy and Reserve Officer Training Corps (ROTC) cadet traveling on official orders.	One	Yes	Parent organization (Notes 14, 16, and 17)
20	Applicant for an Air Force commission under AFI 36-2001, <i>Officer Training Program Examining Centers (OTPEC)</i> .	One	No	Parent organization
21	TDY foreign military or civilian sponsored through security assistance programs.	One	No	(Note 3)

	A	B	C	D
<b>R U L E</b>	<b>If individual is: (not listed in Priority sequence)</b>	<b>The guest is Priority:</b>	<b>Issue a Nonavailability # or Commercial Lodging through Epitome</b>	<b>Room charges (to include commercial lodging) paid by:</b>
22	Individuals or groups housed for humanitarian reasons, such as natural disasters or adverse weather conditions, when no private or commercial lodging are available and approved by the installation commander.	One	No	Individual
23	Military and civilian personnel TDY to a nearby location who desire on-base quarters including Air National Guard and Reserve personnel regardless of status when it is cheaper to the government.	One	No	Individual (Notes 12 and 14)
24	Friends/relatives of an active duty patient or medical retiree in a DOD medical facility (or when referred to a civilian medical facility by DOD medical authorities).	One	No	Individual (Note 14)
25	Family member accompanying official TDY personnel.	Two	No	Individual (Note 14)
26	Contract personnel doing business on base.	Two	No	Individual (Note 11)
27	Relative or guest of military or DOD civilian member assigned to the installation.	Two	No	Individual (Note 14)
28	DOD retiree with ID card (to include Air National Guard and Reserve) and their accompanying family members.	Two	No	Individual (Notes 14 and 15)

	A	B	C	D
<b>R U L E</b>	<b>If individual is: (not listed in Priority sequence)</b>	<b>The guest is Priority:</b>	<b>Issue a Nonavailability # or Commercial Lodging through Epitome</b>	<b>Room charges (to include commercial lodging) paid by:</b>
29	Active duty member, with or without his/her family members in status other than TDY status.	Two	No	Individual (Note 13)
30	DOD civilians, with or without his/her family members in status other than TDY status.	Two	No	Individual
31	US civilian and his/her family members on Environmental Morale Leave (EML) orders from overseas duty assignment, only if TLFs are not immediately available.	Two	No	Individual
32	Air National Guard and Reserve personnel (in non-duty status possessing valid identification (ID) card) and his/her family members.	Two	No	Individual
33	Space Available passengers aboard military aircraft delayed short of destination, or passengers arriving at ports for Space Available travel on departing military flights.	Two	<b>No</b>	Individual
34	JROTC cadets, Civil Air Patrol organizations, and youth groups, when approved by the installation commander.	Two	No	Individual
35	Unaccompanied family member (18 years or older, with valid ID card).	Two	No	Individual (Note 14)

	A	B	C	D
<b>R U L E</b>	<b>If individual is: (not listed in Priority sequence)</b>	<b>The guest is Priority:</b>	<b>Issue a Nonavailability # or Commercial Lodging through Epitome</b>	<b>Room charges (to include commercial lodging) paid by:</b>
36	Family member (18 years or older, with valid ID card) of DOD command-sponsored civilian overseas.	Two	No	Individual (Note 14)
37	US Government Agency employees doing business on that base.	Two	No	Individual
38	Person separated under the Transition Assistance Management Program (TAMP).	Two	No	Individual
39	Other DOD ID card holders not on official business to include disabled veterans.	Two	No	Individual

**NOTES:**

1. Civilian personnel and/or their family members are Priority 1 for on base lodging when in a PCS status overseas. In CONUS, they are Priority 2 for on-base lodging.
2. Do not issue a PCS member an automated commercial lodging authorization or nonavailability (NA) number. Instead, provide member an Air Force Inns Temporary Lodging Expense Allowance/Temporary Lodging Allowance (TLE/TLA) memorandum. Using Epitome, you will register the guest in the Wait List Module and assign them a CL or NA room type. You may reference the Epitome wait list account number on the provided TLE/TLA memorandum.
3. All foreign personnel must pay lodging service charges directly to the lodging office, except International Military Education and Training (IMET) enlisted personnel. Lodging requests reimbursement for IMET enlisted personnel through the host base foreign training office and accounting and finance office. Invoices must list names, nationality, and number of days that lodging was provided, and total amount of charges. Lodging must also furnish a copy of each student's travel orders.
4. IMA members will pay all lodging charges, regardless of type of duty performed (i.e., active duty, AF Form 938, *Request and Authorization for Active Duty Training/Active Duty Tour*; inactive duty for training, AF Form 40A, *Authorization for Individual Inactive Training*, per diem status, or location where the duty is performed (i.e., at or away from the assigned unit/man-day assignment). IMA members must file for reimbursement through IMAT-

OL/FMFPT (Consolidated Accounting and Finance Office, Travel Section), 1392 Second Street, Dobbins ARB, GA 30069-4823.

5. Lodging managers who have other groups requesting reservations more than 60 days out will work with the ARC wing/unit lodging POC to maximize occupancy in lodging facilities. When quarters are in short supply on a routine basis, lodging and the ARC unit should work together to negotiate with a commercial hotel for quarters at or near the Base Lodging rate. Installation commander may waive on a case by case basis.
  6. Unit-assigned Air Force Reserve personnel in an active duty status, to include annual tours in a per diem or non-per diem status, performed at home station or away from home station, will pay all lodging charges and file for reimbursement on a travel voucher.
  7. Unit-assigned Reserve personnel in an IDT status away from home station will pay their own lodging costs and file for reimbursement.
  8. Unit-assigned Reserve personnel in an IDT status at home station will not pay for their own lodging. The unit of assignment will pay all lodging room charges via an organizational credit account (e.g., Government Purchase Card (GPC)). Refer to **Attachment 3** for billing procedures.
  9. Air National Guard (ANG) members in an active duty status for annual tours in a non- per diem status will pay for on-base lodging or commercial lodging. ANG members will file for reimbursement through their unit of assignment.
  10. Air National Guard members in an IDT status will not pay their lodging room charges. The unit of assignment will pay IDT lodging charges via an organizational credit account (e.g., GPC). Refer to **Attachment 3** for billing procedures. For Geographically Separated Units (GSUs), Air National Guard and Reserve lodging is provided in accordance with the Interservice Support Agreement (ISSA) and Host Tenant Support Agreement (HTSA).
- NOTE:** For payment procedures concerning individual and unit-assigned Air Force Reserve personnel, contact HQ AFRC/A1SP (Programs Division, Services Directorate), Robins AFB GA, DSN 497-2103. For Air National Guard billing procedures, contact ANG/A1SX, Andrews AFB MD, DSN 278-8177.
11. Contract personnel traveling overseas are lodged according to the contract provisions and the host-nation Status of Forces Agreement (SOFA). For CONUS and OCONUS, HQ AFSVA/SVOL will provide a Letter of Identification (LOI) for those personnel with centrally managed contracts if they do not have a Common Access Card (CAC). Lodging managers will coordinate with the contracting authority to provide LOIs for personnel of non-centrally managed contracts if they do not possess a CAC.
  12. If you have the space available for these guests, confirm their reservation as a Priority 1 status for the duration of their stay.
  13. Unless otherwise covered by other rules in this table.
  14. Military includes US Coast Guard members.

15. Retirees who are evacuated to a Military Treatment Facility in the United States are considered Priority 1 and thus allowed to make confirmed lodging reservations for the duration of their stay.
16. AFROTC cadets participating in the Operations Air Force Program and the Base Visit Program are not in a per diem status. They are not charged for services provided (except for incidental expenses, e.g., sundries, phone charges, etc.). They are not assigned to Commercial Lodging (CL) without prior approval from HQ AFROTC/DOSR. Reimbursement for lodging service charges is accomplished as follows: For the Operations Air Force Program, collect a copy of each cadet's orders, indicate the daily service rate and estimated number of nights stay and fax a copy of the orders to HQ AFROTC/DOSR at DSN 492-7003 or commercial (334) 953-7003, within 5 days after checkout. HQ AFROTC/DOSR will provide a Government Travel Account (credit card) number to pay for room charges. Upon checkout, fax a copy of the paid bill/receipt to HQ AFROTC/DOSR. For the base visit program, fill out the information at the bottom of the cadet's special orders, where it says, "note to lodging facility," and fax a copy to HQ AFROTC/DOSR. All other procedures are the same as the Operations Air Force Program.
17. Every attempt must be made to house the United States Air Force Academy Cadets on base. If there is no on-base room availability during one of their proposed TDY dates, then with approval from the cadet Liaison Officer first, these cadets may be authorized CL. CL costs will be paid directly by the individual cadet.

**Table 2.2. Eligibility for Use of Temporary Lodging Facilities and Assignment Priority (One or Two).**

	<b>A</b>	<b>B</b>	<b>C</b>
<b>R U L E</b>	<b>If the individual is:</b>	<b>Then they are Priority:</b>	<b>Room charges (to include commercial lodging) paid by:</b>
1	Active duty military or Active Guard or Reserve personnel with one or more family members PCSing or leaving for/returning from AOR deployments of 179 days or more.	One	Individual (Notes 1, 2, and 4)
2	Displaced military families assigned to the base displaced from housing (on or off base) due to fire, flood, tornado, etc., making their residence unsafe for occupancy.	One	Individual (Note 6)
3	Military families displaced temporarily from on-base housing for scheduled maintenance or repair.	One	Individual (Note 6)

	<b>A</b>	<b>B</b>	<b>C</b>
<b>R U L E</b>	<b>If the individual is:</b>	<b>Then they are Priority:</b>	<b>Room charges (to include commercial lodging) paid by:</b>
4	Active duty military or Active Guard or Reserve member on permissive TDY or on leave to house hunt in conjunction with PCS, retirement, or separation with one or more family members traveling.	One	Individual (Note 4)
5	Friends and relatives of an active duty patient or medical retiree in a DOD medical facility (or in a civilian medical facility when referred there by DOD medical authorities).	One	Individual (Note 4)
6	Outpatient of a civilian or military hospital if referred by an Air Force hospital.	One	Individual (Note 4)
7	Guests of the installation as determined by the installation commander.	One	Individual
8	Medal of Honor recipients.	One	Individual
9	PCS DOD civilian personnel with family members or family members alone (18 years of older) lodged OCONUS, incident to PCS, separation, or retirement, when eligible for Living Quarters Allowance (LQA).	One	Individual
10	Military member TDY (and accompanying family members) enroute to PCS location.	One	Individual (Note 4)
11	Individuals or groups stranded due to natural disasters or adverse weather conditions, when no private or commercial lodging are available and approved by the installation commander.	One	Individual
12	Military member and family members on leave, delayed enroute, or non-leave status.	Two	Individual (Note 4)
13	Military and DOD personnel on TDY when VQ fully occupied.	Two	Individual (Note 4)
14	Retired DOD member with ID card traveling alone (when other room types are occupied) or with his/her family members.	Two	Individual (Notes 4 and 5)
15	DOD civilians and family members on leave or non-leave status.	Two	Individual
16	Unaccompanied personnel incident to PCS if neither VQ nor permanent party housing is available.	Two	Individual

	<b>A</b>	<b>B</b>	<b>C</b>
<b>R U L E</b>	<b>If the individual is:</b>	<b>Then they are Priority:</b>	<b>Room charges (to include commercial lodging) paid by:</b>
17	DOD civilians accompanied by family members incident to PCS in CONUS.	Two	Individual
18	Air National Guard and Reserve personnel (in a non-duty status, possessing a valid ID card) and his/her family members.	Two	Individual
19	US Government Agency employees doing business on that base.	Two	Individual
20	Relative or guest of military/civilian member assigned to the installation.	Two	Individual (Note 4)
21	Air National Guard and reserve personnel in an inactive duty training (IDT) status at assigned installation.	Two	Individual
22	Other DOD ID card holders not on official business to include disabled veterans.	Two	Individual

**NOTES:**

1. PCS-in as Priority 1 applies only to the member's new duty assignment location, not PCS enroute (traveling to new assignment). PCS-out as Priority 1 applies only to the member's departing duty assignment location, not PCS enroute (traveling to new duty assignment). Personnel PCSing in or out of the local area (i.e., Recruiters, regardless of Service) are considered Priority 1 for assignment in the TLF at the installation closest to their office location regardless of their host base of assignment. Military personnel leaving or returning from 179 days or more deployment to the AOR will be given the same consideration as PCS personnel.
2. If no space is available on base, then register the guest in the Epitome system as a NA account (wait list). Provide the member a locally devised TLE/TLA memorandum. Annotate the NA account number on the memorandum.
3. This does not apply to government housing occupants who are displaced as a result of programmed housing renovation/upgrade (e.g., kitchen renovations, etc.).
4. Military includes US Coast Guard members.
5. Retirees who are evacuated to a Military Treatment Facility in the United States are considered Priority 1 and thus allowed to make confirmed lodging reservations for the duration of their stay.
6. IAW Comptroller General decision B-22520S, reimbursement for lodging expenses exceeding BAH rates may be reimbursed out of the installation O&M account.

## Chapter 3

### RESERVATION AND CHECK-IN/OUT PROCESS

**3.1. Reservation Process for On-Base Lodging.** The reservation process is typically the guest's first encounter with the lodging operation. Therefore, lodging personnel who accept reservations must be thoroughly trained to conduct this procedure as efficiently and smoothly as possible. Air Force lodging accepts reservations for travelers 24 hours a day, 7 days a week, on a first-come, first-served basis, without regard to rank. Lodging operations operating less than 24 hours must have the capability to accept reservations via answering machines after normal duty hours. Air Force military temporary duty personnel must use on-base lodging when adequate and available (unless waived for military necessity), and will make advance reservations when traveling to an Air Force installation. Reservations can be made via a traveler's home installation's servicing commercial travel office (CTO) or by contacting an Air Force Inn directly. The Air Force Lodging Directory can be found at: <http://www.dodlodging.net> for public access. This directory can also be used to make direct online lodging reservations at those Air Force Inns implemented with the Epitome web reservations system. Calling -888-AF-LODGE can also make reservations for CONUS operations. Lodging Managers must report all lodging phone number changes to HQ AFSVA/SVOHL immediately after the new number is available.

3.1.1. You must book guest reservations by reserving room type space and not specific rooms. Reserving guest reservations by space versus rooms results in the most effective use of available quarters and the best customer service. There will be occasions where you need to reserve specific rooms such as for Distinguished Visitors, handicap rooms, or other unique situations.

3.1.2. Guests that check-in between 2400 and 0500 will be charged for the previous night's stay. Guests that request an "early check-in" and reserve a room for the day prior to their arrival may be assessed an early check-in fee, regardless of their actual arrival time. Guests checking in after 0500 will be charged for the current day's stay.

3.1.3. Newly inducted enlisted members undergoing processing, orientation, or basic training, including follow-on technical training at a base having both government dining facilities and lodging, are not authorized per diem or reimbursement for lodging service charges, and will be accommodated in permanent party housing. However, if members have attended a PCS school and are attending follow-on training and are entitled to per diem, lodging provides accommodations.

3.1.4. The installation commander reserves the right to refuse service to any guest for cause. (This responsibility may be delegated in writing to the general manager). A memorandum for record (MFR) detailing the reasons for refusal should be sent to the Services squadron for review and filing.

3.1.5. The lodging office will house group travelers requiring team integrity at the same geographical location (all on base or all off base) when specified on the group members' travel orders. See **Attachment 4** for further details regarding the Prime Knight program.

**3.2. VQ Reservation Process.** At the time lodging confirms the reservation request, the staff must inform TDY personnel whether their reservation is confirmed for on-base lodging or off-

base lodging. If on-base lodging is not available, the guest has the option to accept a nonavailability number (NA) and find their own hotel or allow lodging to assist them with off-base lodging by staying at one of our contract lodging (CL) hotels. The member is authorized an NA or CL if adequate lodging is unavailable on base for the entire TDY period. If space becomes available in on-base lodging after CL reservation confirmation or NA number issuance, lodging should make an effort to maximize occupancy by attempting to notify the traveler of the change and encouraging the traveler to stay on base.

**NOTES:**

The traveler is not required to stay in on-base lodging after he/she has already received a NA number or was issued a CL reservation confirmation.

See [Attachment 3](#) for ARC procedures for IDT Lodging.

AETC Bases should give priority to TDY-to-School students for on-base quarters balancing length of stay, rank of the traveler, security, etc., with other Priority 1 requirements for quarters. Nevertheless, Wing Commanders establish priority among competing interests when lodging is unable to fulfill all on-base quarters requirements; longer length schools typically should be given higher priority as should schools focused on our most junior personnel. Those AETC bases with TDY-to-School students should maximize occupancy by being able to split a student's reservation between on-base and commercial lodging. Also, those AETC bases have the right to pull TDY-to-School students back on base if space becomes available from CL if more than 5 days remain on their TDY.

3.2.1. Lodging Procedures for students who are TDY-to-school (AETC Bases) are as follows:

3.2.1.1. Students attending formal training courses funded with TDY-to-school dollars have priority for on base lodging over all other personnel categories listed in [Chapter 1, Table 1.1](#) (basic publication).

3.2.1.2. Managers must maximize the use of on base lodging. This means that managers may require students to be lodged both on and off base during the course of their TDY, provided students are only moved once and the length of stay in both locations is at least 5 days. For example, if students arrive and space is available for the first 5 days on base and the length of the TDY is 10 days, managers must place the students on base and then move them to off base lodging for the remaining 5 days. Students must receive 24-hour notice of any move on or off base.

3.2.1.3. A student's reservation must be changed from off base to on base if quarters become available prior to his or her arrival in the area. The lodging office must notify the student or point of contact when reservations are changed.

3.2.1.4. Managers must ensure the lodging office places each student housed in commercial lodging (CL) on a waiting list for the first available vacancy on base. When lodging becomes available, the lodging office will call the student to inform him or her to move on base within 24 hours.

3.2.1.5. Prior to the start of the fiscal year, the general manager will obtain annual class schedules from the base training registrar or individual squadron training manager (as appropriate for each base) and make group reservations in the property management

system for the projected classes (by class name, class number, and number of students). Lodging manager along with base training registrar or individual squadron training manager will review and update training schedules monthly for accurate forecasting of the next 3 months.

3.2.2. Before placing an official traveler in commercial lodging or issuing a nonavailability number, lodging operations will assign guests to available room types that meet or exceed the minimum adequacy standards found in **Chapter 1, Table 1.1**. Lodging will assign enlisted personnel to Visiting Officers Quarters (VOQ) when Visiting Airman's Quarters (VAQ) are full rather than sending them off base. Officers and civilians may be assigned to a VAQ when VOQs are full and the VAQ room meets minimum adequacy standards for officers and civilians. General Managers are responsible for controlling lodging rooms to ensure efficient use of all rooms and maximum occupancy. General Managers will review daily reports, e.g., arrivals report, departure report, reservations, etc., and make changes to reservations as necessary. The reservation staff will encourage guests to book the portion of their stay that can be accommodated on base at the time of "sale." The goal is to accommodate the entire length of stay, but at the very least, accommodate them for the maximum amount of time a room is available. General Managers will also establish a tracking system to ensure guests are contacted at their off-base accommodations to provide them the opportunity to move back on base once space becomes available.

3.2.3. If a registered Priority 1 guest (on base, CL, or with a NA number) must extend the TDY period, lodging will consider this extension as a new requirement and handle it accordingly. The general manager will issue another NA number if on-base lodging or CL is not available for the extended TDY period.

**NOTE:** Lodging reservations for multiple tours (back-to-back) regardless of the type of duty performed are considered one requirement if made at the same time. Do not move personnel from one room to another when duty status changes.

3.2.4. When lodging authorizes CL, provide the traveler the name and phone number of the commercial hotel or motel within one duty day of the reservation request.

3.2.4.1. When authorizing lodging at a CL establishment, lodging will provide a letter of authorization identifying the traveler and verifying duty status. This authorization will be provided to the hotel/motel prior to the guest's arrival (via fax, e-mail, etc.). The traveler is not required to go to lodging to pick up the letter of authorization. The CL establishment will develop procedures to provide the traveler a copy of this authorization at check-in. The CL agreement entitles duty status travelers to the agreed government rate for the specified period. The traveler retains this authorization and submits it with his/her travel voucher.

3.2.5. Per Joint Federal Travel Regulation, Volume 1, government quarters are considered not available when the TDY is less than 24 hours. Therefore nonavailability numbers are not issued in such circumstances. This should be stated on the member's travel orders or the TDY member should note this on his/her travel voucher.

3.2.5.1. Lodging does not issue NA numbers to ARC units in an inactive duty, non-per diem status when at home station.

3.2.5.2. The general manager issues NA numbers only if the installation is listed in AFMAN 34-255 as having lodging facilities available.

**3.3. TLF Reservation Process.** The maximum TLF stay for Priority 1 guests (members arriving/departing PCS, separating, or retiring; hospital outpatients, friends/relatives of inpatients, etc.) is 30 days if available. The general manager may adjust the maximum stay considering PCS and hospital outpatient demand for lodging to maximize TLF availability for Priority 1 guests.

3.3.1. PCS members on Permissive TDY for an advance house-hunting trip (e.g., not performed in conjunction with actual PCS move) are limited to ten days. In overseas areas, the general manager may grant extensions if this reduces TLA costs and does not create hardship for other potential guests.

3.3.2. If Priority 1 guests occupy all TLFs, and other Priority 1 personnel request TLFs the general manager keeps their requests on a standby basis for a reasonable time (property management system's wait list), pending cancellation of reservations or early guest departure. Lodging fills vacancies from these standby reservations on a first-come, first-served basis before assigning personnel from lower priorities.

3.3.3. Lodging assigns families to CL on a voluntary basis when TLFs are fully occupied or adequate space is not available in the VQ (general manager will determine if VQ space is suitable for family and other VQ guests). When the family is referred to CL or makes their own arrangements, lodging must register them in Epitome as a CL or NA room type reservation.

**3.4. Guaranteed and Non-guaranteed Reservations.** Official duty travelers, i.e., TDY/PCS, must use their government travel card (GTC) to pay all lodging room fees per Public Law 105-264 unless exempt from GTC use (exemptions should be reflected on official travel orders). Any reservation that is guaranteed for late check in with a credit card and not checked-in by midnight will be forwarded a day by the desk clerk before running Night Audit. Guaranteed reservations may be subject to a no-show charge on a case-by-case basis as determined by the general manager. All lodging guests must provide a credit card when making their reservation (unless noted as an exception in [Table 2.1](#) where the lodging bill is not paid by the individual). If the guest (excluding the exception in [Table 2.1](#)) does not provide a valid credit card at time of reservation, the guest must be informed the room is not guaranteed beyond 1800 hours (use 1800 hold code in Epitome). There will be individual reservations where the duty guest (Priority 1) does not have a valid credit card to provide at time of reservation and they are arriving after 1800. In this case, the manager must approve to hold the reservation beyond 1800 (use Manager code in Epitome). Lodging will inform guests of the cancellation/no-show policy when the reservation is made.

**3.5. Space-Available Reservations.** Lodging will accept and confirm reservations for Priority 2 (space available) guests according to the guidelines outlined in [Table 3.1](#). Priority 1 customers will not "bump" Priority 2 customers with confirmed reservations, nor will they bump them once they are assigned quarters for a specific period of time, except in times of contingency, emergency, or when the installation commander determines higher priorities exist. Installation commanders may establish a policy limiting the number of days space-available guests may stay in on-base lodging to no more than 30 days a year.

**Table 3.1. Space-Available Reservation Guidelines**

<b>If Projected Occupancy is:</b>	<b>Space-Available Reservations may be accepted:</b>
86% or greater	Up to 3 days in advance
81 to 85%	Up to 7 days in advance
66 to 80%	Up to 14 days in advance
51% to 65%	Up to 30 days in advance
50% or less	Up to 120 days in advance

**NOTE:** Managers have the option to extend these windows if the opportunity exists based on seasonal occupancy.

3.5.1. Space-available guests requesting lodging should be assigned to uncommitted (not occupied or reserved) lodging rooms upon arrival. Number of nights assigned is left up to local management discretion and should be based on forecasted occupancy or historical occupancy for the same time period. Space-available guests must not be placed on a waiting list. After 1800, lodging assigns all vacant rooms resulting from no-shows of personnel with non-guaranteed hold reservations to remaining Space-A guests on a first-come, first-served basis. Space-available guests that cannot be accommodated on base should be offered assistance in locating off-base quarters.

3.5.2. Service members may confirm space available reservations for visitation periods with minor dependent children up to 10 days prior to stay regardless of guidelines defined in [Table 3.1](#). Lodging managers may limit the duration of stay depending upon projected occupancy.

**3.6. Check-in and Checkout Process.** The front desk staff has the opportunity to make a lasting, favorable impression on the guest. The front desk staff will be proactive, attentive, and professional, always striving to anticipate guests' needs and "make things right" for them.

3.6.1. Front desk staff must acknowledge all guests (e.g., make eye contact, smile) and greet them in a professional, courteous manner.

3.6.1.1. Front desk staff must adhere to payment procedures outlined in [Chapter 4](#), paragraph [4.7](#), asking the guest for a government identification card and a valid credit card (if applicable).

3.6.1.2. Validation of a guest's Priority 1 status will be at the general manager's determination but should be limited to times of high occupancy or question of the guest abusing Priority 1 status. A copy of the guest's government travel orders can be politely asked for as well as the government identification card and credit card review. After review, the orders will be given back to the guest that is paying for room charges and not centrally billed.

3.6.2. Front desk staff must ensure that guests' immediate needs (e.g., registration, information on Services activities/eateries, local points of interests, restaurants, etc.) are met in a friendly, efficient manner.

3.6.3. Front desk staff will provide guests with professionally made, easy-to-use maps, directing them to their rooms upon check-in (if the guest room is in a different facility from the reception center/registration desk).

3.6.4. At least one front desk staff member must be in the immediate vicinity of the front desk at all times.

3.6.5. The front desk must be staffed 24 hours a day. (HQ AFSVA/SVOHL has the authority to waive this requirement on a case-by-case basis, for up to 1 year, and will provide HQ AF/AISO and MAJCOM/AIS an information copy of any such waivers).

3.6.6. Check-in and checkout must be completed as promptly as possible. Guests checking in with a reservation should be checked in within 3 minutes. Guests arriving without a reservation should be checked in within 5 minutes. Do not let a guest stand in line without acknowledging their presence.

3.6.6.1. Normal check-in time is 1400. However, guests may check-in at any time if rooms are available. Normal checkout time is 1100. HQ AFSVA/SVOHL may approve changes to these standard times due to local requirements on a case-by-case basis, and provide an information copy of the waiver to HQ AF/AISO and MAJCOM/AIS. A late fee equal to the daily room rate may be assessed, at the general manager's discretion, for late checkouts.

3.6.6.2. At check-in, confirm the room type, rate, and departure date (mentioning checkout time). Do not charge guests a deposit for the room key or charge for lost keys.

3.6.6.3. At checkout, ask the guest if their stay was satisfactory. Offer them a chance to complete a customer comment card (AF Form 3211). Thank departing guests and give an appropriate farewell, such as, "Hope you enjoyed your stay."

3.6.6.4. Management must ensure the express checkout envelope and insert are available and visible with the daily room rate for all transient aircrew and Distinguished Visitors (DVs) staying in on-base lodging. Where feasible, management should also provide express checkout envelopes in other quarters types.

**3.7. Group Registration Process.** The general manager must establish procedures to efficiently pre-block and assign rooms and check-in guests who are part of a group. This registration may take place at a location other than the primary lodging reception center front desk if the size of the group warrants it.

**3.8. Check-in and Out Luggage Storage.** Lodging will provide guests secure luggage storage service. For those guests who arrive before the normal check-in time, and when no rooms are immediately available, offer to store their luggage in a secure luggage storage room located in, or immediately adjacent to, the lobby. Also, ensure the guest is made aware a luggage storage room is available for use on the day of checkout, if necessary. Verify guest identification is on each item stored. Provide the guest with a receipt for each item stored. Provide luggage carts where feasible.

**3.9. Endorsing Civilian TDY Orders at time of Check-in.** The general manager, or designated representative, will endorse, sign and date TDY orders of all civilian employees who occupy on-base government lodging to entitle them to limited use of Exchange and Services facilities. This can be accomplished with a rubber stamp containing the following statement:

(“The individual’s name”) is assigned to on-base government lodging at this installation for the period of TDY indicated on these orders, and is eligible to use the base theater, Services activities, and exchange facilities, if otherwise authorized by the commander, according to Air Force Joint Instruction (AFJI) 34-210, *Army and Air Force Exchange Service (AAFES) Operating Policies*, and AFI 34-262, *Services Programs and Use Eligibility*.

### **3.10. (Added-908AW) 908th Airlift Wing Lodging Reservation Requirements for Unit Training Assembly (UTA).**

3.10.1. (Added-908AW) Members authorized lodging must make their UTA reservations through the Automated Lodging Reservation System (ALRS), (334) 953-8557/8558, no later than the Wednesday prior to the UTA or at least 3 business days prior to arrival if on Inactive duty status and not on the regular UTA weekend.

3.10.2. (Added-908AW) Reservations for individuals performing active duty tours (Annual tour/Mandays) in conjunction with the UTA must also be made through the ALRS reservation system or coordinated through 908th Services Flight (334)953-7332 or [908AW.services@maxwell.af.mil](mailto:908AW.services@maxwell.af.mil).

3.10.3. (Added-908AW) Members failing to make their reservation before the Wednesday prior to the UTA will have to check in at Maxwell Lodging and will be input by lodging as a walk-in customer. They will be reported to their Unit Commander for appropriate action.

3.10.4. (Added-908AW) If a member makes a reservation and is a no show at the hotel, the member will be reported to their Commander and First Sergeant for action.

3.10.5. (Added-908AW) A member has three options to cancel the reservation.

3.10.5.1. (Added-908AW) Call the automated system to cancel prior to the day before the reservation.

3.10.5.2. (Added-908AW) Call or email the Services Air Reserve Technician (ART) to cancel (334)953-7332 [908AW.services@maxwell.af.mil](mailto:908AW.services@maxwell.af.mil).

3.10.5.3. (Added-908AW) Call the hotel directly. Changes to reservations can be made through the same process.

3.10.6. (Added-908AW) Unless previously coordinated, checkout time for the 908th on the Sunday of the UTA will be **NLT 0800**. Any members that have not checked out by 0800 will be reported to Services ART and forwarded to the respective First Sergeants for action. Any additional costs for late checkout will be paid for by the member and will not be charged to the unit.

3.10.7. (Added-908AW) With the exception of the Christmas and Family day UTAs, dependent children are not authorized in lodging unless in a TLF. Additional adult guests at Maxwell Lodging at any time must be coordinated through the Lodging office prior to arrival. Any costs for additional guests are the responsibility of the individual and will not be paid for by the unit.

**3.11. (Added-908AW) 908th Airlift Wing Lodging Reservation Requirements for Annual Tour (AT).** Annual Tour reservations will be made directly through the Maxwell Lodging reservation office. Units performing as a group need to coordinate those requirements through the Services ART Technician at DSN 493-7332 or Commercial 334-953-7332.

## Chapter 4

### LODGING FINANCIAL AND ADMINISTRATIVE MANAGEMENT

**4.1. Fund Sources.** Lodging operations, to include visiting quarters and temporary lodging facilities, are mission-sustaining functions, supported through a combination of appropriated funds (APF) and nonappropriated funds (NAF) as prescribed in AFI 65-106, *Appropriated Fund Support of Morale, Welfare, and Recreation and Nonappropriated Fund Instrumentalities*, and AFI 34-201, *Use of Nonappropriated Funds (NAFs)*.

**4.2. Resource Protection.** The general manager must ensure adequate procedures are established and followed in accordance with AFI 34-202 to protect all lodging assets against misappropriation, misuse, damage, or loss. This includes cash control procedures, physical safeguards, key control, resale merchandise, and property control. General Managers will consult their local security forces to determine the requirement for intrusion detection systems, surveillance cameras, or duress alarms.

**4.3. Base Lodging Fund (BLF).** Each base establishes a base lodging nonappropriated fund instrumentality (NAFI) in accordance with AFI 34-201. The base lodging general manager will manage the lodging activity to meet financial standards established by HQ AF/A1S and HQ AFSVA/SVOHL. The base Resource Management Flight Chief (RMFC) is the fund custodian.

**4.4. Air Force Lodging Fund (AFLF).** The AFLF will fund the bases' capital requirements projects based on the standard replacement schedule, and will ensure their base lodging activities meet financial standards. MAJCOM SVF offices will still be responsible for ensuring their base lodging activities meet financial standards.

**4.5. Transfer of NAF Property.** The general manager, working with the Services logistics manager, may transfer NAF-procured property to APF for maintenance when allowed by AFI 34-201 and AFI 65-106.

4.5.1. Lodging NAF property may be transferred to other NAFls on the same base or elsewhere as prescribed in AFI 34-201, paragraph 5.1.

4.5.2. Recording the disposition of Lodging NAF property is in accordance with AFI 34-204, *Services Property Management*, AFI 34-209, *Nonappropriated Fund Financial Management and Accounting*; and AFMAN 34-214, *Procedures for Nonappropriated Fund Financial Management and Accounting*.

**4.6. Service Charge Rates.** AFLF will recommend Air Force-wide service charge rates at the minimum amount necessary to cover the cost of providing quality lodging facilities and service to authorized guests. The Deputy Assistant Secretary of the Air Force for Cost and Economics, SAF/FMC, approves Air Force lodging rates.

4.6.1. Lodging will charge all occupants the same rate for similar accommodations, regardless of duty status or priority. The installation commander may waive the TLF room charge for additional units occupied by large families, but the TLF assessment must still be charged for each additional room used.

**NOTE:** The TLF waiver only applies to Priority 1 guests. Space-A guests will incur room charges for additional rooms. The current TLF assessment charge must be paid in all cases.

4.6.2. Lodging operations will be managed so lodging NAFI cost centers are self-sustaining. AFLF will manage funds for capital improvements.

4.6.3. Lodging will not charge more than the single occupancy daily rate for visiting quarters accommodating two or more family members. If rooms are configured for double occupancy, and both guests are on official orders, each will pay the full room rate. TDY guests on official orders sharing a TLF unit will split the room rate. Guests sharing quarters not normally configured for double/triple occupancy will also split the room rate.

4.6.4. HQ AFSVA/SVOHL, in coordination with the HQ AFSVA/SVF, prepares lodging service charge rate determination packages biennially and submits them to HQ AF/A1S for review. Service charge rates will be sufficient to pay operating expenses, annual capital requirements, surcharge, and TLF user assessments.

**NOTE:** HQ AFRC/A1S will continue to work the AFRC Base lodging budgets for inclusion in the AF Rate Determination process.

4.6.5. At overseas operations experiencing financial difficulty due to currency fluctuations, service charges may temporarily be increased. Route requests for a temporary increase to service charges to AFSVA/CC for approval. Service charge increases will be reviewed every 90 days, not to exceed 360 days. If, at the end of that time frame the increase is still required, AFSVA/CC will request a separate rate through SAF/FMCEB.

**4.7. Payment Procedures.** All Air Force lodging guests must pay the established daily service charge for the type of accommodation used. All lodging guests must provide a valid credit card and government identification card for verification purposes at time of check-in; managers may opt to pre-authorize credit cards to ensure “validity”. Guests who do not have a valid credit card must pay in advance at check-in with cash or check. Guests paying with cash or check must provide their social security number or Foreign Service number at time of check-in. Once entered into Epitome, only management can access the SSN, foreign service number or credit card number to process payment for charges after guest departure (i.e., left without paying, incidentals, damages, etc.). Those guests paying with a credit card can have their credit card charged (sales function) at check-in or wait until checkout to have their lodging charges billed to their credit card unless staying over 15 days in the TLF or VQ. See paragraph [4.7.2](#) for guidance.

**NOTE:** The exception to these procedures is unit paid bills for Reserve and Guard personnel and aircrew under Air Mobility Command Transportation Working Capital Fund (TWCF) at authorized locations only. Reserve component units must pay using a GPC or central billed account within 20 days of the actual stay (checkout day). AF Form 616 *Fund Cite Authorization* and DD Form 448 *Military Interdepartmental Purchase Requests* (MIPR) may be accepted from Air Force and other DoD agencies on a case-by-case basis with prior management approval. When possible, the preferred method of payment is the GPC.

4.7.1. All guests checking in will sign the guest registration form that advises them lodging is authorized to apply any unpaid charges to their credit card.

4.7.2. All long-term lodging guests (staying over 15 days), whether paying by cash, check, or credit card, will return to the front desk at 15-day intervals to verify and pay their lodging bill or pay in advance for the next 15 days.

4.7.2.1. Cash/check-paying guests must pay in advance for the next 15 days or remaining days of occupancy (if less than 15 days).

4.7.2.2. Credit card-paying guests will have their credit card processed for charges incurred over the previous 15 days.

4.7.2.3. All space available guests, regardless of method of payment, will pay for their stay in advance at check-in. It is the general manager's discretion when to require payment for an approved extension.

**4.8. Financial Planning.** The planning and budgeting process helps the general manager forecast revenues, program expenses, and fund capital requirements. Managers should work with the unit APF resource advisor to develop annual APF budgets. They should also work with the RMFC to develop NAF income and expense operating budgets. HQ AFSVA/SVOHL will assist with the NAF requirement budgets, which include capital fixed asset items and those meeting bulk purchase criteria. Rate packages provide good budget forecasts but must be reviewed at least annually to ensure business assumptions and performance expectations are considered and properly reflected. (Refer to AFI 34-201, AFI 34-202, AFI 34-209, and AFMAN 34-212) Managers are not allowed to budget for the same expense from APFs and NAFs. (Refer to AFI 65-106 for more detailed information on the appropriate fund source).

4.8.1. Capital Requirements Planning Standards Guide. HQ AFSVA/SVOHL will develop a standard Capital Requirements Planning Standards Guide and distribute it to all bases with informative copy to MAJCOM Multi-functional. General Managers will develop and maintain a 5-year capital improvement plan approved by the HQ AFSVA/SVOHL. The capital improvement plan will be verified during the AF Standards Evaluation. General Managers will also participate in the installation Quarters Improvement Committee meetings and ensure lodging's capital improvement requirements (facilities, furnishings, and equipment, both APF and NAF) are adequately addressed in the Installation Quarters Improvement Plan (see AFI 32-6005, Unaccompanied Housing Management) and made known to the Civil Engineer's Furnishings Management Office (FMO) and base senior leadership. It is important to execute approved annual capital requirements in a timely manner to maintain quality lodging facilities, furnishings, and equipment. It is critical to ensure APF furnishings and appliance requirements are worked closely with the FMO to allow adequate lead-time for ordering, receiving, warehouse storage (if necessary), and delivering lodging items in time for beneficial occupancy dates of lodging facility renovations. Refer to AFI 32-6004, Furnishings Management, for more detailed guidance regarding facility and furnishings standards, individual responsibilities, budget requirements, warehouse management, furnishings accountability, and appliance management.

**4.9. Operating Expenses.** General Managers should consistently monitor and manage the operating cost per occupied room (CPOR). Labor is the single largest and most controllable expense item impacting CPOR. HQ AFSVA/SVOHL will determine personnel cost goals based on historical financial data.

**4.10. Sundry Sales.** Snack and beverage sales are required guest services.

4.10.1. General managers will ensure every guest has a reasonable opportunity to obtain sundry items 24 hours per day (readily available). In most operations, this can be accomplished using a combination of front desk sales and vending machines strategically

located throughout the lodging facilities. In those rare instances where building layout precludes vending machines, room stocking may be used. The final determination will be based on providing quality customer service and not the convenience of the lodging staff. However, you must continue to provide sundry items in all business suites. General Managers manage sales and structure pricing so the gross margin from sales is sufficient to cover the cost of goods and labor. The general manager will ensure sundries are inventoried and restocked daily (including weekends).

4.10.2. Post charges to guest folios in a timely manner. To enhance internal controls in business suites, use the standard 3-part inventory form where one copy is left with the guest, another is sent to the front desk to update the folio, and the third is used to update the storeroom files.

**4.11. Long Distance Telephone Calls.** Charges for long distance telephone calls must be continuously monitored; if the telephone system does not interface with the property management system and automatically update folios, lodging personnel must manually post charges to the guest's folio as calls are made.

**4.12. Lodging Annual Occupancy Reporting.** The general manager uses Epite to prepare the JAS 105-occupancy report annually. Inclusive dates are 1 October to 30 September for the report. Each base sends the report electronically to Headquarters Air Force Services Agency, Lodging Branch (HQ AFSVA/SVOHL), 10100 Reunion Place, Suite 401, San Antonio TX 78216-4148, by 31 October. Format and instructions are included on the Air Force Inns Webpage. This Lodging Annual Occupancy report is assigned Report Control Symbol (RCS) RCS: HAF-SV(A)0101 and is designated emergency status code D. Immediately discontinue reporting data requirements during emergency conditions. Discontinue reporting during MINIMIZE. Lodging operations implemented with the Epite web based application are exempt from this requirement since HQ AFSVA/SVOHL centrally manages their occupancy data.

**4.13. Lost and Found.** The general manager must establish efficient procedures and operating instructions for the effective handling and return of lost and found items to their rightful owners. HQ AFSVA/SVOHL has an Operating Instruction (OI) standardized template for Lost and Found, located on the Air Force Inns webpage under the Standards section.

4.13.1. Store all items in a secure area. Lodging employees must use the Lost and Found module in EPITOME to track lost and found property. Every attempt should be made to contact departed guests as soon as possible regarding their forgotten belongings. Guests are responsible for all postage charges incurred when items are returned. Lodging will contact guests to verify payment method and shipping instructions.

**4.14. Automation.** All Air Force lodging operations are fully automated. All reservation, registration, accounting, and management functions must be utilized through the automated system. When situations such as power outages, bad weather or maintenance problems arise, manual procedures must be used. All manual forms must be accounted for and controlled. Samples of manual forms can be found on the Air Force Services Agency website under the Operations link. Daily backups of the Epite property database are mandatory and must be performed by all lodging operations. Management must also ensure they keep up with the latest Epite update patches and releases. Lodging operations implemented with the Epite web based application are exempt from backup and update patch requirements since HQ

AFSVA/SVOHL centrally manages their database. For guidance on proper backups, verification and latest updates and release information, reference the Air Force Services Agency website, under the Epitome link.

**4.15. Marketing.** In conjunction with the marketing office, Air Force lodging operations will develop a marketing plan and work with other Services activities (e.g., golf course, marina, outdoor recreation, ITT, clubs, etc.) to promote all Services operations.

4.15.1. Lodging operations will use the Air Force Inns logo to help promote their establishment as a guest-oriented, professionally managed operation balancing AF Inns Branding, telling the Services Story, and keeping logos standardized and minimized. See the Agency webpage, AF Inns Section, and select Lodging Logo for specific guidance.

## Chapter 5

### EMPLOYEE STANDARDS AND TRAINING

**5.1. General Management Requirements and Responsibilities.** The lodging general manager sets the tone for the entire lodging operation and will ensure adherence to this Air Force Instruction in the lodging operation for which he/she is responsible. The manager will ensure consistent, quality service to meet our customers' expectations every time they stay at an Air Force Inns establishment. To ensure customers have the opportunity to comment on service, general managers will ensure the AF Form 3211, *Customer Comments*, is visibly displayed in each guest room and guest service representatives will ask guests upon checkout if they would like to provide comments about their stay. Responses will be reviewed, tracked and responded to verbally, via letter or electronic mail as appropriate. General Managers will conduct semi-annual self-assessments of their operations using the AF Lodging Standards Checklist posted in the Golden Eagle Standards section.

**5.2. Lodging Staffing.** Refer to the *Golden Eagle Standards* section of the Air Force Inns webpage located on the Air Force Services Agency website for personnel matrices and staffing guides.

**5.3. Dress and Appearance.** All lodging employees, to include management, will wear one of the Air Force Lodging Standardized uniforms. Each employee should be issued an adequate number of uniforms to perform their duties and uniforms should fit appropriately to provide a professional appearance. Management should have an OI detailing required personal hygiene standards. Nametags will display either the USAF Services logo or the local Services logo (depending on local logo policy). Those items allowed embroidery will be the Air Force Inns logo and will not be customized. Refer to the *Golden Eagle Standards* section of the Air Force Inns webpage located on the Air Force Services Agency website for guidance on required items, logo location and specific Air Force Inns uniform standards. Military personnel assigned to lodging will wear the appropriate military uniform and Services organizational badge.

**5.4. Employee Recognition Program.** All bases are required to have an active employee recognition program to include having a written OI. The program can be monthly or quarterly, but can not just be an annual event. This can be a lead into but not just the squadron quarterly awards. Lodging should ensure internal awards focus on all functional areas. The lodging award program may submit to the squadron quarterly awards program but the squadron's program will not substitute for lodging's award program.

**5.5. Training Standards.** All employees will receive recurring training particular to their jobs (task training), as well as customer service techniques to guarantee consistent, courteous, and professional service to all guests. Managers must use the HQ AFSVA/SVOHL approved web-based training program for use in Air Force lodging. General Managers may receive assistance in obtaining training materials from HQ AFSVA/SVOHL. All lodging employee training will be documented using the appropriate forms. In addition, training for military personnel (E-1 through E-6) will be documented using the Career Field Education Training Plan (CFETP). Completed training forms will be maintained in each civilian employee's personnel record.

5.5.1. Specific training standards are found on the Education and Training webpage of the Air Force Services Agency website. Operational Instruction (OI) standardized templates can

be found on the Air Force Inns webpage under the Standards section. These OIs provide the basic operating information required and can be modified for your particular lodging operation as needed.

5.5.2. Initial Training. Newly hired employees must receive the following aspects of training within the timeframe annotated in parentheses at the end of the tasking.

5.5.2.1. General Training: Safety, security, and emergency procedures. Dram Shop training requirements as prescribed in AFI 34-219 *Alcoholic Beverage Program*. (1 day)  
This training may be accomplished by the Services training section.

5.5.2.2. Lodging Specific Training: This training is intended to focus on the professional hospitality and lodging progression and will be accomplished by Lodging staff.

5.5.2.2.1. Initial training on blood borne pathogens (BBP) exposure control (to include policies, procedures, and equipment) for all employees whose normal duties include the *possibility* of occupational exposure to blood and other bodily fluids (Occupational Safety and Health Administration annual training requirement). (3 days)

5.5.2.2.2. An entire lodging operation overview, to include reservations, front desk operations, housekeeping and maintenance. An EPITOME training database must be established for new desk clerk training. (2 weeks)

5.5.2.2.3. A lodging operations tour, to include all types of guest rooms. Front desk/reservations staff members should also tour commercial lodging establishments and be familiar with eating establishments within the immediate vicinity. (2 weeks)

5.5.2.2.4. Customer service technique instructions (e.g., greeting customers, making eye contact, answering the phone). (2 weeks)

5.5.2.2.5. Instruction on the impact of “first impressions” to include the importance of employee appearance, dress, and demeanor to lodging operation success. (2 weeks)

**5.6. Professional Certification.** The Air Force recognizes the importance of life-long learning and continuing professional development. The general manager is encouraged to have (or be working toward) professional certification, such as the Certified Hotel Administrator (CHA) designation, and accomplish the necessary actions to keep the designation current. Other staff members are also encouraged to pursue certification in their specialty.

**5.7. Training Workshop.** Lodging managers and assistant managers must attend the Lodging Managers Course at HQ AFSVA within 12 to 15 months of initial assignment and are encouraged to attend refresher training every 5-8 years. Lodging Managers should maximize use of the HQ AFSVA courses such as the Lodging Operations courses, and any specialty training like Certified Hospitality Trainer and Certified Hospitality Supervisor for subordinate staff.

**5.8. Community Relations.** The general manager will establish a professional relationship with local hotel/motel and tourism organizations, chambers of commerce, etc., in order to improve customer service by sharing experiences, professional knowledge, and hospitality education opportunities.

## Chapter 6

### LINEN EXCHANGE

**6.1. Operation. Military** manpower positions to operate a centralized linen exchange point are no longer authorized. Bases have four options to support the base linen exchange requirements. **Option one:** Establish a contractor operated centralized linen exchange point, normally using the same contractor that is awarded the base linen/laundry contract. **Option two:** Establish a nonappropriated funded (NAF) operated centralized linen exchange point with an established Memorandum of Agreement (MOA) to provide APFs to reimburse the NAF expense. NAF personnel would normally be assigned under the base Lodging operation. **Option three:** Eliminate the central linen exchange point and establish decentralized pick up and delivery points, normally at each organization requiring linen exchange. **Option four:** In house NAF operated with APF reimbursement using a MOA. Under Option three, since there is no manned central exchange point, each organization would be required to be trained as quality assurance evaluators (QAE) to monitor their part of the commercial linen contract. A standard Performance Work Statement (PWS) to establish Option one and three and an MOA sample for Option two can be downloaded from the Air Force Services Agency website under Lodging.

**6.2. Authorized Items.** The following items are authorized to be washed or dry cleaned at the expense of Air Force appropriated funds:

- 6.2.1. Government-property linens and items, such as sheets, pillow cases, blankets, towels, mattress covers, and others, bought with appropriated funds and issued to or used by organizations, activities, and individuals
- 6.2.2. Government rugs, upholstery, and drapes
- 6.2.3. Organizational items and special or distinctive clothing or equipment issued to military or DoD civilian personnel
- 6.2.4. Linens purchased with appropriated funds (linens on nonappropriated fund accounts must be cleaned using nonappropriated funds)
- 6.2.5. Shop wiping towels, cloths, and rags (cost analysis should be made first to decide which is less expensive, cleaning or buying new shop wiping towels, cloths, and rags)
- 6.2.6. Authorized uniform items that need water-repellent treatment
- 6.2.7. Clothing of prisoners kept at a base in a non-pay status
- 6.2.8. Clothing required for burial of deceased active duty personnel
- 6.2.9. All soiled personal clothing items (serviceable items only) of deceased active duty personnel or personnel declared missing must be washed or dry cleaned, as needed, before they are sent to the next of kin. The commander (or the summary court officer) of the deceased or missing person must sign a certificate for payment from local O&M appropriations stating the following:

**I certify that the items listed are the personal items of (name, grade, and social security number), who are deceased (or missing), and that the cleaning costs should be paid from appropriated funds.**

6.2.10. Uniforms soiled as a result of honor guard duty. A letter authorizing cleaning, signed by the honor guard commander, must be kept on file in linen exchange for all honor guard members desiring this service

**6.3. Centralized Linen Exchange Point.** If a base maintains a central pickup location using Option one or two above, then base linen exchange provides the Base Exchange point for all items authorized in paragraph 2. At bases with an Air Force laundry and dry cleaning plant, the plant should serve as the linen exchange function point.

6.3.1. Contingency/Wartime Operations. In the event of an emergency situation, natural disaster or wartime situation, the Services commander/director through the installation commander, can expand the authorized customers or items the central linen exchange can process.

6.3.2. Managing Linen Inventory. Maintain only enough items to meet scheduled exchanges, replenishment of worn out and damaged items, and a justifiable reserve for emergencies. Your emergency requirements will be determined by referring to your base Operating Plans (OPans) as referenced in AFI 10-404, *Base Support and Expeditionary Site Planning*, 9 March 2004, Attachment 16, Tab B. Keep records of items released and returned using AF Form 904, **Daily Linen Exchange Transactions**. Instructions for completing the form are at [Attachment 6](#). Due to the size of the AF Form 904, this form cannot be downloaded from the Air Force publication forms website, but can be ordered online. Linen operations can also use other electronic means in place of the AF Form 904. A Microsoft Excel spreadsheet in the same format as the AF Form 904 can be downloaded from the Air Force Services Agency website under Lodging.

6.3.2.1. Inventory Procedures. Perform a complete inventory semiannually, on the last workday of March and September. Prepare two copies of AF Form 905, **Linen Exchange Inventory Report**. Instructions for completing the form are at [Attachment 7](#). This report is maintained locally.

6.3.2.1.1. Set up a control register (AF Form 115a, **Register of Control Numbers**) to support posting to AF Form 2009-1. Keep supporting documents with the control register. On 1 October each year, voucher numbers in numerical sequence are assigned to all documents affecting linen exchange accountability.

6.3.2.1.2. AF Form 85a, **Inventory Count Card**, is certified by the linen exchange manager and approved by the Services squadron commander or director.

6.3.2.1.3. Use AF Form 2009-1 as the stock record for each line item. Use the entries on this form to document quantities on hand, on order, received, issued, inventoried, and adjusted.

6.3.2.1.4. Where administrative errors caused overages or shortages, use and attach AF IMT 85a, **Inventory Count Card**, to correct records. This form will be certified by the linen exchange manager and approved by the Services commander or director.

6.3.3. Salvage of Linen Items. Sprinkle uneconomical repairable linens with a distinctive dye. Dyed linens are issued to organizations (transportation, field maintenance, etc.) that normally use wiping and cleaning rags. Unserviceable linen is accounted for and issued intact (not torn into rags). Tearing items into rags is the responsibility of receiving organizations.

Linen will be entered on the AF Form 2009-1, **Manual Supply Accounting Record**, in the unserviceable column, until dyed and issued to an organization.

6.3.3.1. When issuing rags to organizations, fill out a DD Form 1348-1A, **Issue Release/Receipt Document** as follows:

6.3.3.1.1. (Change all sub-bullets below to numbered paragraphs) Assign a document number from the AF Form 2009-1, **Manual Supply Accounting Record** in Block 24

6.3.3.1.2. List item nomenclature ("rags-sheets," "rags-blankets," etc.) in Block 17

6.3.3.1.3. List national stock number in Block 25

6.3.3.1.4. List quantity in Block 26

6.3.3.1.5. Print authorized representative's name and squadron/branch in Block 27

6.3.3.1.6. Obtain a signature from an authorized representative of the using organization in Block 22 and date received by representative in Block 23

6.3.3.1.7. Post quantity issued to AF Form 2009-1, showing the organization issued to in the transaction column

6.3.3.1.8. File posted copy of DD Form 1348-1A in document file

6.3.3.1.9. Turn in linen items no longer fit for their intended purpose and not suitable for conversion to rags to the local property disposal office or base supply using locally established procedures. Ensure the turn-in document is properly used to reduce the linen exchange account

6.3.4. A departing linen exchange manager and the newly appointed manager transfer accountability by conducting a joint inventory of linen. Both managers prepare certificates of transfer according to **Attachment 8** and sign them on the day they transfer the account. The original copy will be kept on file.

#### **6.4. Prescribed and Adopted Forms.**

AF IMT 40A, Record of Individual Inactive Duty Training

AF Form 85a, Inventory Count Card

AF Form 115a, Register of Control Numbers

AF Form 332, Base Civil Engineering Work Request

AF Form 904, Daily Linen Exchange Transaction

AF Form 905, Linen Exchange Inventory Report

AF Form 2009-1, Manual Supply Accounting Record

AF IMT 616, Fund Cite Authorization (FCA)

AF IMT 938, Request and Authorization for Active Duty Training/Active Duty Tour

AF IMT 2282, Statement of Adverse Affect – Use of Government Facilities

AF IMT 3211, Customer Comments

DD Form 200, Financial Liability Investigation of Property Loss

DD Form 448, Military Interdepartmental Purchase Requests (MIPR)

DD Form 1348-1A, Issue Release/Receipt Document

Standard Form 1034, Public Voucher for Purchases and Services Other than Personal

RICHARD Y. NEWTON III, Lieutenant General,  
USAF  
DCS, Personnel

(908AW)

ROBERT H. SHEPHERD, Colonel, USAFR  
Commander

**Attachment 1****GLOSSARY OF REFERENCES AND SUPPORTING INFORMATION*****References***

DoDI 1015.12, *Lodging Program Resource Management*

DoD 4165.63-M, *DoD Housing Management*

AFJI 34-211, *Army and Air Force Exchange Services (AAFES) General Policies*

AFPD 34-6, *Air Force Lodging*

AFH 32-1084, *Facilities Requirements Handbook*

AFI 10-404, *Base Support and Expeditionary Site Planning*

AFI 32-6004, *Furnishings Management*

AFI 32-6005, *Unaccompanied Housing Management*

AFI 32-9002, *Use of Real Property Facilities*

AFI 34-201, *Use of Nonappropriated Funds (NAFs)*

AFI 34-202, *Protecting Nonappropriated Fund Assets*

AFI 34-204, *Property Management*

AFI 34-209, *NAF Financial Management and Accounting*

AFI 34-246, *Air Force Lodging Program*

AFI 34-254, *Services Education and Training*

AFI 34-262, *Services Programs and Use Eligibility*

AFI 36-2001, *Officer Training Program Examining Centers (OPTEC)*

AFI 36-2852, *AF Services Awards Program*

AFI 37-138, *Records Disposition-Procedures and Responsibilities*

AFI 65-106, *Appropriated Fund Support of Morale, Welfare, and Recreation and Nonappropriated Fund Instrumentalities*

AFI 65-601V1, *Budget Guidance and Procedures*

AFMAN 23-220, *Reports of Survey for Air Force Property*

AFMAN 37-123, *Management of Records*

AFMAN 34-212, *Control Procedures for Protecting NAF Assets*

AFMAN 34, 214, *Procedures for NAF Financial Management and Accounting*

AFMAN 34-255, *Directory of Government Quarters and Dining Facilities*

AFMAN 34-310, *NAF Personnel Program Management and Administration Procedures*

AFPAM 10-219, Vol V, *Bare Base Conceptual Planning Guide*

AFH 10-247, *Force Beddown Handbook*

AFOSHSTD 91-1, *Billeting Operations*

***Abbreviations and Acronyms***

**AAFES**—Army and Air Force Exchange Service

**ADA**—Americans with Disabilities Act

**AF**—Air Force

**AFCAT**—Air Force Catalog

**AFH**—Air Force Handbook

**AFI**—Air Force Instruction

**AFJI**—Air Force Joint Instruction

**AFLF**—Air Force Lodging Fund

**AFMAN**—Air Force Manual

**AFOSH**—Air Force Occupational Safety and Health

**AFPAM**—Air Force Pamphlet

**AFRC**—Air Force Reserve Command

**AFRCCAFO**—Air Force Reserve Command Consolidated Accounting and Finance Office

**AFROTC**—Air Force Reserve Officer Training Corps

**AFTP**—Additional flying training period

**AMC**—Air Mobility Command

**ANG**—Air National Guard

**ANG/AISX**—Air National Guard, Services Plans Division

**APF**—Appropriated Fund

**ARB**—Air Reserve Base

**ARC**—Air Reserve Component

**ARPC**—Air Reserve Personnel Center

**BB**—Bare Base

**BBP**—Blood Borne Pathogens

**BLF**—Base Lodging Fund

**BOQ**—Bachelor Officer Quarter

**BPA**—Blanket Purchase Agreement

**CBRNE**—Chemical, Biological, Radiological, Nuclear, and Explosive

**CC**—Commander

**C-CW CONOPS**—Counter-Chemical Warfare Concept of Operations **CE** Civil Engineering

**CFETP**—Career Field Education Training Plan

**CHA**—Certified Hotel Administrator

**CL**—Commercial Lodging

**COB**—Collocated Operating Base

**CONUS**—Continental United States

**CPOR**—Cost Per Occupied Room

**CSAF**—Chief of Staff of the Air Force

**CTO**—Commercial Travel Office

**DoD**—Department of Defense

**DRU**—Direct Reporting Unit

**DSN**—Defense Switched Network

**EML**—Environmental Morale Leave

**EPITOME**—Epitome (Property Management System)

**EPP**—Essential Products Program

**ESP**—Emergency and Special Program

**ETA**—Estimated Time of Arrival

**FCA**—Fund Cite Authorization

**FM**—Financial Management

**FMO**—Furnishings Management Office

**FMR**—Financial Management Regulation

**FOB**—Forward Operating Base

**FS**—Flexible Schedule

**FSO**—Financial Services Officer

**FY**—Fiscal Year

**GTC**—Government Travel Card

**GPC**—Government Purchase Card

**GSU**—Geographically Separated Unit

**HF**—High Frequency

**HQ AFRC/FMAR**—Headquarters Air Force Reserve Command, Financial Management

**HQ AFRC/A1SP**—Headquarters Air Force Reserve Command, Services Programs Division

**HQ AFSVA**—Headquarters Air Force Services Agency

**HQ AFSVA/SVFA**—Headquarters Air Force Services Agency, Financial Management and Comptroller Directorate, Financial Services Division

**HQ AFSVA/SVO**—Headquarters Air Force Services Agency, Directorate of Operations

**HQ AFSVA/SVOHL**—Headquarters Air Force Services Agency, Directorate of Operations, Lodging and Laundry Branch

**HQ AF/A1S**—Headquarters United States Air Force, Directorate of Services

**HQ AF/A1SR**—Headquarters United States Air Force, Directorate of Services, Requirements Division

**HQ AF/A1SO**—Headquarters United States Air Force, Directorate of Services, Combat Support Division

**HTSA**—Host Tenant Support Agreement

**HVAC**—Heating, Ventilation, and Air Conditioning

**IAW**—In Accordance With

**ID**—Identification

**IDT**—Inactive Duty Training

**IMET**—International Military Education and Training

**IMA**—Individual Mobilization Augmentee

**IRR**—Individual Ready Reserve

**ISSA**—Interservice Support Agreement

**JFTR**—Joint Federal Travel Regulation

**JUMPS**—Joint Uniform Military Pay System

**LOI**—Letter of Identification

**LQA**—Living Quarters Allowance

**MAJCOM**—Major Command

**MILCON**—Military Construction

**MOA**—Memorandum of Agreement

**MOB**—Main Operating Base

**MOU**—Memorandum of Understanding

**MSO**—Military Service Obligation

**NA**—Nonavailability

**NAF**—Nonappropriated Fund

**NAFI**—Nonappropriated Fund Instrumentality

**NGB**—National Guard Bureau

**NIAD**—Net Income Adjusted for Depreciation

**NPA**—Nonappropriated Fund Purchasing Agreement  
**O&M**—Operations and Maintenance  
**OCONUS**—Outside Continental United States  
**OI**—Operating Instruction  
**OPR**—Office of Primary Responsibility  
**OSHA**—Occupational Safety and Health Administration  
**PCS**—Permanent Change of Station  
**PERSCO**—Personnel Support for Contingency Operations  
**POC**—Point of Contact  
**PWS**—Performance Work Statement  
**QAE**—Quality Assurance Evaluator  
**RC/CC**—Responsibility Center/Cost Center  
**RDS**—Records Disposition Schedule  
**RMFC**—Resource Management Flight Chief  
**RON**—Remains Overnight  
**ROTC**—Reserve Officer Training Corp  
**RPIC**—Real Property Inventory Code  
**RUTA**—Rescheduled Unit Training Assembly  
**SAF/FMC**—Deputy Assistant Secretary, Cost and Economics  
**SOFA**—Status of Forces Agreement  
**SPACE**—A Space Available  
**SSAN**—Social Security Account Number  
**TAMP**—Transition Assistance Management Program  
**TDY**—Temporary Duty  
**TLA**—Temporary Living Allowance  
**TLE**—Temporary Living Expense  
**TLF**—Temporary Lodging Facility  
**USAF**—United States Air Force  
**UTA**—Unit Training Assembly  
**UTC**—Unit Type Code  
**VAQ**—Visiting Airmen’s Quarters  
**VOQ**—Visiting Officer’s Quarters

**VQ**—Visiting Quarters

**WRM**—War Reserve Materiel

### *Terms*

**Abuse**—Improper use, physical destruction, or mishandling of government property.

**(Added-908AW) Air Reserve Technician (ART)**—An Air Force Reserve officer or enlisted person who serves in the same position as a full-time federal civil service employee and as an Air Force reservist. ARTs usually are in civil service status during the week and reserve status during drill weekends. For example, an Air Force Reserve wing commander might occupy, as his or her "civilian" job, the position of "Air Commander, GM-310-15."

**(Added-908AW) Annual Tour (AT)**—Air Force reservists in the Selected Reserve who routinely receive pay for training must perform 15 days of active duty in annual tour status each fiscal year.

**Basic Allowance for Housing (BAH)**—An amount of money set by law in which a member is entitled when government housing is not provided.

**Bednight**—Each time a bedspace or lodging room/unit is sold within a 24-hour period.

**Civilian Employees**—US civilian federal employees paid from DoD APFs or NAFs.

**Commercial Lodging (CL)**—Commercial accommodations under lease, contract, or memorandum of understanding or agreement to the government for transient lodging use.

**Continental United States (CONUS)**—United States territory, including the adjacent territorial waters, located within North America between Canada and Mexico.

**Corporate Lodging**—Lodging obtained in the private sector at a rate lower than the normal commercial lodging rate charged to short- duration TDY travelers (includes apartments). The cost for this type of lodging will result in monetary savings to the Air Force compared to the rates agreed to in MOUs, etc., already in effect.

**Diversion**—Temporary use of government facilities for other than designated use or rooms blocked for maintenance. Does not change category code on real property inventory.

**Essential Products Program (EPP)**—The EPP is designed to maximize Air Force leverage in the marketplace on products essential to nonappropriated fund operations. Through a competitive process, the contractor awarded these individual programs will be the sole provider of a specified product to the Air Force Services community for the negotiated period of time.

**Family Member**—The sponsor's (a) spouse; (b) unmarried child who is the sponsor's by birth, legal adoption, or marriage (e.g., stepchild) who is under 21 years of age and is dependent on the sponsor, incapable of self- support because of a mental or physical incapacity and dependent on the sponsor for over one- half of his or her support, or is under 23 years of age, enrolled in a full- time course of study at an approved institution of higher learning, and dependent on the sponsor; or (c) adult relative by blood, marriage (e.g., parent- in- law or stepparent), or adoption who is dependent on the sponsor for over one- half of his or her support and must have valid dependent ID card.

**Government Lodging**—Lodging accommodations the Department of Defense owns, leases, obtains by permit, or otherwise acquires.

**Hardships**—Unique or unusual circumstances that, in the commander's judgment, impose an extraordinary burden on a member not normally encountered by other members of similar grade at that installation.

**Lodging Fund**—Nonappropriated fund instrumentality (NAFI) established to account for all NAF funds, assets, liabilities, personnel and other costs associated with a lodging activity (or activities, in the case of a CLF).

**Negligence**—The failure to act as a reasonably prudent person would have acted under the same or similar circumstances.

**Nonappropriated Funds (NAF)**—Funds generated by DoD military and civilian personnel and their dependents and used to augment funds appropriated by Congress to provide a comprehensive, morale-building welfare, religious, educational, and recreational program, designed to improve the well-being of military and civilian personnel and their dependents.

**NAF Purchasing Agreement (NPA)**—NPAs are limited primarily to prime sources exercising full control over the product and its distribution. In addition, prices offered for the product do not exceed the prices offered by the firm's most favored customer for the same items under comparable conditions. Representation is usually limited to three to four contractors per major product category under our NPA program.

**Nonavailability Numbers**—Refers to nonavailability of government quarters or meals. Lodging issues the TDY member a nonavailability number when government lodging is not available. (Nonavailability numbers are not issued when AFMAN 34-255, *Directory of Government Quarters and Dining Facilities*, reflects that the installation does not have lodging available.) The authorizing official determines if the TDY member may eat meals in the government facility. The commercial travel office uses AFMAN 34-255, *Directory of Government Quarters & Dining Facilities*, to determine the availability of government meals at the TDY location; no written nonavailability of meals certification is required, and the full per diem rate for meals and incidental expenses is authorized (DoD FMR 7000.14-R, Volume 9, Chapter 5).

**Optimum Utilization**—Determining the proper mix of transient and permanent party quarters, as well as maintaining an average annual occupancy rate of at least 75 percent for VQ and TLF (with at least 50% official duty travelers).

**Outside Continental United States (OCONUS)**—All locations, including Alaska and Hawaii, outside the continental United States.

**Permanent Party Personnel**—Personnel assigned or attached to an installation in a PCS status.

**Prime Knight Program**—Provides transient aircrew members ready access to base transportation, food service, and lodging after arriving at an Air Force base.

**Temporary Lodging Allowance (TLA)**—An amount of money authorized to partially reimburse a member for the added living expense incurred when it is necessary to occupy temporary lodging outside the CONUS incident to PCS under certain prescribed conditions.

**Temporary Lodging Expense (TLE) Allowance**—An amount of money authorized to partially offset the added living expenses incurred within CONUS by members and their dependents when

it is necessary for the member and/or dependents to occupy temporary lodgings incident to PCS under certain prescribed conditions.

**Temporary Lodging Facility (TLF)**—Lodging used primarily to house members and their dependents (incident to PCS) and friends and relatives of patients in Air Force hospitals.

**TDY Travelers**—Military personnel and DoD civilian employees temporarily assigned at an installation other than the one to which they are permanently assigned or employed.

**Unaccompanied Personnel Housing (UPH)**—All permanent party dormitories, transient lodging, and unaccompanied NCO/officer housing. Does not include temporary lodging facilities (TLFs).

**Visiting Airmen's Quarters (VAQ)**—Transient lodging intended for enlisted personnel.

**Visiting Officer's Quarters (VOQ)**—Transient lodging intended for officer and civilian personnel.

**Visiting Quarters (VQ)**—An all private room/private bath Air Force lodging facility used to lodge personnel without regard for rank or grade.

**Willful Misconduct**—Intentional or knowing violation of rules or regulations including fraud and dishonesty.

## Attachment 2

### ROLES AND RESPONSIBILITIES

#### A2.1. HQ AF/A1S

A2.1.1. Sets policies for oversight, resource allocation, and standards for conducting the Air Force Lodging Program.

A2.1.2. Coordinates lodging policy matters with the other military departments and DoD, and maintains contact with other government agencies and industry associations.

A2.1.3. Develops policy for Air Force linen exchange programs throughout the Air Force.

#### A2.2. HQ AFSVA/SVO

A2.2.1. Provides lodging program procedures and establishes standards.

A2.2.2. Establishes and maintains Air Force central lodging fund.

A2.2.3. Maintain Capital Replacement schedule per base/building.

A2.2.4. Provides technical assistance and guidance to MAJCOMs and bases on lodging service matters.

A2.2.5. Assists bases with the establishment of improvement plans when lodging operations fail to meet operational standards or minimum financial goals.

A2.2.6. Conducts standards evaluations of all Inns to ensure quality of facilities and adherence to standards.

A2.2.7. Conducts and oversees training programs for lodging personnel.

A2.2.8. Provides functional expertise for developing and using automated lodging systems.

A2.2.9. Manages and develops guidance for the Air Force Innkeeper Awards Program (in accordance with AFI 36-2852, *Air Force Services Awards Program*) to promote excellence in lodging.

A2.2.10. Recommends to HQ AF/A1S policy changes to the Air Force lodging program.

A2.2.11. Maintains contact with industry associations.

A2.2.12. Establishes and implements Lodging Performance Based Award (PBA) Program.

A2.2.13. Monitors industry for adoption of procedures, programs, and standards as appropriate for Air Force Inns.

A2.2.14. Manages the Air Force Linen Exchange Program

A2.2.15. Establishes lodging service charge rates at the minimum amount necessary to cover the cost of providing quality lodging facilities and services to authorized guests, and ensures any proposed rates exceeding Air Force lodging rates are not implemented without SAF/FMC approval.

A2.2.16. Ensures approved capital requirements are executed during the budget execution year.

A2.2.17. Approves base lodging operations' 5-year capital improvement plans and operating budgets.

A2.2.18. Establishes command personnel cost ranges and other financial performance goals.

### **A2.3. MAJCOM/A1S**

A2.3.1. Nominates bases to represent the MAJCOM in the annual AF Innkeeper Award Program.

A2.3.2. Appoints a multi-functional liaison to serve as a communication hub regarding AFSVA/SVOHL actions that effect the MAJCOMs lodging operations.

A2.3.3. Notify AFSVA/SVOHL on mission changes that would affect Lodging operations to include occupancy.

A2.3.4. MAJCOMs are responsible for the oversight of the base-level lodging fund accounting, financial management, and operations.

A2.3.5. MAJCOMs will ensure staff assistance visits are conducted when problems related to accounting and financial management are identified.

A2.3.6. MAJCOMS will ensure surveillance is maintained on base-level lodging funds when unacceptable adverse financial trends arise.

### **A2.4. Installation Level Commanders**

A2.4.1. Provide APF resources required to operate and maintain lodging facilities, and provide guest services in accordance with Air Force Instructions.

A2.4.2. Monitor lodging fund performance.

A2.4.3. Inspect a sampling of all types of lodging at least annually.

### **A2.5. Services Commander/Director**

A2.5.1. Ensure compliance with lodging standards and policies.

A2.5.2. Monitor lodging fund performance.

A2.5.3. Maintain optimum utilization of adequate lodging rooms, and recommends redesignation as necessary.

A2.5.4. Inspect a sampling of all types of lodging at least annually.

A2.5.5. Oversees on-base laundry and dry cleaning plant facilities (Kadena AB, Incirlik AB and Lajes AB) and linen exchange operations.

A2.5.6. Reviews/approves 5-year plan (APF and NAF) for capital improvement and replacement on an annual basis.

A2.5.7. Reviews/approves APF and NAF budgets.

A2.5.8. Ensures notification to AFSVA/SVOHL on any mission changes that would affect Lodging operation to include occupancy.

### **A2.6. General Manager**

A2.6.1. Executes the base lodging program IAW AFI 34-246.

A2.6.2. Prepares and modifies a 5-year plan (APF and NAF) for capital improvement and replacement on an annual basis.

A2.6.3. Prepares APF and NAF budgets.

A2.6.4. Establishes procedures for continued operation if the lodging property management system is inoperable.

A2.6.5. Provides employees written instructions on safeguarding cash and forms, and ensures compliance.

A2.6.6. Provides training in accordance with Air Force Lodging standards for all lodging employees and documents it accordingly.

A2.6.7. Establishes and executes a viable employee recognition and awards program utilizing both squadron/division group and wing awards as well as lodging focused award programs.

A2.6.8. Establishes local Operating Instructions using Air Force Lodging OIs as a guideline.

A2.6.9. Notify the AFSVA/SVOHL on any mission changes that would affect Lodging operation to include occupancy.

### Attachment 3

#### **LODGING PROCEDURES FOR INDIVIDUAL AND UNIT-ASSIGNED RESERVE PERSONNEL ON INACTIVE DUTY TRAINING (IDT), AND AIR NATIONAL GUARD PERSONNEL ON INACTIVE DUTY TRAINING OR ANNUAL TOUR STATUS**

**A3.1. Government Quarters.** Air Reserve Components (ARC) are authorized to pay (or reimburse) lodging for their members in an IDT status only when government-controlled quarters, i.e., on-base lodging or off-base contract commercial lodging are provided. Government lodging is authorized only for ARC members residing outside the designated lodging commuting distance of the installation (ANG – the installation commander’s designated commuting distance; AFRC – 50 mile radius, or 1 hour driving time).

**A3.2. Multiple Duty Tours.** Lodging reservations for multiple tours (back-to-back), regardless of the type of duty performed, are considered one requirement. Do not move personnel from one room to another when duty status changes.

#### **A3.3. Lodging Reservations.**

A3.3.1. Lodging management makes lodging reservations for ARC personnel for on-base and with contract commercial lodging establishments in accordance with established procedures.

A3.3.2. Non-availability numbers will not be issued to unit-assigned ARC members in an inactive duty status.

A3.3.3. Each ARC wing will appoint the Services ART as the wing lodging point of contact (POC). At ARC locations without a Services ART the ARC installation commander will appoint a lodging POC from existing resources. Each unit/flight will appoint a unit lodging POC to work with the wing lodging POC. The wing lodging POC is responsible for working all wing/unit lodging requirements with the host base lodging management for on-base and contract CL when used. The ARC lodging POC at each installation will provide lodging a copy of the non-commute alpha roster, extracted from the Personnel Data System (PDS), which identifies members, authorized lodging at unit expense during IDT periods. Inactive duty for training periods include Unit Training Assemblies (UTAs), rescheduled UTAs (RUTAs), additional flying training periods (AFTPs), and for annual tour (if applicable), etc. Lodging should load the non-commute listing in their lodging automated management system (History File) to expedite the room assignment process.

A3.3.4. The ARC wing/unit lodging POC at each installation will also provide lodging a copy of the wing’s annual UTA schedule as soon as it is finalized and approved (Jul-Sep time frame). Lodging will match the UTA schedule to create a group reservation for scheduled UTAs. Lodging Managers who have other groups requesting reservations more than 60 days out will work with ARC wing/unit lodging POC to maximize occupancy in Lodging Facilities. Lodging will notify the ARC lodging POC of any problems in obtaining the required number of rooms/bedspaces. This allows the ARC commanders to reschedule UTAs or, if necessary, lodging to establish requirements-type contracts for specific time periods. Installation Commander may waive on a case by case basis.

A3.3.5. Within 5 working days after the UTA, the ARC wing/units will provide lodging a list identifying Reserve or Guard members who will require lodging for the next UTA.

Lodging will input names and obtain contract CL, when needed within 5 working days from receipt of the UTA lodging list. (Exception: Reserve wings/units using the Automated Lodging Reservations System (ALRS).) Three days prior to the scheduled UTA, the wing/unit POC will update the list (revalidate), in writing, with any changes that may have occurred. Changes that occur after this notification (Wednesday, prior to UTA) will be worked on a case-by-case basis with the host lodging activity.

A3.3.5.1. Per paragraph 1.6 of this AFI, ARC members are required to make advanced lodging reservations. Members who walk-in without making reservations may still utilize government quarters, however, the wing/unit of assignment will not pay for lodging of members who fail to comply with this directive. (EXCEPTIONS: New recruits, members returning from long deployments, etc.) It is the wing lodging POC's responsibility to ensure that all members are aware of and in compliance with this policy.

A3.3.5.2. The ARC wing/unit guarantees payment for on-base and contract CL reserved for their members. Therefore, the wing/unit will be responsible for payment of quarters reserved and not used. Lodging will check in all unit no-shows before the Friday night audit and provide a list of no-shows to the wing/unit lodging POC by 0800 on Saturday of the UTA. The wing/unit will notify lodging by check-out time on Saturday if the member will occupy quarters on Saturday night. The wing/unit will pay for no-shows at commercial quarters also.

A3.3.5.3. Each ARC wing must establish a wing lodging policy to include procedures identified in this attachment. It is essential to enforce a walk-in and no-show guidelines to ensure an accurate number of rooms are reserved for members performing their UTAs and to eliminate the expenditure of funds for unused rooms and to maintain maximum utilization of on-base quarters.

A3.3.6. Individual Mobilization Augmentee/Individual Ready Reserve (IMA/IRR) AFRC) personnel. Lodging is authorized for individual members who reside outside the designated lodging commuting distance (50 miles, or 1-hour driving time).

A3.3.7. IMA/IRR members may be given a non-availability number if on-base or contract commercial lodging is not available. However, reserve members must use government quarters for IDT lodging reimbursement. Members should use [www.gsa.gov/lodging](http://www.gsa.gov/lodging) for finding government lodging, or utilize HQ AFRC/A1SP corporate lodging contracts.

#### **A3.4. Payment Responsibilities.**

A3.4.1. Procedures outlined herein apply to all Services unless otherwise noted.

A3.4.2. Air Force Reserve Command (AFRC).

A3.4.2.1. IMA/IRR Lodging Payment. Individual (IMA/IRR) members will pay all lodging charges regardless of the type of duty status (active duty or inactive duty for training), location where the duty is performed, or per diem status, and file for reimbursement. (IMAT-OL/FMFPT, 1392 Second Street, Dobbins ARB GA 30069-4823, Customer Service – 1-800-808-5949, DSN (voice) 625-5800/3533, Commercial (voice) 678-655-5800/3588; FAX DSN 497-0625, Commercial 478-327-0625)

A3.4.2.2. Unit-assigned members performing active duty tours (AF Form 938, **Request and authorization for Active Duty Training/Active Duty Tour**), regardless of per

diem status, are individually responsible for their lodging charges. Individuals will file for reimbursement (normal procedures apply).

A3.4.2.3. Unit-assigned members performing IDTs away from home station (AF Form 40A, **Record of Individual Inactive Duty Training**) are responsible for payment of their lodging charges and will file for reimbursement.

A3.4.2.4. Unit-assigned members performing IDTs at home station will not pay lodging room charges. Lodging room costs (on-base and contract) for unit-assigned members performing IDTs at home station will be paid by the wing/unit of assignment via a government purchase account (GPC). Payment for personal charges, i.e., telephone, in-room resale items, late check out fees, etc., are the responsibility of the member, and must be paid prior to being assigned lodging for the following month's UTA. Individuals may not file for reimbursement for these charges.

#### A3.4.3. Air National Guard (ANG).

A3.4.3.1. Unit-assigned ANG members performing active duty tours, regardless of per diem status, are individually responsible for their lodging charges.

A3.4.3.2. ANG members performing IDTs, regardless of location, will not pay for their lodging room costs. The unit of assignment will pay for on-base and commercial quarters via a GPC. Payment for personal charges, i.e., telephone, in-room resale items, late checkout fees, etc., is the responsibility of the member.

**NOTE:** For unit-assigned members, the ARC wing/unit provides lodging and/or CL managers with an ARC lodging monitor (wing/unit lodging POC or designated representative), if requested. This individual will be available in the reception areas(s) on training weekends to assist with peak check-in (and check-out) periods for unit-assigned members, and to facilitate resolution of UTA lodging issues.

### A3.5. Billing Procedures.

A3.5.1. For overseas deployments, the unit of assignment's FM function may provide an AF Form 616, **Fund Cite Authorization (FCA)**, or other fund source document, to confirm that sufficient funds are available to cover the cost of on-base and/or commercial quarters for unit-assigned personnel, if requested by the overseas lodging general manager. The billing and payment process will be accomplished within 20 working days following the deployment.

A3.5.2. For on-base lodging bills, the base lodging accounting technician will ensure that all back-up documentation (AF Form 938, AF Form 40A, or unit lodging reservation/revalidation listing, plus all folios) to substantiate the charges are provided with each bill. For easier validation bills may be broken out by unit of assignment. This portion of the process will be accomplished within 5 working days of the UTA. The ARC wing/unit lodging POC, together with the lodging accounting technician, will review the bills and ensure they are correct. Upon validation, the GPC or centrally billed account is used to make payment. If discrepancies occur, lodging and the ARC lodging POC will work together to resolve the issue. This entire process will be accomplished within 20 working days from the UTA.

**NOTE:** At least twice monthly, lodging prepares bills for other IDT lodging requirements, i.e., RUTAs, AFTPs, etc. These bills may be provided at the same time as the UTA bill, but must be documented separately. Payment is made via the GPC or a centrally billed account. An ARC member performing IDTs (other than regular UTAs) must provide a completed AF Form 40A or locally developed Reserve (ALRS) lodging form.

A3.5.3. Contract commercial lodging bills may be processed through the installation lodging general manager, or sent directly to the wing lodging POC. Within 20 days of receipt, the ARC wing lodging POC ensures that payment is made.

A3.5.4. When a unit-assigned Reserve member performs an IDT at home station in conjunction with an active duty tour, to include annual tour in a non per diem status, only the IDT portion is authorized for payment by the wing/unit of assignment. The member is responsible for payment of their lodging charges for all active duty tours regardless of per diem status.

A3.5.5. When a unit-assigned ANG member pulls an IDT in conjunction with a per diem status tour, only the IDT portion is authorized payment by the unit of assignment. It is the responsibility of the member to present the paperwork for the IDT portion of the stay at check-in. The ANG member is responsible for payment of their lodging charges when in a per diem status.

**NOTE:**

1. For AFRC situations, both IMA/IRR and unit-assigned, that deviate from these procedures, contact Headquarters Air Force Reserve Command, Services Division, Programs Branch (HQ AFRC/A1SP), 550 Allentown Road, Building 763, Robins AFB GA 31098-2252, DSN 497-2103, prior to implementation.
2. For ANG situations that deviate from these procedures, contact the Air National Guard, Services Branch (ANG/SVX), 3500 Fetchet Avenue, Andrews AFB MD 20762-5157, DSN 278-8166/8169, prior to implementation.

## Attachment 4

### AIRCREW SUPPORT (PRIME KNIGHT)

#### A4.1. Aircrew Support Programs.

A4.1.1. Special aircrew handling programs, such as Prime Knight, ensure high-quality and consistent lodging, transportation, and food service support to transient aircrews. The quality of service depends upon timely notification to the host program manager of aircrew requirements. The program is mandatory for all transient aircrews.

A4.1.2. The elements of success for aircrew handling programs include commander interest and involvement, aircrew awareness, HQ AFSVA/SVOHL procedures to facilitate timely requests for service, and customer-oriented, base-level agencies.

A4.1.3. The installation commander appoints a program manager empowered with the authority to ensure transient aircrews receive transportation, lodging, and food service support. If a base has no Prime Knight program then HQ AFSVA/SVOHL needs a letter from the Services Commander/Director authorizing no program.

**NOTE:** These programs do not apply to bases that do not support flight operations.

#### A4.2. Functional Responsibilities.

A4.2.1. HQ AF/A1S. Serves as the Air Staff office of primary responsibility (OPR), reviews program assessments and MAJCOM reports (upon request), and in coordination with other Air Staff agencies such as Operations (A3O) and Transportation (A4TT) provides recommendations to the Air Force Chief of Staff.

A4.2.2. MAJCOM/A1Ss will:

A4.2.2.1. Coordinate MAJCOM staff guidance with other agencies (XO, LGT, etc.)

A4.2.2.2. Implement the program command wide.

A4.2.2.3. Conduct periodic assessments of the program.

A4.2.3. Host installation commanders will:

A4.2.3.1. Implement this instruction and approve local support plans and procedures.

A4.2.3.2. Appoint a base program manager.

**NOTE:** This program impacts several disciplines (e.g., Services, Transportation.) No single, functional entity is responsible for providing all the required services under this program. Therefore, the vehicle operations chief, lodging general manager, or food service officer will not be appointed as the Prime Knight manager. Select this individual from an operations unit such as operations support, Air Mobility support, or command post.

A4.2.3.3. Provide the resources required for a viable Prime Knight program.

A4.2.4. Aircraft commanders/command and control agencies (or other MAJCOM designated agencies) will:

A4.2.4.1. At the earliest opportunity, provide destination program managers with information required as indicated below:

A4.2.4.1.1. Using a fax, telephone, message, or radio (HF), provide number of crew members by rank (e.g., 5 officers, 3 enlisted, estimated time of arrival (ETA), gender of crew by exception, and call sign/tail number if available). Upon arrival at the TDY location, the aircraft commander provides a copy of the aircrew orders listing each member's SSAN to the program representative.

A4.2.4.1.2. Cancel reservations to preclude "no shows" and guaranteed hold charges being assessed due to mission changes, weather diversions, etc.

A4.2.5. Base Program Manager will:

A4.2.5.1. Develop base aircrew handling program support plans and policies to provide transient aircrew with transportation, lodging, and access to meals.

A4.2.5.2. Ensure a responsible individual meets each transient aircraft requesting Prime Knight service and provides appropriate transportation, keys, (or documentation) for lodging/rooms, and an information packet to the aircraft commander. **NOTE:** (The vehicle operator may be used for this task. Installations may set policy allowing the crews to pick up the information packet and keys at the command post or base operations if crews normally stop at these locations prior to going into crew rest. Under no circumstances will aircrews be required to pick up keys or other items from locations they would not normally transit (not applicable during contingency aircraft operations).

A4.2.5.3. Ensure the welcome packet contains the following as a minimum:

A4.2.5.3.1. Base information on meals, lodging, and transportation, lodging registration forms, or off-base lodging authorizations.

A4.2.5.3.2. Program critique form.

A4.2.6. Lodging General Manager will:

A4.2.6.1. Support the installation Prime Knight manager by providing adequate rooms and efficient lodging guest service to transient aircrews when rooms are available.

A4.2.6.2. Establish designated aircrew visiting quarters when the volume of transient aircrews warrants.

A4.2.6.3. Provide reservation capability during all normal operating hours (e.g., at 24-hour lodging operations, aircrews should be able to make reservations at any time during that period).

A4.2.6.4. Pre-register the aircrew if assigned to on-base lodging. In addition, the general manager will block or assign rooms and assemble keys or put them in the information packet prior to the aircrew's arrival. (On-base lodging will be used to the maximum extent possible to maximize mission execution and limit demand on support activities.)

A4.2.6.5. Information packets will contain base information on meals, lodging, and transportation; lodging registration forms or off-base (commercial lodging) authorizations if necessary; area maps; and customer comment cards.

A4.2.6.6. Assemble the necessary documents if the aircrew is staying off base (CL authorizations, directions to CL, etc.)

A4.2.6.7. Establish an express checkout system for aircrews staying in government quarters.

A4.2.6.8. Assign each crewmember to a single room (exceptions may be made during contingencies and alert operations). Aircrew members are defined as anyone on the flight crew order. Ensure gender is considered when assigning lodging to aircrews. Crew integrity will be maintained--all members of the same crew will be housed together, either all on base or all off base. If a crew is divided into multiple buildings on base, no more than two stops will be required to pick up all crewmembers.

A4.2.7. Food Service will:

A4.2.7.1. Provide the program manager with menus and operating hours of the flight kitchen and base appropriated fund dining facilities for inclusion in the aircrew information package.

A4.2.7.2. Respond to aircrew requests for meals. (Use of the in-flight kitchen is sufficient to meet this requirement.)

A4.2.8. Transportation will:

A4.2.8.1. Meet the aircraft within 10 minutes of the time requested by the aircrew or applicable command and control system.

A4.2.8.2. Provide authorized transportation to aircrew members during their stay.

**NOTE:** Base shuttle or taxi services are considered adequate and may be used for this purpose but will not be used for initial pickups or departures.

A4.2.8.3. Respond to the aircrew's request for departure pickup at the established pickup time.

A4.2.9. Base operations (or command post) will:

A4.2.9.1. Track all inbound aircraft in the normal course of duties that might generate program requirements. If there is a change to either arrival time or number of crew members expected, base operations or command post personnel will notify the responsible agency/agencies as indicated in the installation program support plan. Base operations will provide these updates as soon as possible but not later than one hour, if possible, prior to scheduled arrival times.

## Attachment 5

### CONTINGENCY LODGING

**A5.1. Lodging Procedures During Emergency/Wartime Conditions.** During emergency or wartime conditions, the lodging function may be required to surge to meet contingency requirements. Contingency lodging may be temporarily opened to accommodate large influxes of enroute TDY personnel who cannot be housed in regular base lodging accommodations. General Managers should plan for 50 square feet per person, but may lodge personnel in less square footage due to military necessity.

**NOTE:** When lodging operations are converted in direct support of contingency or wartime operations, Space-A lodging is not authorized. The lodging staff sets up and provides 24-hour locator service for personnel in contingency lodging operations.

A5.1.1. Field or tent city-type arrangements: The capability to beddown augmentation/contingency forces will be identified using existing facilities and equipment (dormitories, family housing, etc.), or commercial quarters. When necessary, Services identifies furnishings requirements to the base civil engineer (CE). CE will provide minimal furnishings to meet contingency requirements, such as excess FMO furniture from either the support base or within the region. If surplus stocks are not available, FMO will purchase required furnishings from appropriated funds as necessary, using funds earmarked for specific contingency lodging operations when appropriate. Services provides accountability for furnishings assets while they are in use in contingency lodging operations. When fixed assets are insufficient or not available, War Reserve Material (WRM) assets will be used for planning surge capability for a main operating base (MOB), collocated operating base (COB), forward operating base (FOB), or bare base (BB). In such cases, primary bedding is sleeping bags that are clean, sanitized, and in good repair. All bases must maintain separation between contingency lodging operations and lodging desk operations. All bedspace assignments and terminations will be controlled separately between lodging and contingency lodging operations. The lodging desk will operate in coordination with Personnel Support for Contingency Operations (PERSCO) to ensure accountability of deployed personnel. For further guidance on planning factors, refer to the *War Mobilization Plan (WMP1) Services Supplement Aug 2006*.

A5.1.2. Standards for Contingency Lodging Quarters. The policies are outlined in AFPAM 10-219, Volume V, Bare Base Conceptual Planning Guide, War Mobilization Plan (WMP) – 1 and AFH 10-247 *Force Beddown Handbook* and Base Support Plan.

A5.1.3. When operating in a chemical, biological, radiological, nuclear, and explosive (CBRNE) environment, the placement of personnel in fixed facilities (brick, wood, concrete, etc.) promotes force survivability far greater than the placement in soft (tent) shelters. Services personnel should work in conjunction with Civil Engineering Readiness personnel when prioritizing facilities for lodging assignment. For further guidance on Counter-Chemical Warfare Concept of Operations (C-CW Conops) and operating in a CBRNE environment, reference current DoD and Air Force policies and directives.

A5.1.4. Contingency Lodging quarters are defined as excess base facilities used to beddown personnel deployed to and/or transiting a main operating base (MOB) or geographically

separated unit (GSU) in support of an exercise or contingency operation. Permissive TDY personnel supporting officially sanctioned events (i.e., sports teams, scouts, and JROTC groups) may be authorized to stay in contingency quarters at the discretion of the installation commander as long as APFs are used for all associated costs (i.e., cleaning, furnishings, repair, and maintenance, etc.).

A5.1.5. When the installation commander authorizes minors (i.e., scouts, JROTC) to use the facility, they must be in a separate area from any active duty and adult occupants of the facility and be chaperoned by an adult of at least 18 years of age or older. Personnel on routine, funded TDY orders, not associated with a contingency or wartime mission, are not authorized to stay in contingency quarters. In addition, personnel on leave or otherwise considered space-available in lodging are not authorized in contingency quarters. No fee will be charged to use contingency lodging quarters. Contingency lodging quarters offer more protection from the elements than a tent city and should be used to their maximum capacity before moving to a tent city.

A5.1.6. Selection criteria and types of contingency lodging quarters. Selecting facilities to use for contingency lodging quarters is based on the following factors: Force Protection considerations, amount of available space in existing lodging facilities, the availability of unused existing facility space (i.e., dormitories, base housing, etc.), number of people deploying to the location, duration of time people will be bedded down, and the duration of the surge.

A5.1.7. Types of facilities that can be used for contingency lodging quarters include, *but are not limited to*: excess dormitory space, vacant lodging or dorm space designated for demolition, and excess base housing. For surges of short duration, facilities such as community centers and fitness centers can be used.

A5.1.8. Contingency facilities will be managed by Base Civil Engineering Squadrons. Services personnel will only manage contingency lodging quarters on a day-to-day basis when supporting an on-going exercise or contingency operation that cannot be accommodated in the existing lodging facility inventory. The MOB or GSU will be responsible for managing contingency lodging quarters if it's within their capabilities as determined by the installation commander. Services Unit Type Code (UTC) support should only be requested when the operation is beyond the capability of the MOB or GSU. If UTC support is required, ensure adequate personnel are included in the Services UTCs designated to deploy to the location.

A5.1.9. Appropriated funds (APF) will be used for necessary purchases to support contingency lodging quarter operations. Nonappropriated funds (NAF) are not authorized to support contingency lodging quarters. When expending funds in support of contingency lodging quarters, use the appropriate emergency and special program (ESP) code for the exercise or contingency operation.

A5.1.10. Reserve and ANG personnel called to active duty under the Presidential Reserve Call-up (PRC) in support of wartime emergencies are entitled to per diem as authorized in the *Joint Federal Travel Regulation (JFTR)*. Under these conditions, activated ANG and Reserve personnel are active duty TDY members. General managers must consider the following when fulfilling their lodging requirements:

A5.1.10.1. Give long-term TDY personnel highest consideration over short-term TDY requirements for on-base lodging for the duration of the emergency. If possible, assign long-term TDY members to those facilities having the most "livable" amenities suitable for a lengthy stay. Consider availability of kitchen facilities, large refrigerators, private bath, etc.

A5.1.10.2. During real-world contingency operations, all non-contingency personnel may be requested to vacate lodging to meet mission requirements. If necessary, move current guests off base and change future reservations as necessary to accommodate long-term TDY personnel on base.

**Attachment 6****HOW TO COMPLETE AF FORM 904, DAILY LINEN EXCHANGE TRANSACTIONS**

**Nomenclature:** Enter line item number and description as shown on laundry contract or laundry price list.

**Price:** Enter cleaning price as shown on laundry contract or laundry price list.

**Beginning Inventory:** Enter preceding month's ending balance at laundry and dry cleaning facilities.

**Quantity:**

- a. Released: Enter quantity released to be cleaned. This figure must be supported by a company provided or government form for that day.
- b. Returned: Enter quantity cleaned and returned. This figure must be supported by entry on company or government form.
- c. Balance: Enter quantity at the laundry and dry cleaning facilities. Obtain this number by adding the previous day's balance to the current day's release, and then by subtracting the current day's return from the laundry and/or dry cleaning facilities.

**Daily Transaction Entries:** Entries need not be made for days for which there are no transactions. Date of entry must be recorded on top line above entry.

**Month Total:**

- a. Add daily entries to obtain total quantity of items released to contractor of facility.
- b. Add daily entries to obtain quantity returned by the contractor or facility.
- c. Last day's balance at contractor or facility brought forward. This figure will be used as the beginning inventory for the following month.

**Total Cost:** Multiply the monthly total of each item returned by its cleaning price.

**Remarks:** Enter comments to clarify entries.

**Grand Total Laundered and Dry Cleaned:** Enter grand total of quantities returned on bottom line of form.

**Grand Total Cost:** Enter the monthly laundry cost by multiplying the price of the items times the total quantities of items cleaned and returned to the linen exchange for the month. Add figures in column to obtain grand total cleaning cost for the month. Enter the grand total cost on bottom line of form.

**Attachment 7****HOW TO COMPLETE AF FORM 905, LINEN EXCHANGE INVENTORY REPORT****I. Inventory Data:**

Most linen exchange items are listed. Use columns without headings for any other items in your inventory.

Line 1: Taken from line five of last report.

Line 2: Quantities received from base supply during last six months. Explain other receipts under Remarks.

Line 3: Quantities turned into property disposal office during last six months.

Line 4: Balance on hand shown on AF Form 2009-1. Line one, plus line two, minus line three, equals four.

Line 5: Actual count of quantities on hand plus quantities at laundry.

Line 6: Difference between lines four and five.

Line 7: Divide line six by line four, and show as a percentage.

Line 8: Current price.

Line 9: Line six, multiplied by line eight.

**II. Quantity Laundered or Dry Cleaned and Cost:**

Line 10: Quantity of linen exchange items laundered and dry cleaned by month and six month total.

Line 11: Quantity of other items (for example, organizational clothing) laundered and dry-cleaned by month, and six month total.

Line 12: Total quantity processed by month and six month total.

Line 13: Total dollar cost of laundry and dry cleaning by month, and six month total.

Attachment 8

SAMPLE FORMAT LETTER FOR CERTIFICATE OF TRANSFER

CERTIFICATE OF TRANSFER

Date\_\_\_\_\_

"I certify that the balance shown on the property records kept by this organization

\_\_\_\_\_

(Type Organization)

on the above date or last document number is correct to the best of my knowledge, and that I have delivered the property on this date into the custody of

\_\_\_\_\_

(Typed Name of Receiving Person)

\_\_\_\_\_  
(Type Name of Person being Relieved of Property) (Signature of Person being Relieved of Property)

"I certify on this date that I have received from \_\_\_\_\_,  
my

(Name of Transferring Person)

predecessor, all property of the above designated organization, for which my predecessor was responsible, as shown on the property records, and assume responsibility for its custody.

\_\_\_\_\_  
(Type Name of Person Receiving Property) (Signature of Person Receiving Property)

\_\_\_\_\_  
(Type Name of Services Commander or Director ) (Signature of Services Commander or Director)