

**BY ORDER OF THE COMMANDER
512TH AIRLIFT WING**

**512th AIRLIFT WING INSTRUCTION
34-601**



6 APRIL 2021

Services

**512TH AIRLIFT WING LODGING
PROCEDURES**

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This instruction implements Air Force Policy Directive (AFPD 34-1), *Air Force Services*. It establishes 512th Airlift Wing (512 AW) procedures for lodging use during all tours of duty involving 512 AW members. It establishes revised lodging reservation procedures and also provides guidance for handling routine situations in the lodging process. Refer recommended changes and questions about this publication to the Office of Primary Responsibility (OPR) using the Air Force Information Management Tool (AF IMT) 847, *Recommendation for Change of Publication*; route AF IMTs 847 from the field through the appropriate functional's chain of command. Ensure that all records created as a result of processes prescribed in this publication are maintained in accordance with Air Force Manual (AFMAN) 33-363, *Management of Records*, and disposed of in accordance with the Air Force Records Disposition Schedule (RDS) located at <https://afrims.amc.af.mil/>.

SUMMARY OF CHANGES

This revision changes the reservation process and abuse policies for lodging using the automated lodging reservation system (ALRS).

1. RESPONSIBILITIES.

1.1. The 512 AW Commander oversees the Wing Lodging Program. The 512th Mission Support Group (512 MSG) Commander is appointed the office responsible for oversight of the Wing Lodging Program.

1.2. The 512 MSG Commander administers this instruction and coordinates this program between 512 AW units and the 436th Force Support Squadron (436 FSS), designating the 512th Memorial Affairs Squadron (512 MAS) as the 512 AW Lodging Representatives. The 512 MSG Commander authorizes and mandates the use of the Automated Lodging Reservation System (ALRS) (accessible through toll free phone number and/or Mobile Application) for all 512 AW members who require and are authorized lodging on designated Unit Training Assembly (UTA) periods.

1.3. 512 AW Squadron Commanders may consider up-channeling a members' request for a 50-mile commuting area waivers, due to safety reasons. If the squadron commander deems it appropriate, and for safety of the member, they may authorize unit paid lodging for the member by completing a Lodging Authorization Memorandum, to be submitted to the 436 AW Lodging Office. (See [Attachment 2](#))

1.4. 512 AW Squadron/Flight Commanders should appoint a Unit Lodging Monitor (ULM), ensure new members receive the wing in-briefing on Lodging Policy and ALRS Program and notify the 512 AW Lodging Representative of annual tour schedules or UTA changes. Commanders may also approve or disapprove commuting area waivers and can take disciplinary action against unit members who abuse lodging privileges. In addition, commanders will verify the reason or cause for a "no-show" (a unit member who did not check into Lodging after making a confirmed reservation) or "walk-in" (a unit member who arrives at lodging office without a reservation).

1.4.1. Squadron ULMs notify the 512 AW Lodging Representatives of any squadron level lodging requirement issues/concerns for their members and serve as unit POC on all lodging reservation issues. The ULM should be a full-time member of that unit and must report lodging problems to the 512 AW Lodging Representatives. The ULM ensures members are fully briefed on the ALRS process and initial login procedures. ULMs are also required to provide the 512 AW Lodging Representative the names of all new members requiring lodging, so they can be entered into the ALRS.

1.5. The 512 AW Lodging Representative, or designated representative, will be available on UTAs to assist wing members. They will also conduct monthly wing lodging briefings for the Newcomers Flight.

1.6. Wing Lodging Representative forwards reservation reports from the ALRS to the 436 AW Lodging Office and to the Contract Quarters reservations office in accordance with AFI 34-135. The final changes will be presented to the Lodging Office NLT 1400 hours on the Friday before the UTA weekend.

1.7. The 512 AW Lodging Representative validates the no-show/no reservation list provided by the Contract Hotel management and the 436 AW Lodging Office and will provide a report to the respective Unit Commanders NLT two weeks after each UTA.

1.8. All Unit members must coordinate changes in their lodging requirements through the ALRS/ALRS APP and/or their ULMs. In addition, unit members must follow lodging procedures, as directed. If unit members do not follow established guidelines, they will be listed as non-compliant and are at risk for losing their lodging privileges.

2. RESERVATIONS PROCESS.

2.1. All unit members will make lodging reservations for upcoming UTA duty periods by calling into the ALRS or utilizing the ALRS APP. Reservations may be made up to one year in advance, if inventory is available. It is the 512 AW/CC policy that reservations are made a minimum of 3 months in advance. Unit members requiring lodging for additional days in conjunction with the UTA will make the UTA reservation through the ALRS and then contact the 512 AW Lodging Representatives to add the additional nights to their current reservation. This will prevent the member from having to relocate to another room when their duty status changes. IAW AFI 34-135, Attachment 2, para A2.3., multiple duty tours: "Reservations for multiple tours (back to back) are considered one requirement when made for the duration of all tours. Do not move personnel from one room/location to another if the duty status changes. If additional lodging accommodations are required at a later date, lodging has the authorization to relocate the member and treat the request as a new requirement." Any lodging requirements other than established UTA weekends must be coordinated directly with the 436 AW Lodging Office, giving as much advance notice as possible.

2.2. The ULMs will act as the focal point between the member and the 512 AW Lodging Representatives with regard to UTA lodging issues and/or concerns.

2.3. Unit members who need to review, change or make lodging reservations can do so via the ALRS and/or ALRS APP at any time. Members must utilize the same system for changes as they did for the original reservation. Example: Reservation was made using the ALRS APP, changes would also need to be made through the ALRS APP. Reservations and/or cancellations should be made as far in advance as possible. Any other lodging changes or requests involving non-UTA duty must be done through the 436 AW Lodging Office as far in advance as possible.

2.4. The 512 AW Lodging Representatives will provide 436 AW Lodging Office/Reservations with the changes in [paragraph 2.3](#) (above) as they occur, up to 1400 hours on the Friday before the UTA.

2.5. Unit members must make reservations NLT 1400 hours on the Wednesday before the UTA by calling the ALRS/APP; inventory permitting. After 1400, the remaining hotel inventory will be released back to the hotels. Unit members can make changes as late as 1400 hours on the Friday before the UTA by calling the ALRS; inventory permitting. (However, if the member waits until the week of the UTA to make their reservation, they assume the risk of having all local accommodations being full and they may be sent to hotels of lesser desirability or location). The ALRS system/APP is designed to make reservations in advance through the entire Fiscal Year (FY). If the member makes a reservation after 1400 hours on the Wednesday before the UTA, they will be listed as non-compliant with wing policy and their name will be provided to Group and Squadron Commanders. Members may make changes or cancellations (deletions) up to 1400 hours of the day they are scheduled to check in. After 1400 hours on the Friday of the UTA, the member must contact the 436 AW Lodging Office to cancel/change existing reservations.

2.5.1. The 512 AW Lodging Representative will monitor all lodging inventory to ensure that unused rooms are released back to the 436 AW Lodging and Contracted Hotels in a timely manner. Most un-obligated inventory will be released on Tuesday of the UTA week. The member will not contact 436 AW Lodging directly to attempt to procure UTA

accommodations prior to 1400 hrs on the Friday of the UTA. The ALRS is the only source utilized to make UTA lodging reservations. Failure to use ALRS for UTA lodging reservations could result in the member being required to pay for their own lodging accommodations, without reimbursement.

2.5.2. To make, change or cancel a reservation after 1400 hours Friday before a UTA, unit members must call the 436 AW Lodging Office. If they call the ALRS after 1400, they will be redirected to the Lodging Office for assistance.

2.5.3. Unit members should, when speaking to a Lodging Office employee, record the name, rank, and duty title of that employee, as well as the date and time the contact was made.

2.6. Unit members should check in after 1400 hours the Friday before a UTA weekend. Members who reschedule their UTA to an alternate date are required to provide the 436 AW Lodging Office with copies of applicable orders or an AF Form 40A (Record of Inactive Duty Training) upon arrival, in order to ensure proper payment of accommodations.

2.7. It is the member's responsibility to contact the 436 AW Lodging Office if he or she will be arriving after midnight the day of scheduled check-in to provide payment information. Otherwise, the reservation could be cancelled and the member listed as a no-show. Reservists who have reservations for both nights and do not check in on Friday before midnight (or call to confirm late check-in) will automatically be cancelled as of 0800 on Saturday morning. Member will be listed as a walk-in on Saturday and will receive whatever lodging accommodations are available (at their own expense). See [paragraph 2.8](#).

2.8. IAW AFI34-135, A2.5, Air Reserve Component 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.

2.9. All lodging guests must physically check-out at the Lodging Desk before 1100 hours on the morning after the last night of their stay. At check-out time, unit members will turn in their building/room keys, pay all applicable charges (including in-room snack, beverage, telephone and other charges) and vacate the room. Unit members can request a later checkout time through the assigned hotel. However, incurred expenses may not be reimbursable by the unit. An extra day's lodging fee will be charged for failure to vacate and check-out of a room by the required check-out time. Additional fees will be at the member's expense and not paid by the wing.

2.9.1. Unit members staying off-base in contract quarters are required to check-out at their hotel before the stated check-out time and pay all applicable room charges, if any.

2.10. Unit members changing duty status while still lodging as guests, must notify the 436 AW Lodging Desk before 1100 hours on the last day of that duty status. This includes paying all applicable charges and, if necessary, turning in room keys and vacating the room. To avoid this, members should verify length of stay, notify clerk of dual status and pay applicable charges at check-in. The most common duty status changes are those from UTA to active duty status, or vice-versa.

3. LODGING PRIVILEGES ABUSE.

3.1. The 512 AW will not tolerate improper lodging use or abuse. Violations could result in disciplinary action and/or loss of lodging privileges.

3.2. Types of violations.

3.2.1. Member refuses an assigned room without just cause.

3.2.2. Member fails to change or cancel a reservation by not checking in as scheduled, or informing lodging of late arrival. Member will be considered a “No Show”.

3.2.3. Member fails to make a reservation as required in accordance with this instruction. Member will be considered a “Walk-in”.

3.2.4. Member fails to move from one room to another in conjunction with a “change in status” and a move to another room was requested by the 436 AW Lodging Office (see [paragraph 2.10](#) above).

3.2.5. Member violates the 436 AW Lodging Office’s or an off-base contract quarter’s rules and regulations or damages property.

3.2.6. Member fails to check-out by the specified check-out time, unless an exception is granted. An incomplete check-out can include the member failing to return the room/building key, failing to pay all applicable room charges (in full) and/or failing to clear personal possessions out of the room.

3.2.7. Member engages in inappropriate behavior or violates other applicable military rules and regulations.

3.2.8. Member allows unauthorized guests to use lodging facilities.

3.3. Penalties for Violations for validated no-shows/walk-ins:

3.3.1. First no-show: Referral to Squadron Commander for appropriate action within the unit.

3.3.2. Second no-show within a 12-month period: Referral to Group Commander for appropriate action.

3.3.3. Third no-show within a 12-month period: loss of UTA lodging privileges for the next six months. Member must be notified of their loss of privilege in an official capacity.

3.3.4. Fourth no-show within a 2-year period: loss of UTA lodging privileges for two years. Member must be notified of their loss of privilege.

3.3.5. Any offense: Members who walk-in on a UTA weekend (either Friday or Saturday night) without an existing reservation will be authorized government quarters at their own expense. Reimbursement is not authorized. Refer to [paragraph 2.8](#).

3.3.6. On and off-base lodging facilities retain the right to charge a member for damages, stolen property, unpaid expenses, etc. These expenses will not be paid by the unit.

4. COMPLAINT PROCEDURES.

4.1. Purpose. To address lodging complaints from 512 AW members.

4.2. Procedures for Resolving Complaints:

4.2.1. When problems occur that pertain to situations unique to duty status, members should try to resolve problems at the lowest possible level by using the chain-of-command below:

4.2.1.1. Contact the Unit Lodging Representative.

4.2.1.2. Contact the unit commander or first sergeant.

4.2.1.3. Contact the 512 AW Lodging Representative.

4.2.1.4. Contact the 512 MSG Commander.

4.2.2. All complaints which require further consideration and/or follow-up must be in writing. Complaint forms and a drop-box are located in the Lodging Office lobby. The Wing Lodging Representative will brief the unit commander or first sergeant of the person who filed the complaint on its disposition. The 512 MSG Commander will see that complaints are followed up and answered promptly.

4.2.3. Health and Safety Conditions in Contract Quarters: Complaints regarding health and/or safety involving off-base contract quarters should be reported to the 512 AW Lodging Representative, who will in-turn notify the 436 AW Force Support Squadron, Lodging Office Manager, Dover AFB, DE 19902.

GREGORY P. HAYNES, Colonel, USAF
Commander

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

AFPD 34-1, *Air Force Services*, 11 October 2018

AFI 34-135, *Air Force Lodging Program*, 16 April 2019

AFMAN 33-363, *Management of Records*, 9 September 2009

Adopted Forms

AF Form 40A, *Record of Individual Inactive Duty Training*, 23 May 2012

AF IMT 847, *Recommendation for Change of Publication*, 22 September 2009

Abbreviations and Acronyms

AFB—Air Force Base

AFI—Air Force Instruction

AFPD—Air Force Policy Directive

AF IMT—Air Force Information Management Tool

AFMAN—Air Force Manual

ALRS—Automated Lodging Reservation System

ALRS APP—Cellular Mobil Application

ART—Air Reserve Technician

AW—Airlift Wing

AW/CCE—Airlift Wing Command Executive Officer

AWI—Airlift Wing Instruction

CC—Commander

DE—Delaware

FSS—Force Support Squadron

FY—Fiscal Year

IAW—In Accordance With

MAS—Memorial Affairs Squadron

MSG—Mission Support Group

NLT—No Later Than

OPR—Office of Primary

POC—Point of Contact

RDS—Records Disposition Schedule

ULMs—Unit Lodging Monitors

USAFR—United States Air Force Reserve

UTA—Unit Training Assembly

Attachment 2

LODGING AUTHORIZATION MEMORANDUM TEMPLATE

Figure A2.1. Example of MEMORANDUM FOR 436 FSS/Lodging.



DEPARTMENT OF THE AIR FORCE
AIR FORCE RESERVE COMMAND

DD Month YYYY

MEMORANDUM FOR 436 FSS/LODGING

FROM: Squadron/CC

SUBJECT: Authorization for Unit Paid Lodging – MEMBERS RANK AND NAME

1. The above listed member is authorized unit-billed lodging for the night(s) of **date of check-in to date of check-out** for safety reasons.
2. If you have any questions or concerns regarding this authorization, please contact my unit Lodging POC at xxx-xxxx or first.last@us.af.mil.

NAME OF COMMANDER, Rank, USAF
Commander