

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

AIR FORCE MANUAL 34-135

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Services

**AIR FORCE LODGING AND AIR
FORCE LAUNDRY AND LINEN
EXCHANGE PROGRAMS**

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This publication implements Air Force Policy Directive (AFPD) 34-1, *Air Force Services*. In collaboration with the Chief of Air Force Reserve (HQ USAF/RE) and the Director of the Air National Guard (NGB/CF), the Deputy Chief of Staff for Manpower, Personnel, and Services (HQ USAF/A1) develops personnel policy for the Air Force Lodging Program and the Air Force Laundry and Linen Exchange Program and applies to all active duty regular Air Force members, members of the Air Force Reserve, members of the Air National Guard on collocated installations and when in Title 10 status. This publication provides directive guidance lodging operations that includes operating information, management requirements, and performance standards. This publication also provides general guidance on laundry and linen exchange. Ensure 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 located in the Air Force Records Information Management System. Refer recommended changes and questions about this publication to the Office of Primary Responsibility (OPR) using Air Force Form 847, *Recommendation for Change of Publication*; route Air Force Forms 847 from the field through the appropriate functional chain of command. This publication may be supplemented at any level, but all supplements that directly implement this publication must be routed to the OPR for coordination, and all Major Command (MAJCOM)-level supplements must be approved by the Human Resource Management Strategic Board (HSB) prior to certification and approval. The authorities to waive wing/unit-level requirements in this publication are identified with a Tier (“T-0, T-1, T-2, T-3”) number following the compliance statement. See Air Force Instruction (AFI) 33-360, *Publications and Forms*

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SUMMARY OF CHANGES

This document has been significantly revised. It reflects organizational changes with the standup of the Air Force Installation and Mission Support Center and re-organization at the Air Force Services Center (formerly the Air Force Services Activity) and ensuing changes to responsible offices, points of contact, and roles and responsibilities. It updates references and changes the designation of Air Force Instruction 34-135 to Air Force Manual 34-135. Finally, this change reflects the conversion of lodging to 100% nonappropriated fund (NAF) activity as stated in Directive-type Memorandum (DTM) 18-007 – *Conversion of DoD Temporary Duty and Permanent Change of Station Lodging to Fully Nonappropriated Fund Operations, Maintenance, and Construction*; tiering changes reflect tightened waiver authority as the Air Force Services Center requires greater control over the financial outcomes of Air Force Lodging.

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Chapter 1

PROGRAM OVERVIEW

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

1.2. Air Force Laundry and Linen Exchange. Provide a focal point to meet the installation's linen exchange and authorized organizational items laundry requirement.

1.3. Standalone Programs. Air Force Lodging and Air Force Laundry and Linen Exchange are distinct programs and, while co-located in one AFMAN, they are standalone programs. In the past, lodging operations were often the focal point for the laundry and linen exchange operations. However, with the lodging operations' conversion to full nonappropriated funding, lodging managers may no longer manage appropriated fund laundry and linen exchanges.

Chapter 2

ROLES AND RESPONSIBILITIES

2.1. Deputy Chief of Staff for Manpower, Personnel and Services, Directorate of Services (AF/A1S).

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

2.1.2. Approves the establishment of lodging operations.

2.1.3. Approves permanent closure and/or reduction of lodging room inventory.

2.1.4. Coordinates lodging policy matters with the other military departments and Department of Defense (DoD) and maintains contact with other government agencies and industry associations.

2.1.5. **Develops policy for Air Force Laundry and Linen Exchange Programs.**

2.2. Assistant Secretary of the Air Force Financial Management and Comptroller (SAF/FM).

2.2.1. Deputy Assistant Secretary of the Air Force (Budget) (SAF/FMB) is responsible for reviewing the Lodging Rate Determination package for the impact to the Air Force travel line and the centrally funded temporary duty (TDY) to school program.

2.2.2. **Deputy Assistant Secretary of the Air Force (Cost and Economics) (SAF/FMC) is responsible for review and approval of Air Force Lodging Rate Determination package.**

2.3. Air Force Installation and Mission Support (AFIMSC).

2.3.1. Is responsible for program objective memorandum submissions and centrally funded appropriated funds for Laundry and Linen Exchange Programs.

2.3.2. Develops appropriated fund resourcing strategy and consolidates, validates and distributes laundry and linen exchange appropriated funds support to installations and Air Force Services Center (AFSVC).

2.3.3. **Integrates HAF, AFIMSC and AFSVC efforts related to installation health assessment, installation and mission support strategy, future capabilities and I&MS cross-functional lodging and laundry and linen exchange solutions.**

2.4. AFSVC.

2.4.1. Recommends the establishment of lodging operations in accordance with (IAW) AFMAN 34-201, *Use of Nonappropriated Funds*.

2.4.2. Recommends permanent closure and/or reduction of lodging room inventory in coordination with AFIMSC and AF/A1S.

2.4.3. In coordination with AFIMSC or AFRC, establishes processes, where necessary, for reimbursement of appropriated funds provided for base services.

2.4.4. Provides lodging program procedures and establishes standards.

2.4.5. Establishes and maintains Air Force central lodging funds.

- 2.4.6. Maintains capital replacement schedules per base and building.
- 2.4.7. Provides technical assistance and guidance to bases on lodging service matters.
- 2.4.8. Assists bases with the establishment of improvement plans when lodging operations fail to meet operational standards or minimum financial goals.
- 2.4.9. Provides functional expertise for developing and using automated lodging systems.
- 2.4.10. Manages and develops guidance for the Air Force Innkeeper Awards Program to promote excellence in lodging.
- 2.4.11. Maintains contact with industry associations, e.g., American Hotel and Lodging Educational Institute and National Restaurant Association.
- 2.4.12. Monitors industry benchmarks for adoption of procedures, programs, and standards as appropriate for Air Force Inns.
- 2.4.13. Proposes lodging room rates at the minimum amount necessary to cover the cost of providing quality lodging facilities and services to authorized guests, and ensures Air Force lodging rates are not implemented without Deputy Assistant Secretary for Cost and Economics (SAF/FMC) approval.
- 2.4.14. Ensures approved capital requirements are executed during the budget execution year. (T-1).
- 2.4.15. Approves base lodging operations' 5-year capital improvement plans and operating budgets. (T-1).
- 2.4.16. Establishes command personnel cost ranges and other financial performance goals.
- 2.4.17. Provides oversight of the base-level lodging fund accounting, financial management, and operations.
- 2.4.18. Ensures management assistance visits are conducted when problems related to operations, accounting and financial management are identified.
- 2.4.19. **Manages the Air Force Laundry and Linen Exchange Program.**

2.5. AFSVC Financial Management.

- 2.5.1. Manages and oversees the development and execution of the Lodging Rate Determination Package.
- 2.5.2. Analyzes the operational performance of lodging funds for the Commander of the AFSVC.
- 2.5.3. Receives, reviews and interprets reports of financial activity, program, and project requirements, and monitors execution and cash flow of the Air Force Lodging Fund.
- 2.5.4. Receives fiscal year income and expense budget files from installations.
- 2.5.5. Receives and validates installation budget change requests.
- 2.5.6. Reviews and approves budget changes and, if plus or minus 5 percent, forwards to SAF/FMC for final review and approval. (T-1).
- 2.5.7. Ensures cash availability for budgeted renovation projects.

2.5.8. Pulls excess cash from installation as often as feasible; transfers funds back to installation if needed.

2.5.9. Provides approval and fund certification of renovation purchase request based on approved rate package.

2.5.10. Balances and continually reviews subsidiary accounts for Air Force Lodging Fund renovation projects to ensure proper reconciliation with general ledger accounts.

2.5.11. Tracks renovation project funds from invoicing to receiving of goods. Processes accounting instructions of completed renovation projects to installations within 30 days of beneficial occupancy.

2.5.12. Completes semi-annual Capital Budget Execution Report and forwards to SAF/FMCEB. (T-1).

2.5.13. Assists AFSVC/SVOL in recommendations and actions to installation managers to improve financial performance.

2.5.14. Conducts monthly installation financial reviews and documents recommendations for improvement.

2.5.15. Funds certification of base level purchase request on capital requirements. Provides support to lodging facilities on Nonappropriated Fund (NAF) financial issues, policies and procedures.

2.5.16. Updates and maintains the accuracy of the tables listed on the Defense Travel Management Office home page and makes changes concerning lodging availability, as required upon receipt of change notices from installations. (T-0).

2.6. AFSVC/SVO.

2.6.1. Appoints a multi-functional liaison to serve as a communication hub regarding AFSVC Lodging Program on actions that affect the MAJCOMs' lodging operations.

2.6.2. Notifies AFSVC Lodging Program on mission changes that would affect Lodging operations to include occupancy.

2.6.3. Creates manning standards for each Air Force Inn.

2.6.4. Approves temporary room closures not associated with renovation and repair that exceed 15% of the installation's inventory. Ensures surveillance is maintained on base-level lodging funds when adverse financial trends arise.

2.6.5. Coordinates requests for lodging staff assistance visits.

2.6.6. In conjunction with MAJCOM A1, nominates bases to represent the MAJCOM in the annual Air Force Innkeeper Award Program.

2.7. Installation Level Commander.

2.7.1. Monitors lodging fund performance and advocates for lodging operations.

2.7.2. Follows the guidance of the commander's nonappropriated fund sustainment program as outlined in AFMAN 34-201.

2.8. Force Support Squadron Commander or Director.

- 2.8.1. Ensures compliance with lodging standards and policies.
- 2.8.2. Monitors lodging fund performance.
- 2.8.3. Maintains optimum utilization of adequate lodging rooms, and recommends designation changes as necessary.
- 2.8.4. Inspects a sampling of all types of lodging at least annually.
- 2.8.5. Oversees on-base laundry and dry cleaning plant facilities and linen exchange operations.
- 2.8.6. Appoints, as necessary, appropriated fund personnel to oversee the installation's laundry and linen exchange requirement.
- 2.8.7. Reviews 5-year plan for both lodging and laundry and linen exchange for capital improvement and replacement on an annual basis.
- 2.8.8. Reviews lodging budgets for accuracy and evidence of attention to trends that affect occupancy.
- 2.8.9. Requests AFSVC/SVO approval to bring room inventory below 85% (aside from renovations and repairs) and notifies Air Force Services Center Lodging Program of any changes, via Air Force Services Center, Directorate of Services, Installation Support (AFSVC/SVI), that would affect lodging operation occupancy to include mission and room inventory changes.
- 2.8.10. Ensures the business activity is operating in Payment Card Industry Data Security Standards compliant status at all times and completes annual Payment Card Industry compliance.
- 2.8.11. Ensures staff members involved in credit card processing undergo initial and annual Payment Card Industry security awareness training.
- 2.8.12. **Maintains an inventory for all point of sale devices that process credit cards; inventory must include, the brand, serial number, and location of the point of sale device.** (T-1).

2.9. Lodging Manager.

- 2.9.1. Serves as a business manager whose mission is to maximize occupancy and execute the base lodging program IAW this manual and through governance at his/her installation.
- 2.9.2. Adheres to manning standard created by AFSVC/SVOL.
- 2.9.3. Reviews and recommends changes to the 5-year plan for capital improvements and replacement on an annual basis.
- 2.9.4. Reviews and recommends changes to the budgets.
- 2.9.5. Establishes procedures for continued operation if the lodging Property Management System (PMS) is inoperable.
- 2.9.6. Provides employees written instructions on safeguarding cash and forms, and ensures compliance.

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

2.9.8. Establishes and executes viable employee recognition and awards program utilizing both squadron, division, group and wing awards as well as lodging focused award programs.

2.9.9. Establishes local operating instructions using Air Force Lodging operating instructions as a guideline.

2.9.10. Notifies AFSVC Lodging Program, via AFSVC/SVO, of any mission changes that would affect lodging operations.

2.9.11. Is responsible for ensuring the accuracy of lodging availability data on the Defense Travel Management Office home page for the base and immediately reports any change in the installation's data. Reports changes or updates via email to afsva.svf.distro@us.af.mil.

2.9.12. Conducts semi-annual self-assessments of their operations using the Air Force Lodging Standards Checklist found on the Air Force Services Center Installation Support Portal unless a waiver is approved by the Air Force Services Center Commander. (T-1).

2.10. Laundry and Linen Exchange Point of Contact.

2.10.1. Ensures laundry is used for the cleaning of appropriate organizational equipment and clothing.

2.10.2. Establishes written procedures for operation of laundry and linen exchange IAW **Chapter 8** of this AFMAN.

Chapter 3

FACILITY AND GUEST ROOM STANDARDS

3.1. Lodging Operations Installation Support. Installation lodging managers utilize the Air Force Services Center Installation Support Portal (<https://cs2.eis.af.mil/sites/10042/Pages/SplashPages/afsvahome.aspx>) to obtain necessary operational information.

3.2. Lodging Facility Standards. DoDI 1015.12, *Lodging Program Resource Management*, prescribes standards for transient, unaccompanied personnel housing.

3.2.1. 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 AFMAN 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.

3.2.2. Air Force lodging managers, through their chain of command, are responsible for ensuring every aspect of their operation adheres to these standards. The use of standards maximizes economies and efficiencies in Air Force lodging operations. The lodging manager's goal is to meet 100% of the standards.

3.2.3. For a complete list of the Air Force Inns guest room standards, refer to the *Air Force Lodging Standards* section of the Air Force Inns webpage on the Air Force Services Center Installation Support Portal. Requests for waivers due to inadequate space, guest inconvenience, or operational need may be forwarded from Squadron Commanders/ Division Chiefs with complete justification to AFSVC/SVI, to be routed to AFSVC Lodging Program for consideration.

3.2.4. Refer to new standard designs developed jointly with Air Force Civil Engineer Center (AFCEC) in 2016 for new construction standards. Conversion of new construction visiting quarters (VQ) to business suites are submitted to AF/A1S for consideration. For a complete list of VQs and temporary lodging facility (TLF) design standards, refer to the Air Force Services Center Installation Support Portal under the *Lodging Recapitalization Program* section.

Table 3.1. Minimum Space and Privacy Standards.

CATEGORY	STANDARD
All Commissioned and Warrant Officers; All Civilians	250 square feet (net) living area: private room, private bath
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
Basic Trainees and Cadets	72 square feet (net) living area: open bay; central bath
Contingency	50 square feet (net) living area
Gender	Every effort is made to assign male and female guests to separate rooms

3.2.5. 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 3.1](#), during normal, peacetime operations, without the approval of AF/A1S, Operations Division (AF/A1SO). **(T-1)**.

3.2.5.1. 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 lodge duty transient personnel involuntarily in facilities below minimum adequacy standards solely to reduce temporary duty (TDY) costs.

3.2.5.2. All attempts are made to house guests in rooms in accordance with the established standards. Room rate is non-negotiable, but is based on the room actually provided.

3.2.5.3. Exception to minimum space and privacy standards: Reserve personnel in Inactive Duty for Training (IDT) status with a waiver from AFSVC Lodging. **(T-1)**.

3.2.5.3.1. Lodging houses Air National Guard (ANG) and Reserve technicians in travel status according to the military grade shown on their travel orders.

3.2.5.3.2. 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 or closet), furniture, and circulation. It excludes lounges, bathrooms, hallways, and storage areas designated for military mobility and field gear, or equivalent. In an open bay, net living area is one equal share per person. For a detailed explanation on measuring rooms, please refer to the Unified Facilities Criteria, Lodging Facilities, on the Air Force Services Center Installation Support Portal.

3.2.5.3.3. For information on contingency procedures, see [Attachment 4](#).

3.2.5.3.4. (ANG) Adhere to the above minimum adequacy standards identified in **Table 3.1** when obtaining commercial lodging (CL) while in an Annual Tour (AT) status. (T-3).

3.2.5.3.5. (ANG) The Training and Education Center at McGhee-Tyson Air National Guard Base, TN, and four Combat Readiness Training Centers (Alpena, MI, Gulfport, MS, Savannah, GA, and Volk Field, WI) and the five Regional Training Sites (Fort Indiantown Gap, PA, Charlotte (Baden), NC, March ARB, CA, Fargo, ND, and Fort Smith, AR) are considered exceptions to lodging standards. These lodging accommodations are specially constructed to conform to particular needs of the Training and Education Center, Combat Readiness Training Centers and Regional Training Site locations and are deemed adequate for the occupancy of all personnel regardless of rank/grade or career field. (T-3).

3.3. Facility Utilization. Lodging managers determine the number of lodging rooms required based on Priority 1 (see **Chapter 4**) guest historical data and future mission changes that may affect Priority 1 guest traffic. Commanders re-designate lodging rooms or facilities as contingency quarters or other use if the occupancy rate is below 75% for a period of 1 year (or below 50% Priority 1 guests). Any re-designation of non-contingency lodging appropriated fund (APF) assets requires AF/A1S approval. (T-1).

3.3.1. AF/A1S approves any diversions of NAF built facilities including internal diversion such as re-designation of visiting quarters rooms to business suites, etc. (Refer to AFI 32-9002, *Management of Real Property*, for additional guidance.) (T-1).

3.3.2. Lodging managers may temporarily house newly assigned unaccompanied single permanent party personnel in lodging facilities if permanent party housing is not readily available. Members pay the lodging room rate. Lodging units are not to be transferred temporarily to Unaccompanied Officer's Quarters or dormitories to circumvent the daily room rate. (T-1). Members should consult their financial services office regarding pay entitlements.

3.3.3. If on-base lodging becomes unavailable for any reason, the lodging manager informs potential customers.

3.3.4. Unaccompanied male and female guests do not share sleeping rooms or bathrooms but may have adjacent bedrooms with a kitchen and/or living area between them. Kitchen and living areas for adjacent bedrooms are required to have a separate doors with functioning locking mechanisms on both sides leading from the shared kitchen or living area to the private sleeping and bath area.

3.3.4.1. For facilities configured as visiting quarters the following guidelines apply:

3.3.4.1.1. A separation of general areas between guests that fall into different rank categories is normally desirable.

3.3.4.1.2. To the extent possible, assign airmen/non-commissioned officers, officers, and aircrew members to rooms on separate floors/wings, especially when crew rest is an issue. Managers should use flexibility and good judgment when making these assignments.

- 3.3.4.1.3. When rooms in the normally designated area are not available, assign guests to any available visiting quarter room on a first-come, first-served basis. Do not send guests to commercial quarters or issue non-availability letters unless there are no rooms available. **(T-3)**.
- 3.3.4.2. **(ANG)** Married couples on duty status may be lodged together if a private sleeping facility and a private bathroom are available. In recognition of the need to accommodate the mission, this request is desired but not mandatory for deployment and exercises. **(T-3)**.
- 3.3.4.3. **(ANG)** The installation/site commander may allow for single occupancy for eligible members performing IDT as space is available with respect to financial considerations and military necessity. Rooms will be assigned based upon the installation/site commander's guidance. **(T-3)**.

3.4. Guest Room Standards. Every effort should be made to ensure 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, supplied appropriately, clean, and properly maintained to ensure guests have a pleasant stay. Detailed guest room amenity, furnishing, and supply standards are located in *Air Force Lodging Standards* on the Air Force Services Activity Installation Support Portal.

3.4.1. **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 all lodging guests. To ensure consistent service from one Air Force Inn to the next, all lodging operations must provide guests the same standard accessories and amenities; exceptions may only be made with a waiver from AFSVC Lodging. **(T-1)**. See *Air Force Lodging Standards* on the Air Force Services Center Installation Support Portal for the detailed list of standard Air Force Inn accessories and amenities.

3.4.2. **Guest Information.** Each room should have a guest book or digital guest book information prominently displayed which includes a welcome letter from the lodging manager on the first page including how guests may contact the duty manager. Ensure information is available pertaining to local areas and conditions. A list of occupant responsibilities should also be included in guest room information books. See *Air Force Lodging Standards* on the Air Force Services Center Installation Support Portal for a detailed listing of what is required in the guest information book.

3.4.3. **Guest Privacy.** Lodging staff will not enter a guest room displaying a "Do Not Disturb" sign, unless the sign has been displayed for three consecutive days. **(T-3)**. On the third day, lodging staff can enter the room to ensure the safety of the guest and condition of the room. This should be accomplished no earlier than the posted check-out time. Lodging staff will enter pet friendly TLFs daily to remove excessive dander and fur, inspect for fleas and ticks, and assess any damage caused by pets. **(T-3)**. For more information, see [paragraphs 3.5.2 and 3.18](#).

3.4.3.1. Lodging managers work with a point of contact (POC) for long term aircrews to obtain aircrew resting schedules to prevent housekeeping interruptions.

3.4.3.2. During unforeseen emergency circumstances, maintenance enters rooms as appropriate. Guest rooms are also entered IAW contractually obligated maintenance schedules.

3.5. 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 should not infringe on the rights of others. Note: Guests who are accompanied by Americans with Disabilities Act service 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. For additional guidance on Americans with Disabilities Act requirements concerning service Animals, see the Air Force Services Center Installation Support Portal.

3.5.1. No-Smoking Policy. All Air Force lodging common areas and guest rooms, including TLF units, are no-smoking areas. If smoking does occur in a guest room, lodging staff will use an efficient ionizer or deodorizer to rid the room of smoke residue; exceptions to the cleaning policy may only be made with a waiver from AFSVC Lodging. **(T-1)**. Guests who violate the no-smoking policy will be charged up to a \$150.00 fee (based on expenses incurred) to return the room to available inventory. **(T-1)**. Guests who violate this policy are subject to eviction as determined by the lodging manager; appeals should be made through the Force Support Squadron Commander or Director.

3.5.2. Pets in visiting quarters are not authorized.

3.5.2.1. Guests who violate this policy by housing pets in non-pet friendly rooms will be charged cleaning fees based on the actual expenses incurred to return the room to available inventory. **(T-1)**. Guests who violate this policy are subject to eviction as determined by the lodging manager; appeals should be made through the Force Support Squadron Commander or Director.

3.5.2.2. Pet TLF Rooms. Some TLF rooms are designated as pet friendly. Information on operating pet TLF rooms is found in [paragraph 3.18](#).

3.5.3. Occupants should conserve utilities, and comply with Air Force fire, health, and safety regulations.

3.5.4. 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. **(T-1)**. AFI 34-202, *Protecting Nonappropriated Fund Assets*, govern the assessment of loss or damage to a lodging unit by a guest.

3.6. 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, personal information to others nor should front desk staff confirm that a guest is in residence except to command representative. **(T-3)**.

3.6.1. Key control procedures are implemented to ensure security. Room numbers should not be printed 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.

3.6.2. Front desk personnel will not issue keys to guests without positive identification confirming the guest is assigned to the room. **(T-3)**.

3.6.3. Lodging staff will post evacuation procedures with maps that lead to the closest exit on the backside of all room entry doors in all interior corridor rooms. **(T-3)**.

3.7. Guest Room Housekeeping and Preventive Maintenance. The housekeeping staff plays a very important role in ensuring guests enjoy their stay and ensures all lodging rooms and common areas are clean, orderly and in proper working order. All housekeepers should provide guests with friendly, prompt, professional service.

3.7.1. Guest requests for housekeeping service or supplies made during normal duty hours should be fulfilled no later than 30 minutes after the request is made. Supplies such as towels, linen, spare light bulbs, and toilet paper, should be available at the front desk after normal duty hours.

3.7.2. Housekeeping staff will accomplish full room cleaning, common area cleaning, deep cleaning and preventive maintenance checks according to prescribed standards approved by AFSVC Lodging. **(T-1)**. Standards and checklists are located in the Air Force Lodging Standards Checklist, which can be found on the Air Force Services Center Installation Support Portal.

3.8. Guest Room Quality Assurance Inspection and Review. The lodging manager maintains a record of inspections to include dates, facilities visited, and comments. **(T-2)**. All discrepancies noted must be tracked and corrected. **(T-2)**.

3.8.1. Lodging management (i.e., general/assistant manager) will inspect at least 3 percent of guest rooms (each room type) on a weekly basis (and maintain documentation of inspections for at least one year). **(T-2)**.

3.8.2. 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 one year). **(T-2)**.

3.8.3. Housekeeping supervisors (to include work leaders) are required to conduct formal inspections of at least 5 percent of guest rooms (each room type) on a weekly basis (and maintain documentation of inspections for at least one year). **(T-2)**.

3.8.4. The lodging staff will conduct safety self-inspections of all lodging facilities and operations annually or as directed by the local safety office using checklists from Air Force Occupational Safety and Health Standards (found on the Air Force Services Center Installation Support Portal). **(T-2)**.

3.8.5. The maintenance staff will conduct room specific preventive maintenance on at least 25 percent of the guest rooms each quarter and document findings (maintain inspection documentation for at least one year). **(T-2)**.

3.9. Business Suites. An installation commander may designate business suites within the visiting quarters. Business suites are 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-available 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.

3.9.1. No more than five percent of a lodging operation's total transient quarters will be identified as business suites without AFSVC Lodging approval. **(T-1)**. Waivers must be resubmitted no later than every two years from the original date of approval, and should justify excess need and include historical occupancy data. **(T-1)**.

3.9.2. Lodging and protocol will establish a local operational instruction concerning business suite reservations and management such as reservation of general officer suites. **(T-1)**. The local operational instruction should also emphasize space-available and occupancy percentages. **(T-1)**.

3.9.3. MAJCOMs and/or bases are not authorized to adjust the number of business suites constructed in visiting quarters. 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. Requests to adjust number of business suites must be submitted through AFSVC to AF/A1S as the sole waiver authority. **(T-1)**.

3.10. Fitness Rooms. In keeping with the fitness culture of the Air Force, fitness rooms are included in Air Force lodging facilities when space and equipment permit. Fitness rooms should focus on commercial grade cardio equipment such as treadmills, elliptical trainers, stair climbers, and stationary bicycles. Additionally, adequate space should be provided for abdominal work and stretching. 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 should be provided for customers' use while using the equipment as well as sanitizing wipes for cleaning the equipment after use. 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 in the TDY/permanent change of station (PCS) environment. Specific standards, location consideration, etc., are listed in the Air Force Lodging Standards section of the Air Force Inns webpage on the AFSVC Installation Support Portal.

3.11. 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, copy capability and Common Access Card (CAC) readers for official business at no cost. **(T-1)**. Specific standards/guidelines regarding the appropriate number of computers for a business center are listed in the *Air Force Lodging Standards* section of the Air Force Inns webpage on the Air Force Services Center Installation Support Portal.

3.12. Laundry Facilities. Laundry equipment is available for guests at no charge. Laundry supplies (detergent, softener, etc.) are available to guests through 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 TLFs (one per unit in new construction). 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.

3.13. 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. Lodging staff ensures gender is considered when assigning lodging for aircrew members.

3.13.1. Lodging managers should consider crew rest before assigning aircrew members to rooms in the vicinity of construction or maintenance operations.

3.13.2. Lodging may assign other authorized guests 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, lodging staff should 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.

3.13.3. Lodging staff maintains aircrew integrity by housing the entire aircrew on base as close together as possible.

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

3.14. Guest Parking. There must be adequate and designated vehicle parking for guest registration with a separate area for unloading/loading passengers and baggage. **(T-1)**. All facility parking areas must be well marked, free of debris, and adequately lighted at night. **(T-1)**. Where feasible, each business suite should have a designated parking space as close as possible to the room.

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

3.15.1. Directional signs from base gate(s) to the lodging reception center(s).

3.15.2. Illuminated exterior sign(s) identifying the lodging reception center and all other lodging facilities.

3.15.3. Illuminated signs identifying lodging facility numbers.

3.15.4. Directional signs at each lodging guest facility entrance, and on each floor 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.

3.16. Facility Employee Work and Break Areas. Ensure all lodging employee break areas reflect the same quality standards of lodging common areas and guest rooms. The lodging manager will designate appropriately furnished and decorated lounge areas for lodging employees to take their breaks. **(T-3)**.

3.17. Training/Conference Rooms. Lodging managers will ensure the lodging operation has a training/conference room large enough to host training for the majority of the employees. **(T-3)**.

3.17.1. The room may be used by guests or other base units at no cost with the understanding the groups pick up after themselves.

3.17.2. A cleaning fee can be charged to any group that either damages the facilities or leaves an excessive mess.

3.18. Pet TLF Rooms. Every effort should be made to accommodate the inclusion of pet TLF rooms in an inn's inventory and to provide PCS quarters to those Air Force families requiring lodging while traveling with pets. All Air Force Inns provide pet friendly TLFs unless waived by the Air Force Services Center Commander. **(T-1)**.

3.18.1. Air Force Services Center Commander approves instances in which pet TLF rooms exceed 60% of TLF inventory. **(T-1)**.

3.18.2. When occupied with a pet, housekeeping or lodging management will enter pet TLF rooms daily. (T-3). Guests will be charged a cleaning fee.

3.18.3. Travelers with pets are charged a standard \$10 per room per night fee regardless of the number of pets in the unit and duration of stay unless a waiver is approved by the Air Force Services Center Commander. **(T-1)**. Guests will be charged an additional cleaning fee based on actual expenses incurred to return the room to available inventory when pet TLF rooms require extraordinary cleaning or incur damages. **(T-3)**

3.18.4. To ensure consistency in government quarters in Air Force Installations refer to AFI 32-6001, paragraph 2.31., "Pets in Family and Privatized Housing", to determine types of pets allowed, appropriate behavior and temperament of animals, and detailed responsibilities of the pet owners.

3.18.5. The lodging manager retains the authority to determine the number and type of pets allowed per unit, termination of stay for failure to remove aggressive or unruly pets and any additional charges for pet damages.

3.18.6. Military Working Dogs (MWD) are federal service dogs but do not fall under Americans with Disabilities Act guidelines. When traveling with a MWD, service members should coordinate in advance with the kennel master of the destination base to arrange boarding. On the rare occasion a MWD is authorized to stay in a lodging facility, every effort should be made to utilize a pet TLF room. If a pet TLF room is not available, it is at the lodging manager's discretion whether to utilize a non-pet room. The lodging manager will establish a local operating instruction detailing how MWDs will be lodged. **(T-1)**. MWDs should be handled IAW AFI 31-121, *Military Working Dog Program*. **(T-1)**. MWDs are subject to pet fees only if damage occurs. **(T-1)**.

3.18.7. Travelers with pets may be accommodated where space permits. Travelers with pets are charged a non-refundable fee for deep cleaning. **(T-1)**. Travelers on official orders may not be provided a non-availability letter simply because the lodging facility cannot accommodate accompanying pets. **(T-1)**.

3.18.8. Guests are not allowed to house their pets in their vehicles for extended periods of time. **(T-3)**. Managers should assist guests with locating on base or off base kennel facilities. **(T-3)**.

3.19. Hospitality and Lodging Activity. All NAF AF Lodging includes services and amenities found in civilian hospitality industry i.e. lodging, event planning and facilities, food and beverage opportunities and other services and programs within the hospitality and tourism industry.

Chapter 4

GUEST ELIGIBILITY

4.1. Eligible Guests in Air Force VQs and TLFs. **Table 4.1** . lists personnel who qualify for Priority 1 and Priority 2 status in visiting quarters. **Table 4.2.** 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 visiting quarters and TLFs are made on a first-come, first-served basis, without regard to rank. **(T-3)**. Personnel who qualify as Priority 1 retain this priority even when traveling with dependents in a TDY status. Dependents under the age of 18 are authorized to stay in Air Force Visiting Quarters (VQ) when accompanied by the appropriate legal guardian. Lodging managers decide where to place children. **(T-1)**. Lodging managers should use discretion in selecting VQ rooms and suites to place TDY travelers with children, avoiding rooms near crew rest areas.

4.1.1. **(ANG)** ANG installations may provide lodging accommodations in accordance with the Joint Travel Regulation, either on the installation or in commercial lodging for eligible unaccompanied personnel requiring government lodging during IDT or AT whenever possible. Eligible unaccompanied personnel are members of the unit who reside outside the 50 road mile commuting distance as required by DoDI 1225.9, *Billeting for Reserve Component Members*. **(T-1)**.

4.1.2. **(ANG)** The Wing Commander has the option to amend eligibility in case of inclement weather, natural disaster, or other safety concerns, such as extended duty hours due to duty position requirements. **(T-3)**.

4.1.3. **(ANG)** Annually, ANG lodging managers determine eligible members and have supporting documentation. This allows for proper budgeting of funds for lodging accommodations.

4.1.4. **(ANG)** Lodging at no expense to the eligible unaccompanied personnel during IDT is not a benefit guaranteed by the ANG and is contingent upon funding and the discretion of the installation commander or site commander. **(T-3)**.

4.1.5. Air Force Reserve Officer Training Corps (AFROTC) cadets participating in the Operation Air Force Program and the Base Visit Program are priority one guests even though they are not in a per diem status.

4.1.5.1. They are not charged individually for services provided (except for incidental expenses, e.g., sundries, phone charges, etc.). **(T-2)**.

4.1.5.2. They are not assigned to commercial lodging without prior approval from AFROTC/DOSR. **(T-2)**.

4.1.5.3. Use the following procedures for reimbursement

4.1.5.3.1. Operation Air Force Program and Base Visit 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 cadet's orders to Holm Center/SDFB at DSN 493-2589 or commercial (334) 953-2589, within 5 days after checkout. Holm Center/SDFB provides a Government Travel Account (credit card) number to pay for room charges. Upon checkout, fax a copy of the paid bill/receipt to Holm Center/SDFB.

4.2. Support of Tenant Units. Host base lodging managers support personnel assigned or on TDY to tenant and attached units. Host-tenant or inter-service support agreements should reflect this support.

4.2.1. **(ANG)** ANG installations should first use other military lodging accommodations within the surrounding area before securing commercial lodging for eligible unaccompanied personnel during IDT.

4.2.2. **(ANG)** TDY personnel to ANG installations will be lodged either on the installation where military accommodations are available or in commercial lodging. **(T-3)**. TDY personnel will pay their own lodging expense utilizing their government travel card. **(T-3)**.

4.2.3. **(ANG)** TDY-to-school students should utilize the nearest lodging facility to their training site (military accommodations available or in commercial lodging) to eliminate possible hindrances to their learning experience.

Table 4.1. Priority Categorization for Use of Air Force VQs.

R U L E	If individual is:	The Guest is Priority:	Non-availability number required through Property Management System	Room charges (to include CL) paid by:
1	Military or DoD civilian temporary duty (TDY) to the installation (including TDY-to-school students)	One	Yes	Individual (See note 14)
2	Military or DoD civilian on permissive TDY to the installation	One	Yes	Individual (See note 14)
3	Active duty military on emergency leave	One	Yes	Individual (See note 14)
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 (See note 14)
7	Guest of the installation, as determined by the installation commander	One	Yes	(See note 18)
8	Medal of Honor recipients	One	Yes	Individual
9	Unaccompanied military	One	Yes	Individual

	entitled to permanent quarters, but temporarily without permanent housing due to PCS or leaving for/returning from deployments of 179 days or more.			(See note 14)
10	Unaccompanied civilian (outside the continental United States (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 (18 years of age or older), when in a PCS status	One	Yes	Individual (See notes 1, 2, 14)
12	Individual Mobilization Augmentee (IMA) members on an annual tour (AT), school tours, special tours of active duty, IDT, in a per diem or non-per diem status to the installation	One	Yes	Individual (See note 4)
13	Unit-assigned Reserve personnel on AT, school tours, or special tours of active duty, in a per diem or non-per diem status	One	Yes	Individual (See notes 5, 6, 7 and 14)
14	Unit-assigned Reserve personnel in an IDT status away from unit of assignment	One	Yes	Individual (See notes 5, 6, 7 and 14)
15	Unit-assigned Reserve personnel in an IDT status at unit of assignment	One	Yes	Unit of Assignment (See notes 5, 8 and 14)

16	(ANG) personnel on AT, school tours, special tours of active duty, or in a per diem status	One	Yes	Individual
17	(ANG) personnel on AT, or in a non-per diem status	One	Yes	Individual (See note 9)
18	(ANG) personnel in an IDT status at assigned installation	One	Yes	Individual OR Unit of Assignment (See notes 10 and 13)
19	Military Academy and Reserve Officer Training Corps (ROTC) cadet traveling on official orders	One	Yes	Parent organization (See note 14, 16, 17 and paragraph 4.15)
20	Applicant for an Air Force commission under AFI 36- 2005, <i>Officer Accessions</i>	One	No	Parent organization
21	TDY foreign military or civilian sponsored through security assistance programs	One	No	Individual unless IME&T enlisted personnel (See note 3)
22	Individuals or groups housed for humanitarian reasons, such as natural disasters or adverse weather conditions, and when 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 (See notes 12 and 14)

24	Family members and sponsored guests of an active duty patient or medical retiree in a DoD	One	No	Individual
	medical facility (or when referred to a civilian medical facility by DoD medical authorities) and Air Force survivor next of kin of Airman deceased while on active duty			(See note 14)
25	Family member accompanying official TDY personnel	Two	No	Individual (See note 14)
26	Contract personnel doing business on base	Two	Yes	Individual (See note 14)
27	Relative or guest of military or DoD civilian member assigned to the installation	Two	No	Individual (See note 14)
28	DoD retiree with ID card (to include Air National Guard and Reserve) and their accompanying family members	Two	No	Individual (See notes 14 and 15)
29	Active duty member, with or without his/her family members in status other than TDY status	Two	No	Individual (See note 13)
30	DoD civilians, with or without family members, in status other than TDY status	Two	No	Individual

31	DoD civilians and family members on Environmental Morale Leave 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	Two	No	Individual

	aircraft delayed short of destination, or passengers arriving at ports for space available travel on departing military flights			
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 (See note 14)
36	Family member (18 years or older, with valid ID card) of DoD command-sponsored civilian overseas	Two	No	Individual (See notes 14)
37	US Government Agency employees	Two	No	Individual
38	Person separated under the Transition Assistance Management Program	Two	No	Individual
39	Other DoD ID card holders not on official business to include disabled veterans	Two	No	Individual
40	Foreign military personnel entitled to unescorted base access and entry	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.
2. Do not issue a PCS member an automated commercial lodging authorization or Non-Availability (NA) number. **(T-1)**. Instead, provide member an Air Force Inns Temporary Lodging Expense Allowance/Temporary Lodging Allowance memorandum. Using the Property Management System (PMS), register the guest in the Wait List Module and assign them a commercial lodging or NA room type. Reference the PMS wait list account number on the provided Temporary Lodging Expense Allowance/Temporary Lodging Allowance memorandum.
3. All foreign personnel pay lodging room rates directly to the lodging office, except International Military Education and Training enlisted personnel. Lodging requests reimbursement for International Military Education and Training enlisted personnel through the host base foreign training office and accounting and finance office. Invoices should list names, nationality, number of days that lodging was provided, and total amount of charges. Lodging must also furnish a copy of each student's travel orders. **(T-2)**.
4. IMA members pay all lodging charges, regardless of type of duty performed, per diem status, or location where the duty is performed. **(T-1)**. IMA members file for reimbursement through IMAT-OL/FMFPT (Consolidated Accounting and Finance Office, Travel Section).
5. Lodging managers who have other groups requesting reservations more than 60 days out work with the Air Reserve Component (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.
6. Unit-assigned Air Force Reserve personnel in an active duty status, to include annual tours (AT) in a per diem or non-per diem status, performed at home station or away from home station, pay all lodging charges and file for reimbursement on a travel voucher. **(T-2)**.
7. Unit-assigned Reserve personnel in an IDT status away from home station pay their own lodging costs and file for reimbursement. **(T-2)**.
8. Unit-assigned Reserve personnel in an IDT status at home station do not pay for their own lodging. The unit of assignment pays all lodging room charges via an organizational account. Refer to **Attachment 2** for billing procedures.
9. ANG members in an active duty status for AT in a non per diem status pay for on-base lodging or commercial lodging. ANG members file for reimbursement through their unit of assignment.

10. ANG members in an IDT status do not pay their lodging room charges. The unit of assignment pays IDT lodging charges via an organizational account. Refer to **Attachment 2** for billing procedures. For Geographically Separated Units, ANG and Reserve lodging is provided in accordance with the Inter-Service Support Agreement and Host Tenant Support Agreement.

Note: For payment procedures concerning individual and unit-assigned Air Force Reserve personnel, contact AFRC/A1S (Programs Division, Services Directorate), Robins AFB GA, DSN 497-2103. For ANG billing procedures, contact ANG, Services Division NGB/A1XR, Andrews AFB MD, DSN 612-7505.

11. Contract personnel traveling overseas are lodged according to the contract provisions and the host-nation Status of Forces Agreement. For CONUS and OCONUS, AFSVC Lodging Program provides a letter of identification for those personnel with centrally managed contracts if they do not have a Common Access Card (CAC). Lodging managers coordinate with the contracting authority to provide letters of intent for personnel of non-centrally managed contracts if they do not possess a CAC.

12. If space is 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 Medical 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. See paragraph 4.1.5 for further details.

17. Every attempt should be made to house United States Air Force Academy Cadets on base. If there is no on-base room availability during the proposed TDY dates, these cadets may be authorized commercial lodging with approval from the cadet liaison officer. Commercial lodging costs are paid directly by the individual cadet. **(T-2)**.

18. See **paragraph 6.7.** for guidance on payment procedures.

Note: (ANG) Eligible unaccompanied personnel are members who reside outside the 50 mile commuting distance and may use the lodging accommodations at no expense for IDT in accordance with established wing policy. **(T-3)**.

Note: (ANG) The unit may authorize lodging accommodations for non-eligible ANG members at no cost to the members due to inclement weather.

Note: (ANG) All full-time employees Active Guard or Reserve (AGR) at the assigned ANG installation are considered to be living within the commuting distance. The unit is not authorized to pay lodging for ANG members employed full-time (AGR) for IDT unless required by military necessity (e.g., alert, mobilization). **(T-2)**. Title 5 and Title 32 full time Technicians assigned to the ANG installation are entitled to lodging at the unit expense when serving in an IDT status and meet eligibility requirements.

Note: (ANG) On-base lodging or commercial lodging may be provided to eligible members arriving the night before the first IDT.

Table 4.2. Priority Categorization for Use of Temporary Lodging Facilities.

R U L E	If the individual is:	Then they are Priority:	Room charges (to include CL) paid by:
1	Active duty military or Active Guard or Reserve personnel with one or more family members in PCS status or leaving for/returning from deployments of 179 days or more.	One	Individual (See notes 1, 2, and 4)
2	Personnel entitled to on-base housing displaced from housing (on or off base) due to fire, flood, tornado, etc., making their residence unsafe for occupancy	One	Individual (See notes 3 and 6)
3	Military families displaced temporarily from on base housing for scheduled maintenance or repair	One	Individual (See notes 3 and 6)
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 (See 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 (See note 4)
6	Outpatient of a civilian or military hospital if referred by an Air Force hospital	One	Individual (See note 4)
7	Guests of the installation as determined by the installation commander and Air Force survivor next of kin of an Airman deceased while on active duty	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	One	Individual

10	Military member TDY (and accompanying family members) en route to PCS location	One	Individual (See note
11	Individuals or groups stranded due to natural disasters or adverse weather conditions, and when approved by the installation commander	One	Individual
12	Military member and family members on leave, delayed en route, or non-leave status	Two	Individual (See note 4)
13	Military and DoD personnel on TDY when VQs are fully occupied	Two	Individual (See note
14	Retired DoD member with ID card traveling alone (when other room types are occupied) or with his/her family members	Two	Individual (See 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 (See note 7)	Individual
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	Two	Individual
20	Relative or guest of military/civilian member assigned to the installation	Two	Individual (See note 4)
21	Air National Guard and reserve personnel in an IDT status at assigned installation	Two	Individual
22	Other DoD ID card holders not on official business to include disabled veterans	Two	Individual
23	Foreign military personnel entitled to unescorted base access and entry	Two	Individual

NOTES:

1. PCS-in as Priority 1 applies only to the member's new duty assignment location, not PCS en route (traveling to new assignment). PCS-out as Priority 1 applies only to the member's departing duty assignment location, not PCS en route (traveling to new duty assignment). Personnel on a PCS 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 a 179 days or more deployment are given the same consideration as PCS personnel.
2. If no space is available on base then register the guest in the PMS as a NA account (wait list). Provide the member a locally devised Temporary Lodging Expense Allowance/Temporary Lodging Allowance memorandum. Annotate the NA account number on the memorandum. **(T-3)**.
3. This does not apply to government housing occupants who are displaced as a result of programmed housing renovations or upgrades (i.e., kitchen renovations).
4. Military includes US Coast Guard members.
5. Retirees who are evacuated to a Medical Treatment Facility in the United States are considered Priority 1 and thus allowed to make confirmed lodging reservations for the duration of their stay. **(T-3)**.
6. IAW Comptroller General Decision B-22520S, reimbursement for lodging expenses exceeding Basic Allowance for Housing rates may be reimbursed out of the installation O&M account. **(T-3)**.

Chapter 5

RESERVATION AND CHECK-IN/OUT PROCESS

5.1. 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 should 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 facilities operating less than 24 hours a day must have the capability to accept reservations via answering machines after normal duty hours. **(T-1).**

5.1.1. Reservations may be made via a traveler's home installation's servicing commercial travel office or by contacting an Air Force Inn directly. The Air Force Inns Directory can be found at: <http://www.dodlodging.net> for public access. This directory can also be used to make direct online lodging reservations.

5.1.2. Guests may also make CONUS reservations by calling 1-888-AF-LODGE (235-6343). Lodging managers are required to report lodging phone number changes to AFSVC/SVI; AFSVC/SVI shares the update with AFSVC Lodging. **(T-1).**

5.1.3. Guest reservations are booked by reserving room type space and not specific rooms. Reserving guest reservations by space versus room results in the most effective use of available quarters and the best customer service. However, there are occasions where reservations are needed for specific rooms such as for Distinguished Visitors, handicap rooms, or other unique situations.

5.1.4. Guests checked-in between 2400 and 0500 are charged for the previous night's stay. Guests requesting an "early check-in" and reserving 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. **(T-3).**

5.1.5. The Force Support Squadron Commander reserves the right to refuse service to any guest for cause. (This responsibility may be delegated in writing to the lodging manager.) A memorandum for record detailing the reasons for refusal should be sent to the Force Support Squadron for review and (including installation Staff Judge Advocate legal review when appropriate) and possible barment action. **(T-3).**

5.1.6. The lodging staff will house group travelers at the same geographical location if specified on the group members' travel orders. **(T-3).**

5.1.7. **(ANG)** Eligible ANG members should advise the lodging manager or designated representative the Saturday of Unit Training Assembly (UTA) prior to the next schedule training periods. This allows the ANG unit to secure the required rooms at a military lodging facility or commercial lodging.

5.1.8. **(ANG)** Eligible ANG members performing AT, at their assigned installation, must contact their lodging managers/Base Services Manager, or their unit lodging representative prior to making any reservations, and then follow the prescribed lodging plan for their ANG installation. **(T-3).**

5.1.9. (ANG) Eligible ANG members wishing to share a room with ineligible dependents may do so provided there is neither an additional cost to the government nor an increase in needed occupancy. The member will accrue all additional costs. (T-3).

5.2. Visiting Quarters (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. (T-1).

5.2.1. If no space is available on base the TDY guest is provided a non-availability number and has the option find their own hotel. TDY travelers have the option to accept assistance from front desk personnel in securing off-base accommodations. The member is authorized a non-availability number if adequate lodging is unavailable on base for the entire TDY period.

5.2.2. If space becomes available in on-base lodging after 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. The traveler is not required to stay in on-base lodging after he/she has received a NA number.

5.2.3. Lodging managers maximize the use of on base lodging for TDY-to-School students. Students attending formal training funded with TDY-to-School dollars make their reservations as soon as their school tour is confirmed to maximize the use of on base lodging. (T-3). Note: See [Attachment 2](#) for ARC procedures for IDT Lodging.

5.2.4. Prior to the start of the fiscal year, the lodging manager obtains 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 reviews and updates training schedules monthly for accurate forecasting of the next 3 months.

5.2.5. Before placing an official traveler in commercial lodging or issuing a NA number, lodging operations assign guests to available room types that meet or exceed the minimum adequacy standards found in [Chapter 3, Table 3.1](#).

5.2.5.1. Lodging assigns enlisted personnel to VQ when Visiting Airman's Quarters are full rather than sending them off base.

5.2.5.2. Officers and civilians may be assigned to a Visiting Airman's Quarters when VQ are full and the Visiting Airman's Quarters room meets minimum adequacy standards for officers and civilians.

5.2.6. Lodging managers are responsible for controlling lodging rooms to ensure efficient use of all rooms and maximum occupancy. Lodging managers review daily reports, e.g., arrivals report, departure report, reservations, etc., and make changes to reservations as necessary. The reservation staff encourages 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. Lodging managers 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. (T-3).

5.2.7. If a registered Priority 1 guest (on base or with a NA number) is required to extend the TDY period, lodging considers this extension as a new requirement and handles it accordingly. The lodging manager issues another NA number if on-base lodging 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. Lodging staff will not move personnel from one room to another when duty status changes. **(T-3)**.

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

5.2.9. When authorizing lodging at a commercial lodging establishment, lodging provides a letter of authorization identifying the traveler and verifying duty status. This authorization is 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 commercial lodging establishment develops procedures to provide the traveler a copy of this authorization at check-in. The 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.

5.2.10. The lodging manager issues NA numbers only if the installation is listed as having lodging facilities available.

5.3. TLF Reservation Process. Priority 1 guests may stay up to a maximum of 30 days in TLF. The lodging manager may adjust this maximum TLF stay in order to maximize TLF availability for Priority 1 guests after considering PCS and hospital outpatient demand for lodging. Within the discretion of the lodging manager, guests are permitted to stay beyond the 30-day maximum on a space-available status; however they must be removed from Priority 1 status. **(T-1)**.

5.3.1. 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 lodging manager may grant extensions if this reduces temporary living allowance costs and does not create hardship for other potential guests.

5.3.2. If Priority 1 guests occupy all TLFs, and other Priority 1 personnel request TLFs, the lodging 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.

5.3.3. Lodging assigns families to commercial lodging on a voluntary basis when TLFs are fully occupied or adequate space is not available (lodging manager determines if VQ space is suitable for family and other VQ guests). When the family is referred to commercial lodging or makes their own arrangements, lodging must register them in the Property Management System as a commercial lodging or NA room type reservation. **(T-3)**.

5.4. Guaranteed and Non-guaranteed Reservations. Official duty travelers, i.e., TDY/PCS, must use their government travel charge card to pay all lodging room fees per Chapter One of the Joint Travel Regulation unless exempt from government travel charge card use (exemptions should be reflected on official travel orders). (T-0). Any reservation guaranteed for check-in with a credit card and not checked-in by midnight automatically go into a “no-show” status when the night audit is run. At 0500 the guest services representative manually posts the room charge in the guest’s folio. All guaranteed reservations are charged one night’s room rate when a guest fails to call and cancel their reservation and does not show up to check into their room. (T-2).

5.4.1. All lodging guests must provide a credit card when making their reservation (unless noted as an exception in [Table 4.1](#) where the lodging bill is not paid by the individual). (T-2). If the guest (excluding the exception in [Table 4.1](#)) 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 Property Management System). (T-2).

5.4.2. Occasionally, a 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 agrees to hold the reservation beyond 1800 (use manager code in Property Management System). Lodging staff will inform guests of the cancellation/no-show policy when the reservation is made. (T-2).

5.5. Space-available Reservations. Space-available policy should support maximum occupancy. Space-available reservations can be made up to 120 days in advance, depending on the base occupancy and at the lodging managers’ discretion. Space-available reservations for TLF can only be made up to 30 days in advance. (T-3).

5.5.1. Priority 1 customers will not bump Priority 2 customers with confirmed reservations, nor will they bump them once they are assigned quarters (checked in) for a specific period of time, except in times of contingency, emergency, or when the installation commander determines higher priorities exist. (T-1). A confirmed reservation may not guarantee a specific room type.

5.5.2. 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. After 1800, lodging assigns all vacant rooms resulting from no-shows of personnel with non-guaranteed hold reservations to remaining space-available guests on a first-come, first-served basis. Space-available guests who cannot be accommodated on base should be offered assistance in locating off-base quarters.

5.5.3. Service members may confirm space-available reservations for visitation periods with minor dependent children up to 10 days prior to stay regardless of local guidelines. Lodging managers may limit the duration of stay depending upon projected occupancy.

5.6. 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 should be proactive, attentive, and professional, always striving to anticipate guests’ needs and make things right for them.

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

5.6.2. Front desk staff must adhere to payment procedures outlined in [paragraph 6.7](#), asking the guest for a government identification card and a valid credit card (if applicable). **(T-3)**.

5.6.3. Validation of a guest's Priority 1 status is at the lodging 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 requested. After review, the orders are returned to the guest.

5.6.4. Front desk staff ensures guests' immediate needs (e.g., registration, information on Force Support activities/eateries, local points of interests, restaurants, etc.) are met in a friendly, efficient manner.

5.6.5. Front desk staff 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). **(T-3)**.

5.6.6. At least one front desk staff member must be at the front desk at all times. **(T-3)**.

5.6.7. The front desk must be staffed 24 hours a day; AFSVC Lodging Program has the authority to waive this requirement on a case-by-case basis. **(T-1)**.

5.6.8. Check-in and checkout is 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. Lodging staff do not let a guest stand in line without acknowledging their presence. **(T-3)**.

5.6.9. Normal check-in time is 1400. However, guests may check-in at any time if rooms are available and subject to fees between 2400 and 0500. Normal checkout time is 1100. AFSVC Lodging Program may approve changes to these standard times due to local requirements on a case-by-case basis. A late fee equal to the daily room rate may be assessed, at the lodging manager's discretion, for late checkouts.

5.6.10. At check-in, lodging staff confirm room type, rate, and departure date (mentioning checkout time). Guests are not charged a deposit for the room key or charged for lost keys. **(T-3)**.

5.6.11. At checkout, lodging staff asks the guest if their stay was satisfactory and offers guests without e-mail address on file the opportunity to complete a customer comment card. Staff also thanks departing guests and gives an appropriate farewell, such as, "I hope you enjoyed your stay."

5.6.12. 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 staying in on-base lodging. **(T-3)**. Where feasible, management should also provide express checkout envelopes in other quarter types.

5.7. Group Registration Process. The lodging manager must establish procedures to efficiently pre-block, assign rooms and check-in guests who are part of a group. **(T-3)**. 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.

5.8. Check-in and Out Luggage Storage. Lodging provides guests secure luggage storage service. Luggage storage rooms should be located in, or immediately adjacent to, the lobby. Also, guest should be informed that a luggage storage room is available for use if they arrive before the normal check-in time, when no rooms are immediately available and on the day of checkout, if necessary. Lodging staff verifies guest identification is on each item stored and provides the guest with a receipt for each item stored along with a properly filled out standard Air Force Inns luggage tag. Luggage carts are available where feasible.

5.9. Endorsing Civilian TDY Orders at time of Check-in. The lodging manager, or designated representative, endorses, signs and dates TDY orders of all civilian employees who occupy on-base government lodging to entitle them to limited use of Exchange and Force Support facilities (Overseas bases follow local ration card requirements). This can be accomplished with a rubber stamp containing the following statement: (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, Force Support activities, and exchange facilities, as authorized by the commander, according to AFI 34-211(I), *Army and Air Force Exchange Service General Policies*, and AFI 34-101, *Air Force Morale, Welfare, and Recreation (MWR) Programs and Use Eligibility*.

Chapter 6

LODGING FINANCIAL AND ADMINISTRATIVE MANAGEMENT

6.1. Fund Sources. Lodging operations, to include visiting quarters and temporary lodging facilities, are mission-sustaining functions, supported through NAFs as prescribed through AFMAN 34-201. A room amenities listing is located on the Air Force Services Center Installation Support Portal.

6.1.1. **(ANG)** ANG Services (NGB/A1XR) does not allocate funds to provide a lodging program at ANG installations. Each ANG installation providing lodging accommodations for IDT should annually include Operational and Maintenance (O&M) funds in their financial plan towards this program. Individual squadrons at the unit should include annual tour lodging funds in their military personnel (MilPers) funds in their annual financial plan for this program.

6.1.2. Unit personnel in annual tour status at their assigned installation pay for their lodging expense utilizing their government travel card. **(T-3)**.

6.2. Resource Protection. The lodging manager ensures adequate procedures are established and followed in accordance with AFI 34-202 to protect all lodging assets against misappropriation, misuse, damage, or loss. **(T-1)**. This includes cash control procedures, physical safeguards, key control, resale merchandise, and property control. Lodging managers consult local security forces to determine the requirement for intrusion detection systems, surveillance cameras, or duress alarms.

6.3. Base Lodging Fund. Each base establishes a base lodging nonappropriated fund instrumentality (NAFI) in accordance with AFI 34-201. The base lodging manager will manage the lodging activity to meet the projected rate package budget approved by the Assistant Secretary of the Air Force, Cost and Economics (SAF/FMC). **(T-1)**. Each installation activity performs to the approved budget and each installation has different net income adjusted for depreciation goals based on the approved rate. The base resource manager is the fund custodian. The Financial Indicator Program is detailed in the Air Force Services Center Installation Support Portal. A base lodging fund is flagged at Air Force level when it fails to meet the budget goals. When a base lodging fund is flagged, the base must submit a letter of explanation defining the cause for not meeting the goal and a planned course of action through AFSVC/SVI to be forwarded to AFSVC Lodging Program. **(T-1)**.

6.4. Air Force Lodging Fund. The Air Force Lodging Fund funds capital requirements projects based on the standard replacement schedule and ensures lodging activities meet financial standards. All capital requirements and expendable bulk equipment purchases are executed at the AFSVC/SV level. Resource managers or lodging managers will route any base level purchase request to AFSVC Lodging Program for approval and AFSVC Financial Management for funds certification. **(T-1)**.

6.5. Transfer of NAF Property. Lodging NAF property may be transferred to other NAFIs on the same base or elsewhere as prescribed in AFMAN 34-201. Recording the disposition of Lodging NAF property is in accordance with AFMAN 34-204, *Property Management*, AFI 34-209, *Nonappropriated Fund Financial Management and Accounting*; and AFMAN 34-214, *Procedures for Nonappropriated Fund Financial Management and Accounting*.

6.6. Room Rates. The Air Force Lodging Program recommends Air Force-wide room 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. Rate approval authority cannot be delegated below SAF/FMC. **(T-1)**.

6.6.1. Lodging charges 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 on PCS orders, but the TLF assessment must still be charged for each additional room used. **(T-1)**. Note: The TLF waiver only applies to Priority 1 guests. Space-available guests incur room charges for additional rooms. The TLF assessment charge must be paid in all cases. **(T-1)**.

6.6.2. Lodging operations are managed so lodging NAFI cost centers are self-sustaining. The Air Force Lodging Fund will manage funds for capital improvements. **(T-1)**.

6.6.3. Lodging does 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 occupant pays their portion of the room rate regardless of room type (e.g., 2 official travelers - each is responsible for 50% of the room rate; 3 official travelers - each is responsible for 33% of the room rate). Guests sharing quarters not normally configured for double/triple occupancy will also split the room rate. **(T-1)**.

6.6.4. AFSVC Lodging Program, in coordination with the AFSVC Financial Management, prepares lodging room rate determination packages biennially and submits them to AF/A1S for review. Room rates are sufficient to pay operating expenses, annual capital requirements, surcharge, and TLF user assessments.

6.6.5. Lodging managers at overseas operations experiencing financial difficulty due to currency fluctuations may temporarily increase service charges by routing requests for a temporary increase to service charges to AFSVC Lodging Program for approval. AFSVC Lodging Program will review service charge increases every 90 days. **(T-1)**. If increased service charges exceed 360 days, AFSVC Lodging Program will request a separate rate through SAF/FMCEB. **(T-1)**.

6.7. Payment Procedures. All Air Force lodging guests must pay the established daily room rate for their assigned room type. **(T-1)**. All lodging guests must provide a valid credit card and government identification card for verification purposes at time of check-in. **(T-2)**. The lodging manager determines check-in payment processes are; however, long-term guests are required to make a payment every 15 days. This applies to both priority one and two status guests. Guests who do not have a valid credit card at check-in adhere to the same payment process noted above by paying for 30 days of stay up front. 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 at authorized locations only. Reserve component units must pay using a centrally billed account or IAW Reserve policy within 20 days of stay (checkout day). **(T-2)**. Air Force

Form 616, *Fund Cite Authorization (FCA)*, 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 lodging management approval. When possible, the preferred method of payment is the GTC. In the event base leadership directs lodging to house groups, such as scouts, air show participants, emergency snow removal crews, spouse abuse victims, the Lodging manager works with base leadership to establish the payment source for the room(s) and incidental charges. Lodging rooms will not be provided free of charge. **(T-1)**.

6.7.1. At time of check-in, all guests electronically or manually sign the guest registration form.

6.7.2. **(ANG)** Group travel reservations can be made with the unit's Centrally Billed Unit Reservation Account; however, each individual pays their lodging expense. The Centrally Billed Unit Reservation Account is not intended to have expenses charged to this account. The sole purpose of the Centrally Billed Unit Reservation Account is to reserve lodging accommodations at commercial lodging establishments. **(T-3)**.

6.7.3. **(ANG)** The Training and Education Center, Combat Readiness Training Centers and Regional Training Sites develop their own procedures for establishing group travel reservations. Methods of payment for lodging at the Training and Education Center, Combat Readiness Training Centers and Regional Training Sites are established by local policy.

6.8. Financial Planning. The planning and budgeting process helps the lodging manager forecast revenues, program expenses, and budget capital requirements.

6.8.1. Managers work with the RM to develop annual NAF budgets in support of the Lodging Rate Package. AFSVC Lodging Program assists with annual NAF requirement budgets for room renovations to be purchased by Air Force Lodging Fund, which include capital fixed asset items and those meeting bulk purchase criteria. Managers also submit an annual capital requirements budget for items over \$1,000 to be purchased at base level, but approved by AFSVC prior to purchase. The Base Lodging NAFI must operate to the standard determined by the most current SAF/FMC approved budget for that lodging NAFI. **(T-1)**.

6.8.2. Under the Air Force single rate concept it is acceptable for a lodging NAFI to operate at a loss. The approved installation budget for the Lodging fund will be maintained and posted by AFSVC Financial Management. **(T-1)**. Found on the AFSVC portal, this is the budget managers use on a day-to-day basis to achieve their financial indicator goals as established in Commanders NAF Sustainment Program guidelines found on the Air Force Services Center Installation Support Portal. Budgets provide good forecasts and are reviewed at least quarterly to ensure business assumptions and performance expectations are considered and properly reflected. (Refer to AFMAN 34-201, AFI 34-202, and AFI 34-209.)

6.8.3. Budget changes can be made to future quarters, but not the current quarter. Budget changes must be reviewed by the RM and FSS Commander or Director before submission to AFSVC Lodging Program for review. **(T-2)**. The Lodging Program will forward the tentative changes to AFSVC Financial Management for further review with final approval by SAF/FMCB. **(T-1)**.

6.8.4. For more detailed information on the appropriate fund source, refer to AFI 65-106, *Appropriated Fund Support of Morale, Welfare, and Recreation (MWR) and Other Nonappropriated Fund Instrumentalities (NAFIs)* or the Room Amenities spreadsheet found on the Air Force Services Center Installation Support Portal.

6.8.5. Managers must brief the local NAF Council on all budget submissions as well as budgets approved by AFSVC. **(T-2)**.

6.8.6. Capital Requirements Planning Standards Guide. AFSVC/SVOL develops and maintains a 5-year capital improvement plan. It is important to execute approved annual capital requirements in a timely manner to maintain quality lodging facilities, furnishings, and equipment. The capital improvement plan will be verified during the Air Force Inns evaluation. **(T-2)**.

6.8.7. Any revenue generating operations, outside of core lodging, such as a shuttle service, must be operated as a MWR activity. **(T-2)**. If lodging manages the operation, follow guidance in AFMAN 34-214 on Management Fee Agreements. Any no-fee service, such as an on base courtesy shuttle, is permitted IAW AFMAN 34-214.

6.9. Operating Expenses. Lodging managers should consistently monitor and manage the operating cost per occupied room. Labor is the single largest and most controllable expense item impacting cost per occupied room. Bases must follow the staff guide established per base by AFSVC Lodging Program (the staff guide is provided on the Air Force Services Center Installation Support Portal); any exceptions to the posted staff guide must be approved by AFSVC Lodging Program. **(T-2)**.

6.10. Sundry Sales. Snack and beverage sales (including alcohol) are required guest services. Installations are encouraged to use their MWR or Army and Air Force Exchange Service activities to provide this service.

6.10.1. The lodging manager ensures every guest has a reasonable opportunity to obtain sundry items 24 hours a day. 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 should be based on providing quality customer service and not the convenience of the lodging staff. Lodging managers control and structure pricing so the gross margin from sales is sufficient to cover the cost of goods and labor. Lodging managers must continue to provide beverage items in business suites; sundries in the business suites will be inventoried and restocked daily (including weekends). **(T-3)**.

6.10.2. Lodging posts charges to guest folios in a timely manner. To enhance internal controls, 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.

6.11. Long Distance Telephone Calls. Charges for long distance telephone calls must be continuously monitored. **(T-2)**. 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. **(T-2)**. Defense Switched Network (DSN) lines should be located in common areas, unless Air Force utility contracts prohibit this practice. DSN lines are solely for guest use to call back to the unit or installation; lodging staff should not use these lines.

6.12. Lost and Found. The lodging manager must establish efficient procedures and operating instructions for the effective handling and return of lost and found items to their rightful owners. **(T-2)**. AFSVC Lodging Program has an operating instruction template for Lost and Found, located on the Air Force Services Center Services Installation Support Portal.

6.12.1. Store all items in a secure area. Lodging employees must use the Lost and Found module in Property Management System to track lost and found property. **(T-2)**. Every attempt should be made to contact guests as soon as possible regarding forgotten belongings.

6.12.2. Guests are responsible for all postage charges incurred when items are returned. Lodging staff will contact guests to verify payment method and shipping instructions. **(T-3)**.

6.13. Automation. All Air Force lodging operations are fully automated. All reservation, registration, accounting, online comment cards, and management functions must be utilized through the automated enterprise system referred to as the Defense Lodging System. **(T-0)**. When situations arise such as power outages, maintenance downtime, etc., manual procedures are followed. All manual forms must be accounted for and controlled. **(T-2)**. Samples of manual forms can be found on the Air Force Services Center Services Installation Support Portal. All lodging personnel must adhere to the Payment Card Industry Data Security Standards by protecting guest's credit card data and information. **(T-2)**.

6.13.1. Guest credit card information is encrypted in the Property Management System. Only management will have access to the unencrypted credit card number in the Property Management System. **(T-2)**.

6.13.2. All manual forms containing guest credit card must be cross-cut shred, incinerated or pulped. **(T-1)**. This task must be completed immediately after entering the guest information into the Property Management System. **(T-1)**. If not, properly secure the form in a controlled, locked safe until this task can be performed. Management must document and sign the form control log indicating the form was properly destroyed. **(T-3)**.

6.13.3. The only approved electronic reservation system is through the dodlodging.net website. Lodging staff will not maintain any type of local reservation system through websites. **(T-0)**. Any type of website does not meet Air Force security accreditation requirements and could exploit the guest's personal data. Refrain from asking for guest's credit card information by e-mail.

6.13.4. **(ANG)** ANG installations are approved to utilize commercial off-the-shelf electronic reservation systems. Each ANG installation providing lodging accommodations should annually include Operational and Maintenance (O&M) funds in their financial plan towards this program.

6.14. Marketing. Air Force lodging develops a marketing plan with each local FSS marketing office.

6.14.1. AFSVC/SVK works with AFSVC/SVOL for sponsorships and advertising on the essential items list purchased through AFSVS/SVC (e.g., key cards, key card holders, laundry bags, door hangars and other essential items). **(T-1)**.

6.14.2. Lodging operations will use the Air Force Inns logo to promote their establishment as a guest-oriented, professionally managed operation, keeping logos standardized and minimized in accordance with AFSVC/FSK and AFSVC lodging standards. **(T-1)**. See the Air Force Services Center Installation Support Portal, AF Inns Section for specific guidance.

Chapter 7

EMPLOYEE STANDARDS AND TRAINING

7.1. General Management Requirements and Responsibilities. The lodging manager sets the tone for the entire lodging operation and ensures adherence to this AFMAN in the lodging operation for which he/she is responsible. The manager ensures consistent, quality service to meet customers' expectations every time they stay at an Air Force Inns establishment. To ensure customers have the opportunity to use the Air Force lodging's online comment service, managers ensure the reservation agent/desk clerk is capturing the guests e-mail address in the Property Management System preferably during the initial reservation or during the check in process. **(T-3)**. The reservation agent/guest service representative politely asks for the e-mail address: *"After your stay with us we would love to get your feedback - Will you provide a work or home e-mail address so we can e-mail you our online comment card?"* Distinguished visitor guests in the grades O-7 through O-10 or their civilian equivalent, serving actively or retired, should not be asked for an email address; rather, reservation agents or front desk clerks should inform the distinguished visitor of the opportunity to provide feedback via the online comment service. When guests elect not to participate, fill in the Property Management System e-mail address with: noemail@noemail.com. Guest comment cards are reviewed, tracked and responded to via phone call or e-mail as appropriate. Lodging managers will conduct semi-annual self-assessments of their operations using the Air Force Lodging Standards Checklist posted in the Air Force Services Center Services Installation Support Portal. **(T-2)**.

7.2. Dress and Appearance. All lodging employees will wear the Air Force Lodging standard uniform. **(T-1)**. Each employee will be issued an adequate number of uniforms to perform their duties and uniforms should fit appropriately to provide a professional appearance. **(T-1)**. Management will provide written guidance to the staff detailing proper uniform wear and personal hygiene standards. **(T-1)**. Lodging managers and assistant managers must wear either Air Force standard uniforms or business attire. **(T-1)**. Costs for business attire will be the responsibility of the individual and will not be purchased with lodging funds. **(T-1)**. NAFs are used for the purchase of NAF civilian uniforms (see AFI 65-106, table 6.1., Lodging Funding Guidance). Nametags display either the United States Air Force Services logo or the local Force Support logo (depending on local logo policy). Items that are permitted to be embroidered will only have the Air Force Inns logo and will not be customized. Refer to the Air Force Services Center Installation Support Portal for guidance on required items, logo location and specific Air Force Inns uniform standards.

7.3. Employee Recognition Program. All bases are required to have an active employee recognition program to include having a written operating instruction. **(T-1)**. Program Recognition Events are monthly or quarterly and not annual events. Lodging managers will ensure internal awards focus on all functional areas. **(T-2)**. 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. **(T-2)**.

7.4. 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. **(T-2)**. Managers must use the AFSVC Lodging Program approved web-based training program for use in Air Force Lodging. **(T-1)**. Lodging managers may receive assistance in obtaining training materials from AFSVC Lodging Program.

7.4.1. All lodging employee training will be documented using the appropriate forms. **(T-2)**. In addition, training for military personnel (E-1 through E-6) will be documented using the Career Field Education Training Plan. **(T-1)**. Completed training forms will be maintained in each civilian employee's personnel record. **(T-1)**.

7.4.2. Initial Training. Newly hired employees receive the following aspects of training within the timeframe annotated.

7.4.2.1. General Training. General training includes safety, security, and emergency procedures. Dram Shop training requirements as prescribed in AFI 34-219 *Alcoholic Beverage Program*, must be accomplished within the employee's first day of hire because alcohol is sold as sundries. **(T-2)**. This training may be accomplished by the Force Support Squadron (FSS) training section.

7.4.2.2. Lodging Specific Training. This training focuses on professional hospitality and lodging progression and is accomplished by lodging staff. Training time is determined by the department manager and based on employee performance.

7.4.2.3. Initial training on blood borne pathogens 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). This training must be accomplished with the employee's first three days of hire. **(T-2)**.

7.4.2.4. An entire lodging operation overview, to include reservations, front desk operations, housekeeping and maintenance. New lodging front desk, reservation and administrative personnel must be trained on the Property Management System by accessing the centralized training websites and the online Computer Based Training website; this training must be done within the first two weeks of the employee's start date. **(T-3)**.

7.4.2.5. New personnel are given a lodging operations tour, to include all types of guest rooms during their first week of employment. **(T-3)**.

7.4.2.6. Instruction on customer service techniques (e.g., greeting customers, making eye contact, answering the phone) within two weeks of employee start date. **(T-3)**.

7.4.2.7. Instruction on the impact of first impressions to include the importance of employee appearance, dress, and demeanor to lodging operation success within first week of employment. **(T-3)**.

7.4.2.8. Front Desk/Reservations staff members will tour commercial lodging establishments and be familiar with eating establishments within the immediate vicinity within the first quarter of employment. **(T-3)**.

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

7.6. Training Workshop. Lodging managers and assistant managers must attend the Lodging Manager's Course at AFSVC/SV within 12 months of initial assignment. **(T-1).** Managers are further encouraged to attend refresher training every 5-8 years. Lodging managers should maximize use of the AFSVC/SV courses such as the Lodging Operations courses, and any specialty training such as Certified Hospitality Department Trainer and Certified Hospitality Supervisor for subordinate staff.

Chapter 8

LAUNDRY AND LINEN EXCHANGE

8.1. Operation. Military manpower positions to operate a centralized laundry and linen exchange point are not authorized. Installations have three options to support the base's laundry and linen exchange requirements. **Option one:** Establish a contractor-operated centralized laundry and linen exchange point, normally using the same contractor that is awarded the base's laundry contract. Force Support Squadron Commander or Director appoints an appropriated fund (APF) employee (military or civilian) as the COR. **Option two:** Establish a NAF-operated centralized laundry and linen exchange point with an established NAFI Memorandum of Agreement (MOA) to provide APFs to reimburse the NAFI incurring the expense (see AFI 65-106, paragraph 2.1.4). This NAFI MOA oversight generally would fall under Resource Management or the FSO. **Option three:** Eliminate the central laundry and linen exchange point and establish decentralized pickup and delivery points, normally at each organization requiring laundry or linen exchange. Under option three, since there is no manned central exchange point, each organization is required to be trained as quality assurance evaluators to monitor their part of the commercial laundry and linen contract. A standard Performance Work Statement to establish options one and three and a Memorandum of Agreement sample for option two can be downloaded from the Air Force Services Center Installation Support Portal.

8.2. Authorized Items. The following items are authorized to be washed or dry cleaned at the expense of Air Force APFs:

- 8.2.1. Government-property linens and items, such as sheets, pillow cases, blankets, towels, mattress covers, and others, bought with APFs and issued to or used by organizations, activities, and individuals.
- 8.2.2. Government rugs, upholstery, and drapes.
- 8.2.3. Organizational items and special or distinctive clothing or equipment issued to military or DoD civilian personnel.
- 8.2.4. Linens purchased with APFs (linens on NAF accounts must be cleaned using NAFs). **(T-1)**.
- 8.2.5. 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).
- 8.2.6. Authorized uniform items that need water-repellent treatment.
- 8.2.7. Clothing of prisoners kept at a base in a non-pay status.
- 8.2.8. Clothing required for burial of deceased active duty personnel.
- 8.2.9. All soiled personal clothing items (serviceable items only) of deceased active duty personnel or personnel declared missing are 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 signs a certificate for payment from local O&M appropriations.
- 8.2.10. Uniforms soiled as a result of honor guard duty. A letter authorizing cleaning, signed by the honor guard NCIOC, is filed at linen exchange for all honor guard members desiring this service.

8.3. 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 8.2](#). At bases with an Air Force laundry and dry cleaning plant, the plant should serve as the linen exchange function point.

8.4. Contingency/Wartime Operations. In the event of an emergency situation, natural disaster or wartime situation, the Force Support Squadron Commander or Director, through the installation commander, may expand the authorized customers or items the central linen exchange can process.

8.5. Managing Linen Inventory. Maintain only enough items to meet scheduled exchanges, replenishment of worn out and damaged items, and a justifiable reserve for emergencies.

8.6. Inventory Procedures. Perform a complete inventory semiannually, on the last workday of March and September. Prepare two copies of Air Force Form 905, *Linen Exchange Inventory Report*. Instructions for completing the form are available on the Air Force Services Center Installation Support Portal. This report is maintained locally.

8.6.1. Set up a control register (Air Force Form 115A, *Register of Control Numbers*) to support posting to Air Force Form 2009-1, *Manual Supply Accounting Record*. 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.

8.6.2. Air Force Form 85A, *Inventory Count Card*, is certified by the linen exchange manager and approved by the Force Support Squadron Commander or Director.

8.6.3. Use Air Force 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.

8.6.4. Where administrative errors caused overages or shortages, use and attach Air Force Form 85A, to correct records. This form is certified by the linen exchange manager and approved by the Force Support Squadron Commander or Director.

8.7. 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 is entered on the Air Force Form 2009-1 in the unserviceable column, until dyed and issued to an organization.

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

8.7.2. Assign a document number from the Air Force Form 2009-1 in Block 24.

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

8.7.4. List national stock number in Block 25.

8.7.5. List quantity in Block 26.

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

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

8.7.8. Post quantity issued to Air Force Form 2009-1, showing the organization issued to in the transaction column.

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

8.8. Linen disposal. 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.

8.9. Inventory Turnover. 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 (available on the Air Force Services Center Installation Support Portal) and sign them on the day they transfer the account. **(T-3)**.

SHON J. MANASCO
Assistant Secretary of the Air Force
Manpower and Reserve Affairs

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

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

AFMAN 33-363, *Management of Records*, 1 March 2008

AFI 33-360, *Publications and Forms Management*, 1 December 2015

OSD DTM 18-007 – *Conversion of DoD Temporary Duty and Permanent Change of Station Lodging to Fully Nonappropriated Fund Operations, Maintenance, and Construction*, 21 November 2018

AFMAN 34-201, *Use of Nonappropriated Funds*, 28 September 2018

DoDI 1015.12, *Lodging Program Resource Management*, 30 October 1996

AFI 32-9002, *Management of Real Property*, 3 August 2017

AFI 34-202, *Procedures for Protecting Nonappropriated Funds Assets*, 22 December 2015

AFI 32-6001, *Family Housing Management*, 21 August 2006

AFI 31-121, *Military Working Dog Program*, 2 May 2018

Joint Travel Regulations (JTR), (Date varies by chapter)

AFI 36-2005, *Officer Accessions*, 2 August 2017

DoDI 1225.9, *Billeting for Reserve Component Members*, 17 December 2001

AFI 34-211(I), *Army and Air Force Exchange Service General Policies*, 11 July 2017

AFI 34-101, *Air Force Morale, Welfare, and Recreation (MWR) Programs and Use Eligibility*, 16 April

AFMAN 34-204, *Property Management*, 9 October 2018

AFI 34-209, *Nonappropriated Fund Financial Management and Accounting*, 10 January 2005

AFMAN 34-214, *Procedures for Nonappropriated Fund Financial Management and Accounting*, 14 February 2006

AFI 65-106, *Appropriated Fund Support of Morale, Welfare, and Recreation (MWR) and Other Nonappropriated Fund Instrumentalities (NAFIS)*, 15 January 2019

AFI 34-108, *Commercial Sponsorship and Sale of Advertising*, 21 August 2018

AFI 34-219, *Alcoholic Beverage Program*, 30 September 2016

DoD FMR 7000.14-R, *Financial Management Regulation*, date varies by volume

AFPAM 10-219V5, *Bare Base Conceptual Planning*, 30 March 2012

Air Force Tactics, Techniques and Procedures 3-34.1, *Services Contingency Beddown and Sustainment*, 1 November 2007

Prescribed Forms

Air Force Form 905, *Linen Exchange Inventory Report Page*

Adopted Forms

Air Force Form 847, *Recommendation for Change of Publication*

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

Air Force Form 616, *Fund Cite Authorization (FCA)*

DD Form 448, *Military Interdepartmental Purchase Requests (MIPR)*

Air Force Form 115A, *Register of Control Numbers*

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

Air Force Form 2009-1, *Manual Supply Accounting Record*

Air Force Form 85A, *Inventory Count Card*

Air Force Form 40A, *Record of Individual Inactive Duty Training*

Abbreviations and Acronyms

AF—Air Force

AFI—Air Force Instruction

AFMAN—Air Force Manual

AFPAM—Air Force Pamphlet

AFRC—Air Force Reserve Command

AFROTC—Air Force Reserve Officer Training Corps

AFSVC—Air Force Services Center

ANG—Air National Guard

APF—Appropriated Fund

ARB—Air Reserve Base

ARC—Air Reserve Component

CL—Commercial Lodging

CONUS—Continental United States

DoD—Department of Defense

DSN—Defense Switched Network

FCA—Fund Cite Authorization

FMR—Financial Management Regulation

IAW—In Accordance With

ID—Identification

IDT—Inactive Duty for Training

IMA—Individual Mobilization Augmentee

IMAT—OL/FMFPT - IMA Consolidated Accounting and Finance Office, Travel Section

IRR—Individual Ready Reserve

JTR—Joint Travel Regulation

MAJCOM—Major Command

MIPR—Military Interdepartmental Purchase Request

MWD—Military Working Dog

MWR—Morale, Welfare, and Recreation

NA—Non-availability

NAF—Nonappropriated Fund

NAFI—Nonappropriated Fund Instrumentality

NGB—National Guard Bureau

O&M—Operations and Maintenance

OCONUS—Outside Continental United States

OPR—Office of Primary Responsibility

PCS—Permanent Change of Station

POC—Point of Contact

PMS—Property Management System

ROTC—Reserve Officer Training Corp

TDY—Temporary Duty

TLF—Temporary Lodging Facility

UTA—Unit Training Assembly

VQ—Visiting Quarters

Terms

Abuse—The improper or excessive use of, physical destruction, or mishandling of government property.

Air Force Survivor Next of Kin—widow (remarried or not), widower (remarried or not), each parent (mother, father, stepmother, stepfather, mother through adoption, father through adoption, and foster parents who stood in loco parentis), each child, each brother, each sister, each half-brother, each half-sister, each stepchild, and each adopted child of an Airman deceased while on active duty

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.

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.

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 fulltime 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 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.

Non—Availability Numbers— Refers to no availability of government quarters or meals. Lodging issues the TDY member a non-availability number when government lodging is not available. (Nonavailability numbers are not issued when the installation does not have lodging operations.) The authorizing official determines if the TDY member may eat meals in the government facility. (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—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—All permanent party dormitories, transient lodging, and unaccompanied non-commissioned officer/officer housing. Does not include temporary lodging facilities (TLFs).

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

Attachment 2

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

A2.1. 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 lodging are provided. Government lodging is authorized for Reserve members traveling to inactive duty for training at a location more than 50 road miles from that member's residence.

A2.2. ARC Commercial Lodging Requirement. Host-base lodging activities responsible for reserving off-base contract lodging for Reserve members in an IDT status work through their Contracting Office to establish any required agreements (i.e. Blanket Purchase Agreements) and to ensure compliance with all government program guidance, prior to reserving or paying for contract lodging. Air Force Reserve organizations using the Automated Lodging Reservation System, ResNet, or other computer based programs for IDT lodging should also work through their own host Contracting Office.

A2.3. Multiple Duty Tours. Lodging reservations for multiple tours (back-to-back), regardless of the type of duty performed, are considered one requirement when reservations are made for the duration of tours. Do not move personnel from one room to another when duty status changes. It is the responsibility of the ARC member to notify lodging when performing multiple-duty tours. Failure to identify back-to-back tours could necessitate new reservations.

A2.4. Lodging Reservations. ARC members are required to make advanced lodging reservations IAW [paragraph 5.1](#) of this manual.

A2.4.1. Lodging management makes lodging reservations for ARC personnel for on-base and with CL establishments in accordance with established procedures.

A2.4.2. Non-availability numbers will not be issued to unit-assigned ARC members in an inactive duty status. **(T-1)**. Notes: IMA/IRR members may be given a non-availability number if on-base or CL is not available. However, these members use government quarters for IDT lodging reimbursement (on-base, Blanket Purchase Agreement, CL) when performing duty on or near a military installation. Members should use www.gsa.gov/lodging for finding government lodging at non-military locations.

A2.4.3. Each ARC Wing appoints a wing lodging point of contact (POC). Inactive duty for training periods include Unit Training Assemblies (UTAs), rescheduled UTAs, additional flying training periods, and for AT (if applicable), etc.

A2.4.4. The ARC wing/unit lodging POC at each installation also provides lodging a copy of the wing's annual UTA schedule as soon as it is finalized and approved (Jul-Sep time frame). Lodging matches the UTA schedule to create a group reservation for scheduled UTAs. Lodging managers who have other groups requesting reservations more than 60 days out work with ARC wing/unit lodging POC to maximize occupancy in Lodging Facilities. Lodging notifies 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.

A2.4.5. Within 5 working days after the UTA, the ARC wing/units provide lodging a list identifying Reserve or Guard members who require lodging for the next UTA. Lodging inputs names and obtains 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.) Three days prior to the scheduled UTA, the wing/unit POC updates the list (revalidate), in writing, with any changes that may have occurred. Changes that occur after this notification (Wednesday, prior to UTA) are worked on a case-by-case basis with the host lodging activity.

A2.5. ARC Walk-In Policy. ARC members are required to make advanced lodging reservations. **(T-1).** While ARC members who walk-in without reservations may utilize government quarters if available; however, this is an unbudgeted expense and the +wing/unit of assignment will not pay for lodging of members who fail to comply with this directive. (Exception: new recruits or members returning from deployments who cannot make reservation.) It is the wing lodging POC's responsibility to ensure that all members are aware of and in compliance with this policy.

A2.6. No-Show Reservations.

A2.6.1. The ARC wing/unit guarantees payment for on-base and contract CL reserved for their members. Therefore, the wing/unit is responsible for payment of quarters reserved (on-base and contract) and not used.

A2.6.2. Lodging management checks in all unit no-shows before the Friday night audit and provides a list of no-shows to the wing/unit lodging POC by 0900 on Saturday of the UTA. The wing/unit notifies lodging by check-out time (1100) on Saturday if the member should occupy quarters on Saturday night.

A2.7. ARC Wing Lodging Policy. Each ARC wing establishes a wing lodging policy to include procedures identified in this attachment. It is essential to enforce 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. Procedures include commuting distance designation determination, exception to policy procedures, and actions for those who abuse the IDT lodging privilege, etc.

A2.8. Billing Procedures.

A2.8.1. For on-base lodging bills, the base lodging accounting technician ensures that all back-up documentation 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 is accomplished within 10 working days of the UTA. The ARC wing/unit lodging POC, together with the lodging accounting technician, reviews the bills and ensure they are correct. Upon validation, the Reserve representative makes payment within 20 days from the UTA. If discrepancies occur, lodging and the ARC lodging POC work together to resolve the issue. This entire process is accomplished within 20 working days from the UTA. Note: At least twice monthly, lodging prepares bills for other IDT lodging requirements, i.e., rescheduled unit training assemblies, additional flying training periods, etc. These bills may be provided at the same time as the UTA bill, but are documented separately. An ARC member performing IDTs (other than regular UTAs) provides a completed AF Form 40A, *Record of Individual Inactive Duty Training*, or locally developed Reserve Automated Lodging Reservations System lodging form.

A2.8.2. CL bills may be processed through the installation lodging manager, or sent directly to the wing lodging POC. Within 20 days of receipt, the ARC wing lodging POC ensures that payment is made.

A2.8.3. When a unit-assigned Reserve member performs an IDT at home station in conjunction with an active duty tour, to include AT 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.

A2.8.4. 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: For overseas deployments, the unit of assignment's financial management function may provide an AF Form 616 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 is accomplished within 20 working days following the deployment.

A2.9. Payment Responsibilities. Procedures outlined herein apply to all Air Force personnel unless otherwise noted.

A2.9.1. Air Force Reserve Command (AFRC).

A2.9.1.1. IMA/IRR Lodging Payment. Individual (IMA/IRR) members 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.

A2.9.1.2. Unit-assigned members performing active duty tours (AF Form 938) regardless of per diem status, are individually responsible for their lodging charges. Individuals file for reimbursement (normal procedures apply).

A2.9.1.3. Unit-assigned members performing IDTs away from home station (AF Form 40A) are responsible for payment of their lodging charges and file for reimbursement.

A2.9.1.4. Unit-assigned members performing IDTs at home station do not pay lodging room charges. Lodging room costs (on-base and contract) for unit-assigned members performing IDTs at home station are paid by the wing/unit of assignment. Billing to the wing/unit is accomplished through an A/R account within lodging or contract lodging property. Payment for personal charges, i.e., telephone, in-room resale items, late checkout fees, etc., are the responsibility of the member, and must be paid prior to being assigned lodging for the following month's UTA. **(T-1)**.

A2.9.2. Air National Guard.

A2.9.2.1. Unit-assigned ANG members performing active duty tours, regardless of per diem status, are individually responsible for their lodging charges.

A2.9.2.2. ANG members performing IDTs, regardless of location, do not pay for their lodging room costs. The unit of assignment pays for on-base and commercial quarters. Payment for personal charges, i.e., telephone, in-room resale items, late checkout fees, etc., is the responsibility of the member.

A2.10. UTA Unit Assistance. 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 is 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.

A2.11. For Guard and Reserve Components.

A2.11.1. For AFRC situations, both IMA/IRR and unit-assigned, that deviate from these procedures, contact AFRC/A1RY, DSN 497-0341, prior to implementation.

A2.11.2. For ANG situations that deviate from these procedures, contact the Air National Guard, Services Branch (NGB/A1XR), DSN 612-7504, prior to implementation.

Attachment 3

AIRCREW SUPPORT (PRIME KNIGHT)

A3.1. Aircrew Support Programs.

A3.1.1. 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.

A3.1.2. 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 AFSVC Lodging Operation needs a letter from the Force Support Squadron Commander or Director authorizing no program. Note: These programs do not apply to ANG bases or bases that do not support flight operations.

A3.2. Functional Responsibilities.

A3.2.1. 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.

A3.2.2. MAJCOM/A1s.

A3.2.2.1. Coordinate MAJCOM staff guidance with other agencies (XO, LGT, etc.)

A3.2.2.2. Implement the program command wide.

A3.2.2.3. Conduct periodic assessments of the program.

A3.2.3. Host installation commanders.

A3.2.3.1. Implement this manual and approve local support plans and procedures.

A3.2.3.2. Appoint a base program manager. Note: This program impacts several disciplines (e.g., Force Support, Transportation.) No single, functional entity is responsible for providing all the required services under this program. Therefore, the vehicle operations chief, lodging 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.

A3.2.3.3. Provide the resources required for a viable Prime Knight program.

A3.2.4. Aircraft commanders/command and control agencies (or other MAJCOM designated agencies).

A3.2.4.1. At the earliest opportunity, provide destination program managers with information required as indicated below.

A3.2.4.1.1. Using a fax, telephone, message, or radio, provide number of crew members by rank (e.g., 5 officers, 3 enlisted, estimated time of arrival, 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 to the program representative.

A3.2.4.1.2. Cancel reservations to preclude no shows and guaranteed hold charges being assessed due to mission changes, weather diversions, etc.

A3.2.5. Base Program Manager.

A3.2.5.1. Develops base aircrew handling program support plans and policies to provide transient aircrew with transportation, lodging, and access to meals.

A3.2.5.2. Ensures 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).

A3.2.5.3. Ensures the welcome packet contains the following as a minimum.

A3.2.5.3.1. Base information on meals, lodging, and transportation, lodging registration forms, or off-base lodging authorizations.

A3.2.5.3.2. Program critique form.

A3.2.6. Lodging Manager.

A3.2.6.1. Supports the installation Prime Knight Manager by providing adequate rooms and efficient lodging guest service to transient aircrews when rooms are available.

A3.2.6.2. Establishes designated aircrew VQs when the volume of transient aircrews warrants.

A3.2.6.3. Provides 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).

A3.2.6.4. Pre-registers the aircrew if assigned to on-base lodging. In addition, the lodging manager blocks or assigns rooms and assembles keys or puts 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.)

A3.2.6.5. Ensures information packets 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.

A3.2.6.6. Assembles the necessary documents if the aircrew is staying off base. (NA forms, directions, etc.)

A3.2.6.7. Establishes an express checkout system for aircrews staying in government quarters.

A3.2.6.8. Assigns 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. Efforts should be made to lodge all crewmembers in as few locations as possible.

A3.2.7. Food Service.

A3.2.7.1. Provides 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.

A3.2.7.2. Responds to aircrew requests for meals. (Use of the in-flight kitchen is sufficient to meet this requirement.)

A3.2.8. Transportation.

A3.2.8.1. Meets the aircraft within 10 minutes of the time requested by the aircrew or applicable command and control system.

A3.2.8.2. Provides 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.

A3.2.8.3. Responds to the aircrew's request for departure pickup at the established pickup time.

A3.2.9. Base operations (or command post).

A3.2.9.1. Tracks 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 notify the responsible agency/agencies as indicated in the installation program support plan. Base operations provides these updates as soon as possible but not later than one hour, if possible, prior to scheduled arrival times.

Attachment 4

AIR FORCE LODGING SUPPORT FOR EMERGENCY, SURGE AND CONTINGENCY OPERATIONS

A4.1. Air Force Lodging Support. Air Force Lodging and commercial lodging may be utilized to meet contingency requirements at the discretion of the installation commander, when contingency quarters are not available for use. When lodging facilities are converted in direct support of emergency, surge and contingency operations, Space-available lodging is not authorized and all current non-contingency personnel may be requested to vacate Air Force lodging to meet mission requirements. If necessary, change future reservations to accommodate contingency support personnel on-base. APF support can be used to provide 24-hour locator service for personnel in support of these operations.

A4.2. Funding. APFs reimburse all use of NAF facilities, equipment, supplies, personnel and services rendered in support of emergency, surge and contingency operations. Air Force lodging funds (AFLFs) are not authorized to support contingency quarters. If establishing a NAF Memorandum of Agreement for services, MIPRs (Military Interdepartmental Purchase Request) are not recommended for payment as the timeline for the user to pay for any support given negatively impacts the associated fund (Air Force Lodging Fund or Morale, Welfare, and Recreation Fund). For additional guidance on funding contact AFSVC/SVOL.

A4.3. Contingency Quarters. Air Force Lodging facilities are not considered contingency quarters. Contingency quarters are base facilities designated by the installation commander and funded with APFs, used to beddown personnel deployed to and/or through a main operating base (MOB), geographically separated unit, or deployed locations including forward operating bases and collocated operating bases. Usually these are in support of an exercise, contingency/wartime operations, humanitarian support, and natural disasters. Contingency quarters include but are not limited to tents, dormitories, containerized housing units or any habitable fixed facility as allocated and designated by the installation commander. No personnel or financial support comes from Air Force Lodging. When the mission requires contingency quarters be opened, the Force Support unit coordinates the activation with the Civil Engineering (CE) unit. Guidance for contingency quarters is outlined in Air Force Pamphlet (AFPAM) 10-219V5, *Bare Base Conceptual Planning* and Air Force Tactics, Techniques and Procedures 3-34.1.