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OF THE AIR FORCE**

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Services

LODGING PROGRAM

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This publication implements Department of the Air Force Policy Directive (DAFPD) 34-1, *Department of the Air Force Services*. It has been developed in collaboration between the Deputy Chief of Staff for Manpower, Personnel and Services (AF/A1), the Chief of the Air Force Reserve (AF/RE), the Director of the Air National Guard (NGB/CF), and the Deputy Chief of Space Operations for Human Capital (SF/S1). This publication applies to all civilian employees and uniformed members of the Regular Air Force, the United States Space Force, as well as the Air Force Reserve (AFR), and the Air National Guard (ANG). This publication provides directive guidance for lodging operations that includes operating information, management requirements, and performance standards. This publication also provides general guidance on standalone programs such as Aircrew Support and Laundry and Linen Exchange programs. Ensure all records generated as a result of processes prescribed in this publication adhere to Air Force Instruction 33-322, *Records Management and Information Governance Program*, and are disposed in accordance with (IAW) the Air Force Records Disposition Schedule, which is 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 DAF Form 847, *Recommendation for Change of Publication*; route DAF 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)/field command (FLDCOM) level supplements must be approved by the Human Resource Management Strategic Board 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 Department of Air Force Manual (DAFMAN) 90-161, *Publishing Processing and Procedures*, for a description of the authorities

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SUMMARY OF CHANGES

This document has been completely revised and must be reviewed in its entirety. It reflects organizational changes at the Air Force Services Center (AFSVC) and ensuing changes to responsible offices, points of contact, and roles and responsibilities. It updates references and changes the designation of AFMAN 34-135 to DAFMAN 34-135. Finally, this change reflects the conversion of DAF Lodging, also referenced as Air Force (AF) Inns, to a full nonappropriated fund (NAF) activity as directed in Department of Defense Instruction (DoDI) 1015.11, *DoD Lodging Policy*; tiering changes reflect tightened waiver authority as greater control over the financial outcomes of the DAF lodging program is required under this new model. Guidance on lodging procedures for individual and unit-assigned AFR and ANG personnel on Inactive Duty for Training (IDT) and Annual Tour (AT) has been removed. AFR and ANG will develop and issue guidance meeting the needs of their respective component.

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Chapter 1

PROGRAM OVERVIEW

1.1. DAF Lodging Program. AF Inns supports official travel consisting of temporary duty (TDY) and permanent change of station (PCS) travel requirements to support readiness, mission accomplishment, and improved productivity.

1.1.1. AF Inns are strategically planned, programmed, and executed to meet applicable Department of Defense (DoD) and DAF fiscal, health, safety, adequacy, and force protection standards.

1.1.2. AF Inns inventory will include TDY accommodations consisting of standard rooms and suites as well as PCS accommodations, also referenced as temporary lodging facilities (TLFs) IAW DoD Unified Facilities Criteria (UFC) 4-720-01, *Lodging Facilities Design Guide*. **(T-0)**

1.1.3. Enhanced business suites may be provided for distinguished visitors. These enhanced business suites exceed criteria for accommodations for the core lodging program and are considered a discretionary enhancement to AF Inns.

1.1.3.1. Each enhanced business suite must generate revenue sufficient to cover operating and recapitalization expenses to remain in the AF Inns inventory and be managed by AF Inns. **(T-0)**

1.1.3.2. AF Inns must maintain occupancy and financial data for enhanced business suites separately from core operations to ensure revenue generated covers operating and recapitalization expenses. **(T-0)**

1.1.4. AF Inns will be funded with NAF revenue generated by AF Inns. **(T-0)** Revenue generated must cover program operations and recapitalization and will follow nonappropriated fund instrumentality (NAFI) management policies and guidance IAW AFMAN 34-209, *Nonappropriated Fund Financial Management and Accounting*, concerning NAFI oversight, establishment, and disestablishment.

1.1.5. Newly constructed lodging facilities will be purpose-built to support official travel requirements in the most cost-effective manner. **(T-0)**

1.1.6. AF Inns will provide healthy, safe, and quality facilities IAW DoD Lodging Adequacy Standards. **(T-0)**

1.1.7. AF Inns must adhere to non-discriminatory practices IAW DAFI 36-2710, *Equal Opportunity Program*, [paragraph 2.1](#). **(T-0)**

1.1.8. Lodging operations must ensure guests are authorized before providing accommodations. **(T-0)**

1.1.9. Lodging operations supporting TDY and PCS requirements, including support requirements (e.g., utilities, lawn maintenance, police protective services), facility operations, sustainment, repair, recapitalization, and construction costs will be funded with NAFs generated from lodging operations, except as provided in DoDI 1015.11. **(T-0)**

1.1.10. DAF PCS and TDY lodging may be converted to morale, welfare and recreation (MWR) recreational lodging with coordination from the Air Force Services Center Commander (AFSVC/CC). Before submitting to Deputy Chief of Staff of Manpower, Personnel and Services, Directorate of Services (AF/A1S) for approval, impact to AF Inns and its ability to meet mission requirements must be considered. **(T-1)**

1.1.11. AF Inns revenue will not be used as a funding source (i.e., dividend) for MWR programs, and official lodging program revenue may not be programmed or used to support MWR program expenses or construction. **(T-0)**

1.2. Operational Standards and Guidance. Installation AF Inns managers, and other AF Inns stakeholders can find operational information on the AFSVC Installation Support Portal (<https://usaf.dps.mil/sites/10042>).

1.3. Standalone Programs. Guidance on standalone programs is co-located within this manual at **Attachment 3** and **Attachment 4**. With AF Inns transition to a full NAF model, standalone programs are now outside of the program's scope and are considered separate and distinct.

1.3.1. Air Crew Support (Prime Knight). The Prime Knight program ensures high-quality and consistent lodging, transportation, and food service support to transient aircrews. See **Attachment 3** for more information.

1.3.2. Installation Laundry and Linen Exchange. The Force Support Squadron (FSS) is the focal point to meet the installation's linen exchange and authorized organizational items laundry requirement. See **Attachment 4** for more information.

Chapter 2

ROLES AND RESPONSIBILITIES

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

- 2.1.1. Provides oversight and issues policy for conducting the DAF lodging program.
- 2.1.2. Approves the establishment and disestablishment of lodging operations, and subsequent actions related to the lodging NAFI, based on AFSVC and Air Force Installation and Mission Support Center (AFIMSC) recommendations.
- 2.1.3. Coordinates lodging policy matters with the other military departments and Department of Defense (DoD) and maintains contact with other government agencies and industry associations.
- 2.1.4. Develops policy for DAF Appropriated Fund (APF) Laundry and Linen Exchange programs.
- 2.1.5. Member of the Lodging Rate Review Board (LRRB) and participates throughout the LRRB process.

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:
 - 2.2.1.1. Reviewing the lodging rate determination package as a member of the LRRB and participates throughout the LRRB process with a focus on the impact to the DAF travel line, TDY to school, and any additional APF impacts.
 - 2.2.1.2. Reviewing policy developed for the Laundry and Linen Exchange programs.
- 2.2.2. Deputy Assistant Secretary of the Air Force (Cost and Economics) (SAF/FMC) is responsible for review and approval of DAF lodging rate determination package. SAF/FMC chairs the LRRB, participates throughout the LRRB process, and approves the DAF lodging rate package following the LRRB process.

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

- 2.3.1. Is a member of the LRRB and participates throughout the LRRB process.
- 2.3.2. Is responsible for program objective memorandum submissions and centrally funded appropriated funds for Laundry and Linen Exchange programs.
- 2.3.3. Integrates efforts related to installation and mission support strategy, future capabilities and installation and mission support programs.
- 2.3.4. Reviews AFSVC recommendations on the establishment and disestablishment of lodging operations.

2.4. Air Force Services Center (AFSVC).

- 2.4.1. Recommends to AF/A1S, in coordination with AFIMSC, the establishment and disestablishment of lodging operations IAW AFMAN 34-201, *Use of Nonappropriated Funds*.

2.4.2. AFSVC/CC approves reduction of AF Inns room inventory and informs AF/A1S of permanent reduction.

2.4.3. Develops lodging program procedures and establishes operational and financial standards.

2.4.4. Establishes and maintains DAF central lodging funds.

2.4.5. Maintains capital replacement schedules by installation and building.

2.4.6. Provides technical assistance and guidance to installations on AF Inns service matters.

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

2.4.8. Provides functional expertise for developing and using automated lodging systems.

2.4.9. Monitors industry benchmarks for adoption of procedures, programs, standards, and trends as appropriate for AF Inns.

2.4.10. Key stakeholder, data source, and participates throughout the LRRB process resulting in DAF lodging room rates for SAF/FMC approval. Lodging room rates will be established at the minimum amount necessary to cover the full program cost to:

2.4.10.1. Meet and maintain facilities IAW DoD Lodging Adequacy Standards.

2.4.10.2. Ensure the long-term viability of the AF Inns program, including cash-flow, operations, maintenance, construction, and recapitalization requirements.

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

2.4.12. Provides oversight by measuring and evaluating installation-AF Inns operations.

2.4.13. Ensures management assistance visits are conducted when problems related to operations, accounting and financial management are identified.

2.4.14. AFSVC will act as the clearing house for all installation level questions regarding program management of the Laundry and Linen Exchange program.

2.5. AFSVC Financial Management and Comptroller (AFSVC/VF).

2.5.1. Manages and oversees the development and submission of installation and AFSVC inputs to the LRRB process.

2.5.2. Analyzes reports of financial activity, program, and project requirements, installation budget submissions and monitors execution and cash flow of the DAF lodging fund.

2.5.2.1. AF Inns aggregate budget changes greater than plus or minus five percent will be submitted to SAF/FMC for awareness.

2.5.2.2. Ensures cash availability for budgeted renovation projects.

2.5.3. Pulls excess cash from installation bi-monthly (at a minimum); transfers funds back to installation if needed.

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

2.5.5. Balances and continually reviews subsidiary accounts for DAF lodging fund renovation projects to ensure proper reconciliation with general ledger accounts.

2.5.6. Tracks renovation project funds from invoicing to receipt of goods. Processes payment for projects and sends accounting instructions for completed renovation projects to installations within 30 days of beneficial occupancy.

2.5.7. Completes semi-annual Capital Budget Execution report and forwards to SAF/FMCEB.

2.5.8. Assists AFSVC Lodging Division (AFSVC/VBL) in recommendations and actions to installation AF Inns managers to improve financial performance.

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

2.5.10. Funds certification of installation-level purchase request on capital requirements. Provides support to lodging facilities on NAF financial issues, policies, and procedures.

2.5.11. Processes payments for AF Inns.

2.6. AFSVC Business Operations Directorate (AFSVC/VB).

2.6.1. Tracks mission changes affecting AF Inns, to include occupancy.

2.6.2. Creates manning standards for each AF Inn.

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

2.6.4. Coordinates requests for lodging program management reviews.

2.6.5. Establishes deep cleaning standards for rooms used by pets.

2.6.6. Manages and develops guidance for the Air Force Innkeeper Awards program to promote excellence in lodging.

2.7. Installation Commander.

2.7.1. Through subordinate commanders, maintains compliance with DoD and DAF policy.

2.7.2. Ensures the installation lodging NAFI is fully reimbursed for all support provided by AF Inns to the installation.

2.8. Mission Support Group Commander. Through coordination with the Force Support Squadron commander or Director and Civil Engineer Squadron commander or Director, establishes and implements local policies and procedures to identify program responsibilities to include completion and submittal of cost schedules.

2.9. Force Support Squadron Commander (FSS/CC) or Director (FSS/CL).

2.9.1. Ensures compliance with AF Inns standards.

2.9.2. Reviews installation lodging fund performance.

2.9.3. Maintains optimum utilization of adequate AF Inns room inventory and recommends designation changes as necessary.

2.9.4. Inspects a sampling of all room types at least once annually.

2.9.5. Ensures the AF Inns budget is reviewed for accuracy and considers trends affecting operations.

2.9.6. Requests AFSVC/VB approval to modify room inventory.

2.9.7. Ensures the installation AF Inns are operating in payment card industry (PCI) data security standards compliant status at all times and completes annual PCI compliance checklist.

2.9.8. Ensures installation AF Inns personnel involved in credit card processing undergo initial and annual PCI security awareness training.

2.9.9. Maintains an inventory for all point-of-sale devices processing credit cards; inventory must include the manufacturer, serial number, and location of the point-of-sale device.

2.10. Installation AF Inns Manager.

2.10.1. Serves as a business manager whose mission is to maximize occupancy and operate installation AF Inns IAW this manual.

2.10.2. Adheres to manning standard created by AFSVC/VB.

2.10.3. Reviews and recommends changes to the installation AF Inns budget.

2.10.4. Follow established procedures, as outlined on the AFSVC Installation Support Portal, for continued operation if the approved Property Management System (PMS) (e.g., Defense Lodging System) is inoperable.

2.10.5. Provides installation AF Inns personnel written instructions on safeguarding cash and forms and ensures compliance.

2.10.6. Provides training IAW AF Inns standards for all installation AF Inns personnel and documents accordingly.

2.10.7. Establishes and executes viable employee recognition and awards program utilizing both established installation-level and internal AF Inns award programs. Distributes cash awards IAW established guidance found on the AFSVC Installation Support Portal on the Lodging Operations site page.

2.10.8. Establishes local operating instructions (OIs) using standard AF Inns OI templates. Templates can be found on the AFSVC Installation Support Portal in the Lodging Operations section.

2.10.9. Notifies AFSVC/VB of any mission changes affecting installation AF Inns operations.

2.10.10. Is responsible for ensuring the accuracy of lodging availability data on the Defense Travel Management Office (DTMO) home page for the installation and immediately reports any change in the installation's data to AFSVC/VB.

2.10.11. Conducts semi-annual self-assessments of their operations using the AF Inns Standards Checklist found on the AFSVC Installation Support Portal in the Lodging Operations section.

Chapter 3

CONDITIONS OF USE, ELIGIBILITY, RESERVATION PROCESSES

3.1. General Information. Individuals authorized lodging access are not guaranteed a room. Priority reservations may be cancelled if the guest is a “no-show,” or if the installation commander determines lodging rooms are required to support mission requirements.

3.2. General Eligibility and Reservation Preference Status. Guest eligibility and priority status are defined in DoDI 1015.11, paragraph 3.1 and are used to ensure availability for certain guest types at all times, i.e., priority one, priority two, etc.

3.2.1. A comprehensive list of authorized AF Inns guests organized by guest type can be found in DoDI 1015.11, Table 1. Use this table to confirm eligible DoD lodging locations, whether family members are authorized, and what type of lodging access is authorized.

3.2.2. Installation commanders will not authorize AF Inns access to any persons other than those listed in DoDI 1015.11, Table 1. **(T-0)**

3.3. General Reservation Policy.

3.3.1. Reservations are accepted for travelers 24 hours a day, 7 days a week, on a first-come, first-served basis, without regard to rank. AF Inns operating less than 24 hours a day must have the capability to accept reservations after normal duty hours. **(T-1)**

3.3.2. For official travel, units must utilize an official government web-based travel booking system (i.e., Defense Travel System) for all lodging rooms meeting DoD lodging adequacy standards. **(T-0)** Rooms not meeting these standards may be booked through alternative channels (e.g., phone, walk-in, travel management contractor, or online reservation systems including ones supported by a Global Distribution System). Guests may make CONUS reservations by calling 1-888-AF-LODGE (235-6343) or using The Air Force Inns Directory <https://www.dodlodging.net>. Installation AF Inns managers are required to report lodging phone number changes to AFSVC/VB. **(T-2)**

3.3.3. A certificate of non-availability (CNA) confirmation number is required if adequate DoD lodging is not available for DoD travelers on orders. See the Joint Travel Regulations (JTR), *Uniformed Service Members and DoD Civilian Employees*, **Chapter 2**, section 020303-F, “Required Documentation When Government Quarters Are Not Available.”

3.3.3.1. If a reservation cannot be confirmed for the entire period requested, a CNA confirmation number will be issued for the entire period. **(T-0)**

3.3.3.2. Non-availability of DoD lodging is determined by the travel approval authority IAW the JTR and Integrated Lodging Program.

3.3.3.3. Official travelers on orders will not be provided a CNA confirmation number solely because the lodging facility cannot accommodate accompanying pets. **(T-0)**

3.3.4. Leisure travel reservations may be made when the room inventory is not fully reserved by official travelers or for official mission requirements.

3.3.5. Guest reservations are booked by reserving room type space and not specific rooms. Reserving guest reservations by space versus room results is the most effective use of available quarters and the best guest service. However, there are occasions where reservations are needed for specific rooms such as for distinguished visitors or other unique situations. Official travelers on orders will not be issued a CNA confirmation number solely because a special type of room (e.g., distinguished visitor quarters) is not available if other reasonable accommodations are available, see **paragraph 4.2.4.1.3**.

3.3.6. Guests checked-in between 2400 and 0500 are charged for the previous night's stay. Guests requesting an "early check-in" without 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)**

3.3.7. The FSS Commander or Director reserves the right to refuse service to any guest for cause. This responsibility may be delegated in writing to the installation AF Inns manager. A memorandum for record detailing the reasons for refusal should be sent to the FSS for review (including the servicing legal office for review when appropriate) and possible debarment action.

3.3.8. Installation AF Inns personnel will house group travelers at the same geographical location if specified on the group members' travel orders. **(T-3)**

3.4. Guaranteed and Non-guaranteed Reservations.

3.4.1. With the exception of, TDY-to-School, and special groups, reservations will not be held beyond 1800 hours on the day of arrival unless the guest has guaranteed the reservation with a credit card or advance deposit. The credit card or advanced deposit may be charged for the first night's stay if the traveler is a "no-show."

3.4.2. Official duty travelers (e.g., TDY/PCS status) must use their government travel card to pay all lodging room fees IAW the JTR, chapter 1, unless exempt from government travel card use (exemptions should be reflected on official travel orders). Any reservation guaranteed for check-in with a credit card and not checked-in by midnight are automatically placed 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 check-in and did not cancel their reservation. AFSVC/VB approves instances to waive the one-night room charge for individual and guaranteed group reservation cancellations.

3.4.3. All AF Inns guests should provide a credit card when making their reservation. If the guest does not provide a valid credit card at time of reservation, the guest must be informed the room is not guaranteed beyond 1800 hours on the day of check-in (use 1800 hold code in PMS). **(T-2)**

3.4.3.1. When a priority one guest does not have a valid credit card to provide at time of reservation and they are arriving after 1800, the installation AF Inns manager may hold the reservation beyond 1800 (use manager code in PMS).

3.4.3.2. Installation AF Inns personnel will inform guests of the cancellation/no-show policy when the reservation is made. **(T-2)**

3.5. Space-available Reservations. Space-available policy should support maximum occupancy. Space-available reservations can be made up to 120 days in advance, depending on occupancy and at the installation AF Inns manager's discretion. Space-available reservations for TLF can only be made up to 30 days in advance.

3.5.1. Priority one guests will not bump priority two guests once quarters are assigned (checked in) 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. Travelers must be notified of cancellation as early as possible and before their check-in date.

3.5.2. Space-available guests requesting lodging should be assigned to uncommitted (not occupied or reserved) lodging rooms upon arrival. The 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, AF Inns 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-installation should be offered assistance in locating off-installation accommodations.

3.5.3. 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. Installation AF Inns managers may limit the duration of stay depending upon projected occupancy.

3.6. Standard Room Reservation Policy. When a reservation is made, installation AF Inns personnel must inform official travelers whether their reservation is confirmed. **(T-2)**

3.6.1. If no space is available, the official traveler is provided a CNA and has the option to find other accommodations. The official traveler is authorized a CNA if adequate lodging is unavailable on base for the entire TDY period.

3.6.1.1. Before placing an official traveler in commercial lodging (CL) or issuing a CNA, installation AF Inns personnel will seek to assign guests to another available room meeting or exceeding DoD adequacy standards.

3.6.1.2. If a registered priority one guest (on base or with a CNA) is required to extend the TDY period, AF Inns considers this extension as a new requirement and handles it accordingly. The installation AF Inns manager issues another CNA when AF Inns is not available for the extended TDY period. **Note:** AF Inns reservations for multiple tours (back-to-back) regardless of the type of duty performed are considered one requirement if made at the same time. Installation AF Inns personnel will not move guests from one room to another when duty status changes. **(T-2)**

3.6.2. Prior to the start of the fiscal year, the installation AF Inns manager obtains annual class schedules from the base training registrar or individual unit training manager (as appropriate for each base) and makes group reservations in the PMS for the projected classes (by class name, class number, and number of students). The installation AF Inns manager along with base training registrar or individual unit training manager reviews and updates training schedules monthly for accurate forecasting of the next 3 months.

3.6.3. AF Inns charges all occupants the same rate for similar accommodations, regardless of duty status or priority.

3.6.4. AF Inns 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., two official travelers – each is responsible for 50% of the room rate; three 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)

3.7. TLF Reservation Policy. Priority one guests, under normal conditions, may stay up to a maximum of 30 days in TLF. The installation AF Inns manager may adjust the maximum stay for priority one guests after first considering PCS and military treatment facility outpatient demand. Within the discretion of the installation AF Inns manager, guests are permitted to stay beyond the 30-day maximum on a space-available status; however, guests must be removed from priority one status. (T-1)

3.7.1. PCS members on permissive TDY for an advanced house-hunting trip (e.g., not performed in conjunction with actual PCS move) are limited to ten days. In overseas areas, the installation AF Inns manager may grant extensions if this reduces temporary living allowance costs and does not create hardship for other potential guests.

3.7.2. If TLFs are fully occupied with priority one guests and other priority one personnel request TLFs, the installation AF Inns manager tracks requests on the PMS wait list on a standby basis for a reasonable period, pending cancellation of reservations or early guest departure. AF Inns fills vacancies from these standby reservations on a first-come, first-served basis before assigning personnel from lower priorities.

3.8. Enhanced Business Suite Reservation Policy.

3.8.1. Enhanced business suite reservations will be managed by AF Inns at the installation level to ensure efficient utilization. (T-0) Unreserved enhanced business suites will be released and available to all authorized guests as soon as it is clear they will be vacant, but no later than 1500 hours every day. (T-0)

3.8.2. The installation AF Inns manager, in collaboration with the installation protocol office, will establish a local operational instruction concerning enhanced business suite reservations and management (e.g., reservation of general officer accommodations). (T-2) The local operational instruction will also emphasize space-available and occupancy percentages. (T-2) The installation AF Inns manager, in coordination with AFSVC, will have the final determination over the contents of the local OI and enhanced business suite operations. (T-2)

3.9. Air Force Reserve Officer Training Corps (AFROTC).

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

3.9.1.1. Cadets are not charged individually for services provided (except for incidental expenses, e.g., sundries, phone charges). (T-2)

3.9.1.2. Use the following process for cadet travel reimbursement: ROTC cadets that travel on orders, will file a voucher in the Defense Travel System (DTS) within 5 days after travel has been completed (per AFMAN 65-114, *Travel - Procedures for Financial Management Flights, Finance Offices - Reserve Components, Air Force Installation and Mission Support Center - Finance Component*, **paragraph 2.4.4.**).

3.9.1.3. Use the following process for lodging: Cadre will make all necessary reservations to include cadet lodging. Once reservations are confirmed, the facility point of contact (POC), dates of arrival/departure, number of cadets/rooms and confirmation of rooms will be emailed to the Holm Center Financial Management Accounting Chief (Holm Center/SDFA). The Holm Center/SDFA will provide a government travel account (credit card) number to pay for room charges and detachments notified of such. Upon checkout, cadre will ensure rooms are charged to the correct credit card with no incidentals and email a copy of the final payment receipt to Holm Center/SDFA.

3.10. Check-in and Check-out Process.

3.10.1. Check-in and check-out service must be available 24-hours per day. **(T-0)**

3.10.2. When in-person check-in and check-out service is unavailable, an alternate method must be provided for guests to access or depart room after normal hours of operation. **(T-0)**

3.10.3. Contactless check-in and check-out service, including the use of virtual room keys, is highly encouraged.

3.10.4. Guests must be provided check-in instructions via e-mail as part of the reservation process. **(T-0)**

3.10.5. Electronic receipts will be sent to AF Inns guests. **(T-1)** If available, receipts should also be sent to the approved Travel Management System.

3.11. Group Registration Process. The installation AF Inns manager will establish procedures to efficiently pre-block, assign rooms and check-in guests who are part of a group. **(T-2)** This registration may take place at a location other than the primary AF Inns front desk if the size of the group warrants it.

3.12. Check-in and Check Out Luggage Storage. AF Inns provide guests secure luggage storage service. Luggage storage rooms should be located in, or immediately adjacent to, the lobby. Installation AF Inns personnel verify 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 AF Inns luggage tag. Luggage carts are available where feasible.

3.13. Endorsing Civilian TDY Orders at Time of Check-in. The installation AF Inns manager, or designated representative, endorses, signs and dates TDY orders of all civilian employees who occupy on-installation government lodging to entitle them to limited use of Exchange and FSS facilities. **Note:** overseas installations follow local ration card requirements. This can be accomplished with a rubber stamp containing the following statement: (NAME) is assigned to on-installation government lodging at this installation for the period of TDY indicated on these orders and is eligible to use the on-installation theater, FSS activities, and exchange facilities, as authorized by the commander, according to DAFI 34-110(I), *Army and Air Force Exchange Services Operations*, and DAFI 34-101, *Department of the Air Force Morale, Welfare, and Recreation (MWR) Programs and Use Eligibility*.

Chapter 4

STANDARDS AND UTILIZATION

4.1. Adequacy and Guest Room Standards.

4.1.1. AF Inns standards for TDY and PCS accommodations are prescribed in the DoD Lodging Adequacy Standards. Installation AF Inns managers are responsible for ensuring their operation adheres to these standards. This cannot be accomplished without the support of the installation chain of command.

4.1.2. A complete list of the AF Inns standards can be found on the AFSVC Installation Support Portal.

4.1.2.1. The use of standards maximizes economies and efficiencies in AF Inns operations. The installation AF Inns manager's goal is to meet 100% of the standards.

4.1.2.2. Waiver requests to DoD lodging adequacy standards not directed by DTMO are approved by Under Secretary of Defense for Personnel and Readiness, Military Community and Family Policy (OUSD (P&R) MC&FP). **(T-0)** Waivers to DTMO standards are not authorized. For waivers to AF Inns Standards, FSS Commanders or Directors will forward waiver requests with complete justification to AFSVC/VB via myFSS for consideration. **(T-2)**

4.1.3. DAF lodging operations will not involuntarily assign more than one individual to a room, when designed for single occupancy during normal, peacetime operations, without the approval of AF/A1S, Operations Division (AF/A1SO). **(T-1)**

4.1.4. Official government TDY and PCS travelers must not be involuntarily assigned to facilities that do not meet DoD lodging adequacy standards except when the installation commander has documented the military necessity to use such facilities for the safety and security of official travelers. **(T-0)** Cost-savings to DoD travelers or increasing occupancy of lodging facilities does not constitute military necessity.

4.1.5. All attempts are made to house guests in rooms IAW prescribed standards. Room rate is non-negotiable but is based on the room actually provided.

4.1.6. AFR and ANG personnel in travel status will receive accommodations according to the military grade shown on their travel orders.

4.1.7. Refer to standard designs developed jointly with Air Force Civil Engineer Center new construction standards. Conversion of new construction standard rooms to business suites are submitted to AF/A1S for consideration. For a complete list of design standards, refer to the AFSVC Installation Support Portal in the Lodging Renovations and New Construction section.

4.1.8. 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 AFSVC Installation Support Portal under the Lodging Renovations and New Construction section.

4.1.9. For information on contingency procedures, see [Attachment 2](#).

4.2. Facility Utilization. Installation AF Inns managers determine the number of lodging rooms required based on priority one (see [Chapter 3](#)) guest historical data and future mission changes that may affect priority one guest traffic.

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

4.2.2. Installation AF Inns 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.

4.2.3. If on-installation accommodation becomes unavailable for any reason, the installation AF Inns manager informs potential guests.

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

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

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

4.2.4.1.2. 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. Installation AF Inns managers should use flexibility and good judgment when making these assignments.

4.2.4.1.3. 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 issue non-availability letters unless there are no rooms available. **(T-2)**

4.2.5. Standard square footage for E-1 to E-6 guests is 135 square feet (net) living area: private room, bath shared with no more than one other person.

4.3. Guest Room Standards. Detailed guest room amenity, furnishing, and supply standards are located on the AFSVC Installation Support Portal. To ensure consistent service from one AF 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/VB. **(T-2)**

4.3.1. Guest Information. Each room must have a guest book or digital guest book information prominently displayed which includes a welcome letter from the installation AF Inns manager on the first page including how guests may contact the duty manager. **(T-2)** 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 the AFSVC Installation Support Portal for a detailed listing of what is required in the guest information book.

4.3.2. Guest Privacy. Installation AF Inns personnel 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 will 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-2)** For more information, see [paragraph 4.17.6](#).

4.3.2.1. Installation AF Inns managers work with a point of contact (POC) for long term aircrews to obtain aircrew resting schedules to prevent housekeeping interruptions.

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

4.4. 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 AF Inns. Their actions should not infringe on the rights of others.

4.4.1. Tobacco Use Policy. Smoking and the use of other tobacco products, including smokeless and electronic nicotine delivery systems (e.g., vaporizers) is prohibited in all AF Inns common areas and guest rooms, to include TLF units.

4.4.1.1. Installation AF Inns operations must post tobacco use restrictions and inform guests of the restrictions at check-in. **(T-1)** Installation AF Inns operations will charge the guest an additional deep cleaning fee of \$250.00 if tobacco products are used in their assigned room. **(T-2)**

4.4.1.2. Guests who violate the tobacco use policy are subject to eviction as determined by the installation AF Inns manager; appeals may be made through the FSS Commander or Director.

4.4.2. Pets are not authorized to stay in non-pet friendly rooms unless authorized by the installation AF Inns manager.

4.4.2.1. Installation AF Inns operations will charge the guest a cleaning fee if unauthorized pets are housed in non-pet rooms. **(T-1)** This fee will be based on the actual expense to return the room to available inventory.

4.4.2.2. Guests who violate this policy are also subject to eviction as determined by the installation AF Inns manager; appeals should be made through the FSS Commander or Director.

4.4.3. Guests should conserve utilities and will comply with all DAF fire, health, and safety regulations. **(T-1)**

4.4.4. 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)** AFMAN 34-202, *Process for Protecting Nonappropriated Fund Assets*, govern the assessment of loss or damage to a lodging unit by a guest.

4.5. 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)**

4.5.1. 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.

4.5.2. Front desk personnel will not issue keys to guests without positive identification confirming the guest is assigned to the room. **(T-2)**

4.5.3. 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)**

4.6. Guest Room Housekeeping and Preventive Maintenance.

4.6.1. Guest requests for housekeeping service or supplies made during normal duty hours must be fulfilled IAW AF Inns standards. Supplies such as towels, linen, spare light bulbs, and toilet paper, will be available at the front desk after normal duty hours.

4.6.2. Housekeeping staff will accomplish full room cleaning, common area cleaning, deep cleaning, and preventive maintenance checks according to prescribed standards approved by AFSVC/VB. **(T-1)** Standards and checklists, can be found in the lodging standards checklist on the AFSVC Installation Support Portal under the Lodging Operations section.

4.7. Guest Room Quality Assurance Inspection and Review. The installation AF Inns 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)**

4.7.1. Installation AF Inns management (i.e., general, or assistant manager) will inspect at least three percent of guest rooms up to a maximum of 20 per week and maintain documentation of inspections for at least one year. At mega properties (facilities with 750 or more guest rooms) this is three percent or 20 per property. **(T-2)**

4.7.2. 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)**

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

4.7.4. 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 DAF Occupational Safety and Health Standards provided by the Installation Safety Office. **(T-2)**

4.7.5. 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)**

4.8. Business Suites. Installation AF Inns managers may designate business suites within the visiting quarters.

4.8.1. No more than five percent of a lodging operation's total transient quarters will be identified as business suites without AFSVC/CC approval to include all enhanced units and suites designated as General Officer suites. **(T-1)** Waivers must be resubmitted no later than every two years from the original date of approval and must justify excess need and include historical occupancy data. **(T-1)**

4.8.2. MAJCOMs/FLDCOMS and/or installations 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/AIS as the sole waiver authority. **(T-1)**

4.8.3. DAF must permanently divest existing inventory of enhanced business suites when their annual fully burdened costs (including overhead and depreciation) exceed revenue for three consecutive years. Enhanced business suites must be audited annually for fiscal sustainability and included in the DoD annual lodging report. **(T-0)**

4.9. Fitness Rooms. Fitness rooms are included in AF Inns facilities when space and equipment permit. AF Inns fitness rooms are in no way intended to compete with installation fitness centers, but instead should complement the focus on an individual's responsibility to stay fit in the TDY/PCS environment. Specific standards, location consideration, etc., can be found on the AFSVC Installation Support Portal.

4.10. Business Centers. AF Inns must provide standard business services including internet access, fax, copy capability and Common Access Card readers for official business at no cost. **(T-1)** Specific standards/guidelines for the business center are listed on the AFSVC Installation Support Portal.

4.11. Laundry Facilities. Laundry equipment is available for guests at no charge. Laundry supplies (e.g., detergent, softener) are available to guests through coin-operated vending machines located in laundry rooms or at retail sales outlets. For ratio standards please refer to DoD UFC 4-720-01.

4.12. Transient Aircrew Lodging. Aircrew members are defined as anyone on the flight crew order. Installation AF Inns managers will consider crew rest before assigning aircrew members to rooms in the vicinity of construction or maintenance operations. **(T-3)**

4.12.1. Officer transient aircrew members are provided a private room and private bath; however, accommodations may include a shared kitchen and/or living area.

4.12.2. Enlisted transient aircrew members are provided a private room and a private or shared bath.

4.12.3. AF Inns maintains aircrew integrity by housing the entire aircrew on the installation, and as close together as possible.

4.12.4. 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.

4.12.5. Installation AF Inns personnel may assign other authorized guests to transient aircrew accommodations if not required for aircrews and other accommodations is not available.

4.13. Guest Parking. AF Inns will provide adequate guest parking (e.g., paved, marked, and illuminated). **(T-0)** Designated vehicle parking for guest registration with a separate area for unloading/loading passengers and baggage. **(T-1)** Where feasible, each enhanced business suite should have a designated parking space as close as possible to the room.

4.14. Facility and Guest Room Signage. Proper signage is necessary to direct AF Inns guests to the reception center and to their rooms. The installation AF Inns manager ensures the following signage is in place:

4.14.1. Directional signs from installation gate(s) to the AF Inns reception center(s).

4.14.2. Illuminated exterior sign(s) identifying the AF Inns reception center and all AF Inns facilities.

4.14.3. Illuminated signs identifying AF Inns facility numbers.

4.14.4. Directional signs at each AF Inns facility's guest entrance; 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.

4.15. Facility Employee Work and Break Areas. Ensure all installation AF Inns personnel break areas reflect the same quality standards found in AF Inns common areas and guest rooms. The installation AF Inns manager will designate appropriately furnished and decorated lounge areas for installation AF Inns personnel to take their breaks. **(T-2)**

4.16. Training/Conference Rooms.

4.16.1. In-house training/conference rooms may be used by guests at no charge. Non-guest users will be charged a rental fee. **(T-2)**

4.16.2. Groups will be charged an additional fee, based on actual expenses incurred, when training/conference rooms require extraordinary cleaning or incur damages. **(T-2)**

4.17. Pet Policies.

4.17.1. Pets must meet all health and vaccination requirements IAW AFI 48-131, *Veterinary Health Services*, and installation, local, state, national and international requirements. **(T-0)**

4.17.2. Only pets with valid, current health and vaccine requirements available upon check-in are allowed to stay in AF Inns facilities. Pet vaccination requirements must meet local state requirements or traveler's home state (if TDY) or state of former or next permanent duty station (if PCS). Failure to comply with this requirement will result in cancellation of guest's room reservation. **(T-0)**

4.17.3. Guests checking in with pets must sign documentation acknowledging their adherence to DAF Lodging pet policies, including cleaning fees and accepting financial and legal liability for damages or harm caused by pet. **(T-0)**

4.17.4. A standard non-refundable pet fee, regardless of the number of pets, must be charged for guest occupancy with pets. **(T-0)** Pet fees will be determined as part of the room rate package and published annually. **(T-1)**

4.17.4.1. The pet fee covers the cost of standard cleaning, maintenance, and replacement of required pet-friendly items (e.g., food and water bowls, waste bags). The standard pet fee does not apply to working dogs and service animals as defined in paragraphs [4.20.1](#) and [4.20.2](#).

4.17.4.2. Guests will be charged an additional cleaning fee, based on actual expenses incurred, to return the room to available inventory when pet friendly rooms require extraordinary cleaning or incur damages. **(T-1)**

4.17.5. Pets must be leashed, crated, or caged at all times when:

4.17.5.1. Unaccompanied. **(T-0)**

4.17.5.2. Outside the guest room. **(T-0)**

4.17.5.3. Installation AF Inns personnel requires access to guest room. **(T-0)**

4.17.6. When occupied with a pet, authorized installation AF Inns personnel will enter pet friendly rooms daily to remove excessive dander and fur, inspect for fleas and ticks, and assess any damage caused by pets. **(T-3)**

4.17.7. Pet owners must maintain control of their pets and ensure their pets remain quiet. **(T-0)**

4.17.7.1. If complaints are received and are not corrected, the guest may be asked to remove aggressive or unruly pets. Failure to remove the aggressive or unruly pet may lead to the termination of the guest's stay.

4.17.7.2. If a pet is left alone in a room and is a disturbance to other guests, the pet may be removed by military law enforcement or an animal control agent and taken to a local kennel at the guest's expense. This action should be considered a last resort and only taken after reasonable attempts to contact the guest.

4.17.8. Pets must enter and exit the facility through the closest entrance to the guest's room and not linger in common areas (e.g., lobby, hallways, patio, children's play areas, outdoor gathering areas). **(T-0)**

4.17.9. Pet owners must ensure pets use designated outdoor pet relief areas and immediately and appropriately dispose of solid waste. **(T-0)**

4.17.10. Guests will not house their pets in their vehicles for extended periods of time. **(T-3)** When requested, installation AF Inns managers may assist guests with locating on- or off-installation kennel facilities.

4.17.11. 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.

4.17.12. Installation AF Inns managers retain authority to determine the number and type of pets allowed per unit. To ensure consistency in government quarters at DAF installations refer to AFI 32-6000, *Housing Management*, paragraph 2.21., Pets in Government-Controlled Housing and Privatized Housing, to determine types of pets allowed, appropriate behavior and temperament of animals, and detailed responsibilities of the pet owners.

4.18. Pet TLF Rooms. Every effort should be made to accommodate the inclusion of pet TLFs to provide PCS quarters to Service members and their families requiring lodging while traveling with pets. All AF Inns will provide pet friendly TLFs unless an exception to policy has been granted by the AFSVC/CC. **(T-1)**

4.18.1. At a minimum, 10 percent, but not more than 50 percent, of the TLF inventory must be designated for pet occupancy. **(T-1)** Exceptions must be approved by the AFSVC/CC. **(T-1)**

4.18.2. TLFs designated for pet use must also be available for regular occupancy. **(T-0)**

4.18.3. Installation AF Inns managers follow the deep cleaning standards established by AFSVC/VBL and located on the Lodging AFSVC Installation Support Portal. **(T-1)**

4.19. Pet Visiting Quarter (VQ) Rooms. Pet VQ rooms are not mandatory for AF Inns; however, those wishing to provide pet friendly VQ rooms must submit justification and a waiver to the AFSVC/CC for consideration. Waiver requests exceeding five percent of inventory will require additional justification. Installation AF Inns will not establish Pet VQ rooms without prior written approval from the AFSVC/CC. **(T-1)**

4.19.1. Pet friendly VQ rooms will be limited to the first floor, in the same vicinity and adjacent to an exit. Installation AF Inns must provide a pet relief area, preferably close to the designated exit.

4.19.2. Installation AF Inns will have bowls and kennels (appropriate for room size) available for request from the front desk. Guest Service Representatives must inquire if a kennel is needed and the preferred size at time of reservation and annotate it on the guest's account.

4.19.3. Guests without pets must be advised if they are being assigned in a pet friendly VQ room due to mission requirements.

4.19.4. The installation AF Inns 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.

4.20. Military Working Dogs and Service Animals.

4.20.1. Military Working Dogs (MWDs) are federal service dogs but do not fall under Americans with Disabilities Act guidelines. Guests with documented military working dogs, as described in DoDD 5200.31E, *DoD Military Working Dog Program*, should coordinate in advance with the installation kennel master to arrange boarding.

4.20.1.1. In limited circumstances, guests with military working dogs, may be permitted to make reservations and those animals may stay with them in installation AF Inns. In these instances, a pet friendly room should be utilized. If a pet friendly room is not available, it is at the installation AF Inns manager's discretion to utilize a non-pet room.

4.20.1.2. Military working dogs should be handled IAW DAFI 31-121, *Military Working Dog Program*.

4.20.2. Service animals. Authorized service animals as described in Title 38, Code of Federal Regulations, Section 17.148, *Service Dogs* are permitted to make reservations and those animals may stay with them in DAF Lodging. While pet friendly rooms should be utilized, any available DAF Lodging room may be utilized for service animals.

4.20.3. Installation AF Inns managers will establish a local OI detailing how military working dogs and service animals will be lodged. **(T-1)**

4.20.4. Guests checking in with military working dogs or service animals must sign documentation acknowledging their adherence to the DoD lodging pet policies, including vaccination requirements, additional cleaning fees, and accepting liability for damages or harm caused by their military working dog or service animal. **(T-0)**

4.20.5. Additional fees will not be assessed for military working dog or service animals unless extraordinary cleaning or damage is incurred. **(T-0)**

4.20.6. Military working dog handlers and owners of service animals must use designated outdoor pet relief areas and immediately and appropriately dispose of solid waste. **(T-0)** Travelers with pets may be accommodated where space permits. Travelers on official orders may not be provided a non-availability letter simply because the lodging facility cannot accommodate accompanying pets. **(T-1)**

Chapter 5

SUSTAINMENT PLANNING AND FUNDING

5.1. Long-Range Capital Investment Sustainment Plan.

5.1.1. AF Inns facilities must be developed and managed to support programs and services in alignment with existing DoD lodging adequacy standards and meet the demands of authorized guests through recapitalization, sustainment, restoration, and modernization. **(T-0)**

5.1.2. AF Inns will prepare and manage a five-year long-range capital investment sustainment plan that:

5.1.2.1. Supports sound business practices for programming cyclical sustainment projects (e.g., facility and room refurbishments, information technology).

5.1.2.2. Ensures facility and lodging adequacy standards are maintained.

5.1.2.3. Incorporates industry standards and historic life cycles when scheduling furniture, fixtures, and equipment, and room refurbishment requirements.

5.1.3. AF Inns purpose-built construction or major renovation supporting TDY or PCS requirements located on, or outside of, DoD installations, whether funded by APFs, NAFs, or a third party, will comply with DoD UFC 4-720-01, or state and local building codes applicable to local conditions at the time of facility construction or major renovation, but only to the same extent as DoD lodging facilities that are privatized.

5.1.4. AF Inns facility construction will conform to project justification guidance, funding sources, and reporting requirements IAW DoDI 1015.15, *Establishment, Management, and Control of Nonappropriated Fund Instrumentalities and Financial Management of Supporting Resources*; DoDI 7700.18, *Commissary Surcharge, Nonappropriated Fund (NAF), and Privately Financed Construction Reporting Procedures*; DoDI 7700.20, *Commissary Surcharge, Nonappropriated Fund (NAF), and Privately Financed Construction Policy*; and where applicable, DoDI 1015.13, *DoD Procedures for Implementing Public-Private Ventures (PPVS) for Morale, Welfare and Recreation (MWR)*, and *Armed Services Exchange Category C Revenue-Generating Activities*.

5.1.5. The number of lodging rooms constructed must be based on historical guest usage data, local market analysis, demand of official travelers staying off the installation, and future mission requirements that might affect authorized guest traffic. Subject to local conditions, leisure travel demand may be used in calculating overall demand requirements.

5.1.6. Construction programs will provide long-term economies of scale and efficiencies, such as constructing multi-use facilities and considering current and planned lodging on adjacent DoD installations, public-private venture lodging, and availability of private sector lodging.

5.2. Sustainment Funding. AF Inns will fund facility sustainment programs at or above 90 percent of the DoD facilities sustainment model requirements as outlined in DoD FMR 7000.14-R, *Financial Management Regulation*, Volume 2B, Chapter 8, *Budget Formulation and Presentation; Facilities Sustainment and Restoration/Modernization*. Additionally, DAF must sustain, restore, modernize, recapitalize, or develop a plan to right size or divest lodging facilities to maintain a facility condition index of 80 or more to support programs and services to meet authorized guest demands. **(T-0)** DAF will develop mitigation plans for those facilities with a building condition index below 60, as reported in the latest annual submission to the DoD's Real Property Asset Database. **(T-0)**

Chapter 6

LODGING FINANCIAL AND ADMINISTRATIVE MANAGEMENT

6.1. Purpose. AF Inns must use NAF revenue to fund all TDY and PCS lodging operations; lodging operations requirements; and capital sustainment, repair, recapitalization, and construction expenses, except when APFs are authorized IAW DoDI 1015.11. **(T-0)** Services may be curtailed or stopped for a limited time due to higher priority mission requirements or other circumstances as deemed necessary by the installation commander with approval from AFSVC/CC.

6.2. Use of APF. AF Inns are required to use NAF revenue to fund all TDY and PCS lodging operations; lodging operations support requirements; and capital sustainment, repair, recapitalization, and construction expenses, except when APFs are authorized pursuant to DoDI 1015.11. paragraphs 3.2.a.(4).

6.2.1. APFs are authorized to fund major and minor facility construction if the military construction, as determined by the Secretary of the military department concerned, is required to:

6.2.2. Establish, activate, or expand a military installation, including base realignment and closure and global re-stationing requirements. As defined in DoDI 1015.15, expansion must be the result of a mission change or influx of new units or systems and result in a 25 percent increase in authorized and assigned personnel strength within two years.

6.2.3. Relocate facilities for the U.S. Government's convenience.

6.2.4. Install and sustain utility lines and utility infrastructure connecting to sites of new and existing lodging facilities.

6.2.5. Replace facilities funded by country-to-country agreements.

6.2.6. Restore facilities and improvements destroyed by acts of God, fire, national emergency, national disaster, war, enemy attack, or terrorism.

6.3. Use of NAFs. DAF lodging programs are required to use NAF revenue to support operations and maintenance. NAFIs will account for installation support services as operating expenses IAW DoD FMR 7000.14-R, Volume 13, Chapters 2 and 3, *Nonappropriated Funds Policy; Nonappropriated Fund Standard General Ledger and Nonappropriated Funds Policy; Assets, Liabilities, and Net Worth*, management of DoD lodging NAFIs is subject to DoDI 1015.15.

6.3.1. Installation service providers are authorized common administrative support reimbursement as required. Check and balance procedures are required to ensure validation of all monetary reimbursements that are based upon an hourly or standard fee.

6.3.2. DAF lodging program NAFIs must maintain self-sufficiency through NAF revenue generation. Lodging NAFIs must generate a positive net income, but such income will be accumulated only in amounts programmatically necessary to support the program's long -range capital investment sustainment plan, to include recapitalization and support new facilities to meet emerging TDY and PCS needs.

6.3.3. Lodging purpose-built construction or major renovation supporting TDY or PCS requirements located on, or outside of, DOD Installations, whether funded by APFs, NAFs, or a third party, will comply with DoD UFC 4-720-01, or State and local building codes applicable to local conditions at the time of facility construction or major renovation, but only to the same extent as DOD Lodging facilities that are privatized.

6.3.4. Any rooms/buildings blocked for installation leadership convenience/mission requirements will be billed approved lodging rates if rooms are not occupied as planned. Installation AF Inns manager, in coordination with the FSS Resource Management Flight Chief (FSS/FSR), will work with the local comptroller's office and ensure a funding document is in place to support the installation requirement. Lodging will provide a bill/invoice to the FSS/FSR, who submits the invoice to Defense Finance Accounting Service for reimbursements. As an example, the installation will reimburse the lodging fund for rooms/business suites blocked in advance of distinguished visitor arrival dates or when business suites are not released for general lodging use IAW [paragraph 3.8](#).

6.3.5. AF Inns requirements, including support requirements (e.g., utilities, lawn maintenance, police protective services), facility operations, sustainment, repair, recapitalization, and construction costs not provided for in DoDI 1015.11, paragraph 3.9.a.(2), will be paid with NAFs generated from operations.

6.3.6. IAW DoD FMR 7000.14-R, Volume 4, Chapter 4, *Accounting Policy; Inventory and Related Property*, military departments providing installation support services to lodging NAFIs on a reimbursable basis will account for reimbursements as public and non-Federal receivables, recorded as transactions with the public.

6.3.7. AF Inns NAFs are U.S. Government funds entitled to the same protection as U.S. Treasury funds. Pursuant to DoDI 1015.15, there is an individual fiduciary responsibility for preventing fraud, waste, loss, or unauthorized NAF use. This responsibility extends to all DAF personnel, including service members and civilians paid with either APF or NAF. Systems and procedures must be established to encourage prevention and detection of fraud, waste, abuse, and mismanagement; prompt reporting and proper investigation of suspected violations; and whistleblower protection. **(T-0)**

6.3.8. To ensure full accountability of costs associated with AF Inns requirements, AFSVC/VF must establish and maintain complete lodging NAF financial accounting statements, including itemized costs for all operations, overhead and back-office support, maintenance, sustainment, repairs, recapitalization, and profits and losses for lodging programs, separate from MWR, exchange, or other NAF programs. **(T-1)** However, lodging program NAFIs may obtain support on a reimbursable basis from other MWR or exchange service NAFIs or NAF funds, if the expense is accounted for using the reimbursed common support expense category provided for in DoD FMR 7000.14-R, Volume 13, Chapter 7, *Nonappropriated Funds Policy; Financial Reporting*.

6.3.8.1. AF Inns are a standalone NAFI, separate and distinct from Military Service Exchange or MWR NAFIs.

6.3.8.2. Direct and indirect support to lodging operations from other DoD APF or NAF entities will be reimbursed with NAF generated from lodging operations revenue (except as otherwise authorized by this issuance), but only for the amount necessary to cover the actual expense of acquiring the service. **(T-0)**

6.4. Billings, Fundings and Reimbursements. AF Inns will procure the services from the most cost-effective source (including contracts with other NAFIs IAW Title 10 United States Code, Section 2492, *Nonappropriated fund instrumentalities: contracts with other agencies and instrumentalities to provide and obtain goods and services* and non-DoD sources), except when using such sources is detrimental to the installation security as determined by the DAF, or a specific source is required by United States or host nation law, treaty, or international agreements. **(T-0)** Such services may include utilities, sewage and trash, recycling collection and disposal, ground maintenance, pest and rodent control, snow and ice removal of parking lots, voice and communication services, physical security protection.

6.4.1. Costs associated with the lodging activity in common use infrastructure are non-reimbursable by the lodging activity.

6.4.2. Support costs charged to a lodging activity must be measurable and directly attributable to the lodging activity.

6.4.3. Installation operating support providers are not permitted to waive reimbursement from lodging activities who use or benefit from available support.

6.4.4. The cost schedule, available on the AFSVC Installation Support Portal under the Lodging Document section, captures costs of all additive requirements and reflect reimbursable estimates. Those requirements listed as “Reimbursable” in the cost schedule should be reimbursed to the installation by the AF Inns activity. The installation may require actual advanced cash payments before its account will recognize the increased budgetary resources quarterly. The list included in the cost schedule is not all-inclusive.

6.4.4.1. The cost schedule will be reviewed in its entirety annually, and the installation Comptroller, AF Inns and Resource Management Flight Chief (FSS/FSR) will sign the new/revised cost schedule at the conclusion of the review.

6.4.4.2. The cost schedule will reflect locally determined, current rates in effect at each installation, and will express the unit cost of services provided. **(T-2)** These rates are subject to change due to events not within the control of the installation support function, such as congressional legislation, DoD directives, price increases, etc. AF Inns will be notified of subject changes by the functional area providing support as soon as possible to allow for budget adjustments and revised payment submittal. **(T-2)**

6.4.5. The installation AF Inns manager, in coordination with the FSS/FSR, provides the functional communities a unique ID defined by the local functional community and comptroller’s office. This installation unique ID provides the ability to track the various expenditures to be billed for reimbursement. The functional communities prepare an estimated billing and submits to FSS/FSR for review in coordination with the installation AF Inns manager prior to payment.

6.5. Functional Area Provisions. Installation functional areas will continue to provide support to AF Inns on a reimbursable basis. Functional areas will reference the AFSVC Installation Support Portal for specific guidance on provisions and reimbursement. **(T-2)**

6.5.1. Prior to beginning AF Inns funded projects, the provider [Civil Engineering] will: Prepare an estimate of costs for the requested additional service, the scope and cost of such services. **(T-1)** Work will not begin until the installation AF Inns manager approves cost estimate and scope of work. **(T-2)**

6.5.2. AF Inns may determine the most effective and efficient process to resolve routine and emergency maintenance requests, to include contracting for a service in lieu of utilizing installation services.

6.6. Strategic Planning, Programming, and Execution.

6.6.1. AF Inns must be strategically planned, programmed, and executed based on projected local market demand for TDY and PCS travel and meet fiscal, health, safety, and force protection standards. **(T-0)** Long and short-term strategic plans will include: **(T-0)**

6.6.1.1. Financial resourcing objectives and program delivery consistent with DoD component goals and objectives.

6.6.1.2. A market analysis, measured by sales, market research, and the ability to maintain financially viable operations, to establish and operate customer-driven lodging programs.

6.6.1.3. Assessment of compliance with the DoD Lodging Adequacy Standards, including what action will be taken to adjust operations to improve performance against the standards, respond to demand signals, promote usage, and improve customer satisfaction.

6.6.1.4. Capital and facility upgrades and construction.

6.6.2. DoD lodging planning will include informational advertising targeted at authorized guests to increase awareness of their offered services. Such communication must reflect favorably on the DoD. **(T-0)**

6.6.2.1. The advertising plan will focus on promoting DoD lodging programs as guest-oriented, professionally managed operations. **(T-0)** The plan may include cross-marketing of MWR programs and NAF resale activities.

6.6.2.2. DoD lodging programs may disseminate program information and advertise their products and services through DoD and non-DoD media sources if those media sources primarily target authorized guest audiences.

6.6.2.3. DoD lodging programs may establish, operate, and maintain unclassified websites IAW DoDI 8170.01, *Online Information Management and Electronic Messaging*.

6.6.2.4. Informational communications, regardless of media source or platform, must contain a disclaimer indicating DoD lodging offers are valid for authorized guests only. **(T-0)**

6.7. Right Sizing of AF Inns.

6.7.1. DAF must permanently divest lodging rooms if the AF Inns property revenue is unable to maintain and sustain lodging operations at DoD lodging adequacy standards. **(T-0)**

6.7.2. A business case analysis, including anticipated mission adjustments, cost effectiveness of lodging, and commercial lodging options, must justify a decision not to permanently divest or convert excess lodging rooms to a functional use other than lodging. **(T-0)**

6.7.3. AF Inns must evaluate the room rates of similar commercial lodging in the local area. **(T-0)** When AF Inns room rates exceeds similar local area commercial lodging rates, the DAF should divest the AF Inns property.

6.7.4. DAF should consider expansion of lodging rooms if the annual occupancy rate for official travelers is greater than 80 percent, on average, over a three-year period. An increase in military mission requirements over a long-term period (i.e., more than three years) that will increase the number of official travelers at the installation may necessitate expanding installation lodging facilities. IAW DoDI 1015.15, expansion must be the result of:

6.7.4.1. A mission change or influx of new units or systems.

6.7.4.2. A 25 percent increase in authorized and assigned personnel strength within two years.

6.8. Resource Protection. The installation AF Inns manager ensures adequate procedures are established and followed IAW AFMAN 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. Installation AF Inns managers consult local security forces to determine the requirement for intrusion detection systems, surveillance cameras, or duress alarms.

6.9. Installation Lodging Fund. Each installation establishes an installation lodging NAFI IAW AFMAN 34-201. The installation AF Inns manager will manage the lodging activity to meet the projected rate package budget approved by 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 installation resource manager is the fund custodian.

6.10. DAF Lodging Fund. The DAF 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/VB level. NAF resource managers or installation AF Inns managers will route any installation-level purchase request to AFSVC/VB for approval and AFSVC/VF for funds certification. **(T-1)**

6.11. Procurement of Services. NAF contracts for procurement must be executed IAW DAFMAN 64-119, *Nonappropriated Fund (NAF) Contracting Procedures*.

6.12. Transfer of NAF Property. AF Inns NAF property may be transferred to other NAFIs on the same installation or elsewhere as prescribed in AFMAN 34-201. Recording the disposition of AF Inns NAF property is IAW DAFMAN 34-119, *Property Management* and AFMAN 34-209.

6.13. Establishment of Room Rates. SAF/FMC, in coordination with SAF/FMB, AF/A1S, AFIMSC, and AFSVC, establish AF Inns room rates. Room rate approval will not be delegated below SAF/FMC. **(T-1)**

6.13.1. Room rates are set IAW the authorities and requirements outlined in DoDI 1015.11, paragraph 3.3, and are established at the minimum amount necessary to cover the full cost of providing official travel lodging to:

6.13.1.1. Meet and maintain facilities IAW DoD Lodging Adequacy Standards.

6.13.1.2. Ensure the long-term sustainability of the DAF lodging program, including cash-flow, operations, maintenance, construction, and recapitalization requirements. If properties cannot remain competitive in the local market, then the DAF lodging program must divest as described in **paragraph 6.7. (T-0)**

6.13.1.3. The daily room rate for official travelers in a standard guest room will not exceed 100 percent of the local lodging portion of per diem. **(T-0)** Room rates for official travel can be found at <https://www.travel.dod.mil/Travel-Transportation-Rates/Per-Diem/Per-Diem-Rate-Lookup>. Room rates for Business Suites and Enhanced Business Suites, may exceed the local per diem rate in order to capture the full cost of maintaining such enhanced rooms.

6.14. Waived, Discounted, or Refunded Room Rates.

6.14.1. The Installation Lodging NAFI must be fully reimbursed for all support provided to the installation. **(T-0)**

6.14.2. Lodging room rates will not be waived, discounted, or refunded. **(T-0)** Except:

6.14.2.1. To support AF Inns staffing requirements (e.g., inclement weather, staff emergencies)

6.14.2.2. When installation AF Inns personnel perform quality assurance room assessments IAW DoD Lodging Adequacy Standards.

6.14.2.3. As part of an established AF Inns training program.

6.14.2.4. To mitigate guest concerns resulting from uncontrollable facility conditions or service issues.

6.14.3. During holidays, periods of extended leave, and when prolonged lodging vacancies (i.e., low occupancy) are projected, installation AF Inns managers may offer unoccupied guest rooms at a reduced rate, in coordination with AFSVC/VB, to military training students to store personal belongings at a training installation.

6.15. Payment Procedures. All AF Inns guests must pay the established daily room rate for their assigned room type. **(T-1)**

6.15.1. All AF Inns guests must provide a valid credit card and government identification card for verification purposes at time of check-in. **(T-2)**

6.15.2. The installation AF Inns manager determines check-in payment processes; however, long-term guests are required to make a payment every 15 days. This applies to both priority one and priority 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 AFR and ANG personnel and aircrew under Air Mobility Command Transportation Working Capital Fund at authorized locations only.

6.15.3. AFR units must pay using a centrally billed account or IAW DTMO regulations. **(T-2)**

6.15.4. When possible, the preferred method of payment is the Government Travel Card. In the event installation leadership directs lodging to house groups, such as scouts, air show participants, emergency snow removal crews, spouse abuse victims, dorm residents, the installation AF Inns manager works with installation leadership to establish the payment source for the room(s) and incidental charges.

6.15.5. AF Inns rooms will not be discounted or provided free of charge. **(T-1)**

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

6.16. Financial Planning. The planning and budgeting process helps the installation AF Inns manager forecast revenues, program expenses, and budget capital requirements.

6.16.1. Installation AF Inns managers work with the FSS NAF accounting office to develop annual NAF budgets in support of the lodging rate package. The Nonappropriated Fund Financial Analyst reviews and coordinates on the installation lodging budget submission. AFSVC/VBL assists with annual NAF requirement budgets for room renovations to be purchased by the DAF lodging fund, which include capital fixed asset items and those meeting bulk purchase criteria. Installation AF Inns managers also submit an annual capital requirements budget for items over \$2,500 to be purchased but approved by AFSVC prior to purchase. The base lodging NAFI must operate to the approved budget as determined by the most current approved rate package from SAF/FMC. **(T-1)**

6.16.2. It is not 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/VF. **(T-1)** 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, AFMAN 34-202, and AFMAN 34-209).

6.16.3. Budget changes can be made to future quarters, but not the current quarter. Budget changes must be reviewed by the FSS NAF accounting office and FSS Commander or Director before submission to AFSVC/VB for review. **(T-2)** The installation AF Inns manager will forward the tentative changes to AFSVC/VF for further review with final approval by SAF/FMCEB. **(T-1)**

6.16.4. Installation AF Inns managers must brief the local NAF Council on all budget submissions as well as approved budgets. **(T-2)**

6.16.5. Capital Requirements Planning Standards Guide. AFSVC/VB approves and captures the approved rate package within the five-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 AF Inns evaluation. **(T-2)**

6.16.6. Any revenue generating operations, outside of core lodging, must be operated as a MWR activity. **(T-2)** If lodging manages the operation, follow guidance in AFMAN 34-209 on Management Fee Agreements. Any no-fee service, such as an on-installation courtesy shuttle, is permitted IAW AFMAN 34-209.

6.17. Operating Expenses. Installation AF Inns managers must 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. Installations must follow the staff guide established per installation by AFSVC/VB. **(T-2)**

6.18. Resale Activities.

6.18.1. Installation AF Inns will provide resale activities and services driven by guest needs (e.g., selling of toiletries, snacks, and beverages). **(T-2)** More information can be found on the AFSVC Installation Support Portal.

6.18.2. Pre-packaged beverages containing alcohol are permitted and will be made available for sale. **(T-3)** The sale of alcoholic beverages must be IAW with DAFI 34-107, *Alcoholic Beverage Program*.

6.18.3. Installation AF Inns managers control and structure pricing to ensure gross margin from sales is sufficient to cover the cost of goods and labor.

6.18.4. Installation AF Inns managers must continue to provide beverage items in business suites; resale items in business suites will be inventoried and restocked daily (including weekends). **(T-2)**

6.18.5. AF Inns 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.

6.18.6. Installation AF Inns managers are encouraged to procure products available for resale from local MWR or Army and Air Force exchange service.

6.19. Food and Beverage. The AFSVC/CC may approve inclusion of breakfast service at AF Inns locations after reviewing a detailed business plan.

6.19.1. When approved:

6.19.1.1. The cost of breakfast service must be included in the SAF/FMC approved room rate or provided to non-AF Inns guests for a fee. **(T-1)**

6.19.1.2. Income and expense for this service must be clearly identifiable on the operating budget and recorded in the approved cost center and general ledger codes for financial visibility.

6.19.2. Installation AF Inns personnel must adhere to the current guidance IAW AFMAN 48-147, *Tri-Service Food Code*.

6.19.3. Information on control systems and operating instructions for breakfast service can be found on the AFSVC Installation Support Portal.

6.20. 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 PMS and automatically update folios, installation AF Inns personnel must manually post charges to the guest's folio as calls are made. **(T-2)** Defense Switched Network (DSN) lines must be located at the front desk and should be in common areas, unless DAF utility contracts prohibit this practice. **(T-1)** DSN lines are solely for guest use to call back to the unit or installation; installation AF Inns personnel should not use these lines.

6.21. Lost and Found. The installation AF Inns manager must establish an OI outlining effective handling and return of lost and found items to their rightful owners. **(T-2)** OI templates can be found on the AFSVC Installation Support Portal.

6.21.1. Store all items in a secure area. Installation AF Inns personnel must use the Lost and Found module in PMS to track lost and found property. **(T-2)** Installation AF Inns personnel should contact guests as soon as possible regarding forgotten belongings.

6.21.2. Guests will be responsible for all postage charges incurred when items are returned. Installation AF Inns personnel will contact guests to verify payment method and shipping instructions. **(T-2)**

6.22. Information Management and Automation.

6.22.1. Information management systems (e.g., property management) must be configured to meet DoD reporting requirements. **(T-0)**

6.22.2. Information management systems must use architectures that facilitate interchange of data among different systems. **(T-0)**

6.22.3. Systems must be properly secured with a DAF authority to operate. **(T-1)**

6.22.4. The PMS must interface with the official DoD web-based travel systems to provide real time adequate lodging inventory to official government travelers. **(T-0)**

6.22.5. All AF Inns 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 PMS. **(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 AFSVC Installation Support Portal. All installation AF Inns personnel must adhere to the PCI data security standards to protect guest's credit card data and information. **(T-0)**

6.22.6. Guest credit card information is encrypted in the PMS. Only management will have access to the unencrypted credit card number in the PMS. **(T-2)**

6.22.7. All manual forms containing guest credit card data must be cross-cut shred, incinerated or pulped. **(T-1)** This task must be completed immediately after entering the guest information into the PMS. **(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)**

6.22.8. The only approved electronic reservation system is through the dodlodging.net website. Installation AF Inns personnel will not maintain any type of local online reservation system. **(T-0)** This is a requirement for PCI compliance as well as DAF cybersecurity requirements in order to protect guest's personal and credit card data. Refrain from asking for a guest's credit card information through unencrypted email.

6.23. Marketing. AFSVC/VBL will develop a marketing plan for each AF Inn, in coordination with local FSS marketing office. **(T-1)**

6.23.1. Installations will use the AF Inns logo, IAW AF Inns standards, to market and promote the AF Inns brand. **(T-2)** Specific guidance can be found on the AFSVC Installation Support Portal.

6.23.2. AFSVC/VBL works with AFSVC Chief of Marketing (AFSVC/VSM) to create a list of essential items eligible for sponsorship and advertisement (e.g., key cards, key card holders, laundry bags, etc.). (T-1) AFSVC/CC approves all advertising and sponsorship agreements for AF Inns. (T-1)

6.24. AF Inns Vehicles.

6.24.1. Vehicles supporting AF Inns operations must be NAF-owned or leased, accounted for, and maintained IAW DoD FMR 7000.14-R, Volume 13, Chapter 3, *Nonappropriated Funds Policy; Assets, Liabilities, and Net Worth* and DoDI 4105.67, *Nonappropriated Fund (NAF) Procurement Policy and Procedure*.

6.24.2. Vehicles purchased for, or by, AF Inns will be for official use only and must be limited to the motor vehicle body size, engine size, and optional equipment that is essential to meet the lodging mission requirement. (T-0)

6.24.3. AF Inns vehicle operation will be IAW DoDI 6055.04, *DoD Motor Vehicle and Traffic Safety*. (T-0)

6.24.4. Seatbelt use is mandatory for all AF Inns vehicle occupants. (T-0)

6.24.5. Tobacco use is prohibited in AF Inns vehicles. (T-0)

6.24.6. Hand-held phone use is prohibited while operating AF Inns vehicles. (T-0)

6.24.7. Vehicle operators must have a valid driver's license IAW local laws and installation policy. (T-0) Existing personal licenses may not be sufficient.

6.25. Permanent Party Unaccompanied Personnel Housing Housekeeping.

6.25.1. AF Inns may charge service fees for permanent party unaccompanied personnel housing (e.g., dormitories) housekeeping, room management, and custodial services.

6.25.2. Service charge rates must be set to benefit AF Inns. (T-2)

6.25.3. Service charges must minimally cover associated operating costs, supplies, and administrative costs. (T-2)

Chapter 7

GENERAL

7.1. Guest Satisfaction. Installation AF Inns must continually assess customer satisfaction. **(T-0)** Additional information on assessing guest satisfaction can be found on the AFSVC Installation Support Portal.

7.1.1. The assessment must include the following two mandatory “Yes/No” questions, in the order shown: **(T-0)**

7.1.1.1. Overall, are you satisfied with your stay in DoD lodging?

7.1.1.2. Would you recommend DoD lodging to official government travelers?

7.1.2. Additional questions may be added; however, the two mandatory questions above must be listed first. **(T-0)**

7.1.3. Customer service assessment results for the two mandatory questions for each AF Inn property will be reported in the annual DoD Lodging Adequacy Standards report. **(T-0)**

7.1.4. Installation AF Inns managers will conduct and submit semi-annual self-assessments using the AF Inns Standards Checklist posted in the AFSVC Installation Support Portal to AFSVC/VBL for validation. **(T-2)**

7.2. DoD Compliance Reporting.

7.2.1. AFSVC/VBL, in coordination with installation AF Inns managers, will assess the management, financial, and facility adequacy performance of each of their AF Inns operations and develop any necessary plans for improvement. **(T-0)** Information may be requested by OUSD (P&R) MC&FP to assess the overall health of the DoD lodging enterprise. At a minimum, the assessment must include:

7.2.1.1. Average daily rate.

7.2.1.2. Average length of stay.

7.2.1.3. Civilian room nights sold.

7.2.1.4. Cost avoidance.

7.2.1.5. Customer satisfaction.

7.2.1.6. Guest rooms available.

7.2.1.7. Guest room buildings.

7.2.1.8. Military official room nights sold.

7.2.1.9. Occupancy rate.

7.2.1.10. Official travel per diem.

7.2.1.11. Official travel room nights sold.

7.2.1.12. Out of order rooms.

7.2.1.13. Out of service rooms.

- 7.2.1.14. Pet-friendly units.
- 7.2.1.15. Revenue per available room.
- 7.2.1.16. Leisure travel room nights sold.
- 7.2.1.17. Total PCS rooms.
- 7.2.1.18. Total TDY rooms.
- 7.2.1.19. Distinguished visitor-lodging audit.

Chapter 8

MANPOWER, TRAINING, EMPLOYEE STANDARDS AND RECOGNITION

8.1. Manpower. Manpower directly supporting the DAF lodging programs will be funded with NAF revenue, except for foreign national manpower funded by a host nation pursuant to established agreements. Installation AF Inns personnel policies must be IAW DoDI 1400.25, *DoD Civilian Personnel Management System* and AFI 34-301, *Nonappropriated Funds Personnel Management and Administration*, and the subsequent program and administrative guide found on the AFSVC Installation Support Portal.

8.1.1. All manpower directly supporting AF Inns will be NAF-funded. **(T-0)**

8.1.2. Military personnel will not be permanently assigned to AF Inns. **(T-0)** FSS Commanders or Directors may assign military personnel to AF Inns for a short duration, not exceeding 90 days, when:

8.1.2.1. Performing in an executive control and essential command supervision position.

8.1.2.2. Mobility or deployment requirements occur.

8.1.2.3. Training to upgrade or maintain essential military skills cannot be provided through other means.

8.2. Training.

8.2.1. Installation AF Inns personnel should attend training that stresses stewardship and customer orientation and provides practical job performance skills. The installation AF Inns manager is the approval authority for industry training with associated fees.

8.2.2. To aid installation AF Inns managers in understanding fiduciary accountability and program responsibilities, installation AF Inns managers must:

8.2.2.1. Obtain applicable hotel and lodging industry certification from a nationally accredited organization (e.g., Certification in Hotel Industry Analytics) within the first two years of their employment. **(T-2)**

8.2.2.2. Maintain applicable industry certification for the duration of their employment. **(T-2)**

8.3. Training Standards. All installation AF Inns personnel will receive recurring training particular to their jobs (task training), as well as guest service techniques. **(T-2)** Installation AF Inns managers must use the AFSVC/VB approved web-based training program for use in AF Inns. **(T-2)** Installation AF Inns managers will receive assistance in obtaining training materials from AFSVC/VBL. **(T-2)**

8.3.1. All installation AF Inns personnel training will be documented using the appropriate forms. **(T-2)**

8.3.2. Completed training forms will be maintained in each civilian employee's personnel record. **(T-1)**

8.3.3. Installation AF Inns managers can find training requirements on the AFSVC Installation Support Portal in the Lodging Operations section.

8.4. Dress and Appearance. All installation AF Inns personnel must wear the AF Inns standard uniform as outlined in the Dress and Appearance Standards located on the AFSVC Installation Support Portal in the Lodging Operations section. **(T-2)**

8.5. Employee Recognition Program. All installation AF Inns are required to have an active employee recognition program to include having written guidance. **(T-1)** Recognition events should be held monthly, but no less than once quarterly, and annually. **(T-2)** Installation AF Inns managers will ensure internal awards focus on all functional areas. **(T-2)** The AF Inns award program may submit to the squadron quarterly awards program, but the squadron's program will not substitute for an AF Inns award program. **(T-2)**

Alex Wagner
Assistant Secretary of the Air Force
Manpower and Reserve Affairs

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

10 USC § 2492, *Nonappropriated fund instrumentalities: contracts with other agencies and instrumentalities to provide and obtain goods and services*

38 CFR § 17.148, *Service dogs*

DoD FMR 7000.14-R Volume 2B, Chapter 8, *Financial Management Regulation: Budget Formulation and Presentation; Facilities Sustainment and Restoration/Modernization*, December 2016

DoD FMR 7000.14-R Volume 4, Chapter 4, *Financial Management Regulation: Accounting Policy; Inventory and Related Property*, November 2017

DoD FMR 7000.14-R Volume 9, Chapter 5, *Financial Management Regulation: Travel Policy; Temporary Duty Travel (TDY) and Travel Advances*, January 2024

DoD FMR 7000.14-R Volume 13, Chapter 2, *Financial Management Regulation: Nonappropriated Funds Policy; Nonappropriated Fund Standard General Ledger*, March 2023

DoD FMR 7000.14-R Volume 13, Chapter 3, *Financial Management Regulation: Nonappropriated Funds Policy; Assets, Liabilities, and Net Worth*, May 2023

DoD FMR 7000.14-R Volume 13, Chapter 7, *Financial Management Regulation: Nonappropriated Funds Policy; Financial Reporting*, June 2023

DoDD 5200.31E, *DoD Military Working Dog (MWD) Program*, 10 August 2011

DoDI 1015.11, *DoD Lodging Policy*, 23 January 2023

DoDI 1015.13, *DoD Procedures for Implementing Public-Private Ventures (PPVS) for Morale, Welfare and Recreation (MWR), and Armed Services Exchange Category C Revenue-Generating Activities*, 11 March 2004

DoDI 1015.15, *Establishment, Management, and Control of Nonappropriated Fund Instrumentalities and Financial Management of Supporting Resources*, 31 October 2007

DoDI 1400.25, *DoD Civilian Personnel Management System*, 25 November 1996

DoDI 4105.67, *Nonappropriated Fund (NAF) Procurement Policy and Procedure*, 26 February 2014

DoDI 5400.11, *DoD Privacy and Civil Liberties Program*, 29 January 2019

DoDI 6055.04, *DoD Motor Vehicle and Traffic Safety*, 27 August 2021

DoDI 7700.18, *Commissary Surcharge, Nonappropriated Fund (NAF), and Privately Financed Construction Reporting Procedures*, 15 December 2004

DoDI 7700.20, *Commissary Surcharge, Nonappropriated Fund (NAF), and Privately Financed Construction Policy*, 10 November 2005

DoDI 8170.01, *Online Information Management and Electronic Messaging*, 2 January 2019

DoD *Lodging Adequacy Standards*, 18 December 2020

DoD Unified Facilities Criteria 4-720-01, *Lodging Facilities Design Guide*, 13 February 2012

JTR, Joint Travel Regulations, *Uniformed Service Members and DoD Civilian Employees*, current edition

DAFPD 34-1, *Air Force Services*, 20 June 2023

DAFI 31-121, *Military Working Dog Program*, 14 February 2022

DAFI 34-101, *Department of the Air Force Morale, Welfare, and Recreation (MWR) Programs and Use Eligibility*, 7 March 2022

DAFI 34-107, *Alcoholic Beverage Program*, 4 July 2023

DAFI 34-110(I), *Army and Air Force Exchange Service Operations*, 14 July 2023

DAFI 36-2710, *Equal Opportunity Program*, 18 June 2020

AFI 32-6000, *Housing Management*, 18 March 2020

AFI 32-9002, *Management of Real Property*, 18 December 2020

AFI 33-322, *Records Management and Information Governance Program*, 23 March 2020

AFI 34-301, *Nonappropriated Funds Personnel Management and Administration*, 23 July 2023

AFI 48-131, *Veterinary Health Services*, 29 August 2006

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

DAFMAN 34-119, *Property Management*, 5 July 2023

DAFMAN 64-119, *Nonappropriated Fund (NAF) Contracting Procedures*, 29 August 2023

DAFMAN 90-161, *Publishing Processing and Procedures*, 18 October 2023

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

AFMAN 34-202, *Procedures for Protecting Nonappropriated Funds Assets*, 25 June 2019

AFMAN 34-209, *Nonappropriated Fund Financial Management and Accounting*, 2 October 2019

AFMAN 48-147, *Tri-Service Food Code*, 30 April 2014

AFMAN 65-114, *Travel– Procedures for Financial Management Flights, Finance Offices - Reserve Components, Air Force Installation and Mission Support Center – Finance Component*, 27 August 2019

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

AFTTP 3-34.1, *Services Contingency Beddown and Sustainment*, 1 November 2007

Prescribed Forms

None

Adopted Forms

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

DAF Form 847, *Recommendation for Change of Publication*

AF Form 85A, *Inventory Count Card*

AF Form 2009-1, *Manual Supply Accounting Record*

Abbreviations and Acronyms

AF—Air Force

AFI—Air Force Instruction

AFIMSC—Air Force Installation and Mission Support Center

AFMAN—Air Force Manual

AFPAM—Air Force Pamphlet

AFR—Air Force Reserve

AFROTC—Air Force Reserve Officer Training Corps

AFSVC—Air Force Services Center

ANG—Air National Guard

APF—Appropriated Fund

CE—Civil Engineering

CL—Commercial Lodging

CONUS—Continental United States

CNA—Certificate of non-availability

DAF—Department of the Air Force

DAFI—Department of the Air Force Instruction

DAFMAN—Department of the Air Force Manual

DoD—Department of Defense

DoDI—Department of Defense Instruction

DoDD—Department of Defense Directive

DSN—Defense Switched Network

DTMO—Defense Travel Management Office

DTS—Defense Travel System

FLDCOM—Field Command

FMR—Financial Management Regulation

FSS—Force Support Squadron

IAW—In Accordance With

ID—Identification

IDT—Inactive Duty for Training

JTR—Joint Travel Regulation

LRRB—Lodging Rate Review Board

MAJCOM—Major Command

MOA—Memorandum of Agreement

MWD—Military Working Dog

MWR—Morale, Welfare, and Recreation

NAF—Nonappropriated Fund

NAFI—Nonappropriated Fund Instrumentality

NGB—National Guard Bureau

OI—Operation Instruction

O&M—Operations and Maintenance

OCONUS—Outside Continental United States

OPR—Office of Primary Responsibility

PCI—Payment Card Industry

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

VQ—Visiting Quarter

Office Symbols

AF/A1—Deputy Chief of Staff for Manpower, Personnel, and Services

AF/A1S—Deputy Chief of Staff of Manpower, Personnel and Services, Directorate of Services
AF/A1SO—Headquarters United States Air Force, Services Operations

AF/RE—Chief of Air Force Reserve

AFSVC/CC—Commander, Air Force Services Center

AFSVC/VB—Air Force Services Center, Business Operations

AFSVC/VBL—Air Force Services Center, Lodging Division

AFSVC/VF—Air Force Services Center, Financial Management and Comptroller

AFSVC/VSM—Air Force Services Center, Chief of Marketing

FSS/CC—Force Support Squadron Commander

FSS/CL—Force Support Squadron Director

FSS/FSR—Force Support Squadron Resource Management Flight Chief

Holm Center/SDFA—Financial Management Accounting Chief

NGB/CF—Director, Air National Guard

OUSD (P&R) MC&FP—Under Secretary of Defense for Personnel and Readiness, Military Community and Family Policy

SAF/FM—Assistant Secretary of the Air Force Financial Management and Comptroller

SAF/FMB—Deputy Assistant Secretary of the Air Force Financial Management and Comptroller (Budget)

SAF/FMC—Deputy Assistant Secretary of the Air Force Financial Management and Comptroller (Cost and Economics)

SAF/FMCEB—Assistant Secretary of the Air Force for Cost and Economics, Business Management

SAF/MR—Assistant Secretary of the Air Force for Manpower and Reserve Affairs

SF/S1—Deputy Chief of Space Operations for Human Capital

Terms

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

Air Force Survivor Next of Kin—Next of Kin (NOK): widow or widower (remarried or not), each parent (mother, father, stepmother, stepfather, mother through adoption, father through adoption, foster parents who stood in loco parentis), each child (natural, stepchildren, adopted), and each sibling (brother, sister, half-brother, half-sister, step-sibling) of an Airman or Guardian

Business Suite—AF Inns units available for rental that are often larger and offer enhanced amenities. These units are designated for senior ranking personnel (as determined by local OI) but may be sold to all eligible lodging guests in coordination with Protocol.

Certificate of Non-Availability (CNA)—Refers to no availability of government quarters or meals. Lodging issues TDY members a CNA when government lodging is not available. (CNAs are not issued when the installation does not have an AF Inns operation.) The orders authorizing official determines if the TDY member may eat meals in the government facility. (DoD FMR 7000.14-R, Volume 9, Chapter 5, *Travel Policy; Temporary Duty Travel (TDY) and Travel Advances*).

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.

Enhanced Business Suite—AF Inns units available for rental that are often larger, with multiple rooms, and enhanced amenities. These units are designated for General Officers but may be sold to all eligible lodging guests in coordination with Protocol.

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 from 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.

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.

Standard Room—An all-private room/private bath Air Force lodging facility used to lodge personnel without regard for rank or grade.

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).

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

Attachment 2

DAF LODGING SUPPORT FOR EMERGENCY, SURGE AND CONTINGENCY OPERATIONS

A2.1. DAF Lodging Support. AF Inn lodging establishments and CL 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 to meet mission requirements. If necessary, change future reservations to accommodate contingency support personnel on-installation. APF support can be used to provide 24-hour locator service for personnel in support of these operations.

A2.2. Funding. APFs reimburse all use of NAF facilities, equipment, supplies, personnel, and services rendered in support of emergency, surge, and contingency operations. AF Inn lodging funds are not authorized to support contingency quarters. If establishing a NAF Memorandum of Agreement (MOA) for services to include payment details. For additional guidance on funding contact AFSVC/VBL.

A2.3. Contingency Quarters. AF Inn facilities are not considered contingency quarters. Contingency quarters are base facilities designated by the installation commander and funded with APFs, used to bed down 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 AF Inns 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 10-219V5, *Bare Base Conceptual Planning* and Air Force Tactics, Techniques and Procedures 3-34.1.

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. **(T-3)**

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. **Note:** These programs do not apply to ANG bases or bases not supporting flight operations.

A3.2. Functional Responsibilities.

A3.2.1. Host installation commanders.

A3.2.1.1. Implement the Prime Knight program and approve local support plans and procedures.

A3.2.1.2. Appoint a base program manager. This program impacts several disciplines (e.g., Force Support, Transportation), and therefore no single functional entity is responsible for providing all the required services under this program. The vehicle operations chief, installation AF Inns manager, or food service officer will not be appointed as the Prime Knight program manager. **(T-1)** The program manager should be selected from an operations unit such as operations support, air mobility support, or command post.

A3.2.1.3. Provide the resources required for a viable Prime Knight program.

A3.2.2. Aircraft commanders/command and control agencies or other designated agencies.

A3.2.2.1. At the earliest opportunity, provide destination program managers with information required as indicated below:

A3.2.2.1.1. 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.

A3.2.2.1.2. Cancel reservations to preclude no shows and guaranteed hold charges being assessed due to mission changes, weather diversions, etc.

A3.2.3. Base Program Manager.

A3.2.3.1. Develops base aircrew handling program support plans and policies to provide transient aircrew with transportation, lodging, and access to meals.

A3.2.3.2. 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). **(T-3)**)

A3.2.3.3. Ensures the welcome packet contains the following as a minimum.

A3.2.3.3.1. Base information on meals, lodging, and transportation, lodging registration forms, or off-base lodging authorizations, area maps and comment cards.

A3.2.3.3.2. Program critique form.

A3.2.4. Installation AF Inns Manager.

A3.2.4.1. Supports the installation Prime Knight manager by providing adequate rooms and efficient lodging guest service to transient aircrews when rooms are available.

A3.2.4.2. Establishes designated aircrew rooms when the volume of transient aircrews warrants.

A3.2.4.3. Pre-registers the aircrew if assigned to on-installation lodging. In addition, the installation AF Inns manager blocks or assigns rooms and assembles keys or puts them in the information packet prior to the aircrew's arrival (on-installation lodging will be used to the maximum extent possible to maximize mission execution and limit demand on support activities).

A3.2.4.4. Assembles the necessary documents if the aircrew is staying off base. (CNA forms, directions, etc.)

A3.2.4.5. Establishes an express checkout system for aircrews staying in government quarters.

A3.2.4.6. 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. See [paragraph 4.2.4](#) regarding adjacent room assignments.

A3.2.5. Food Service.

A3.2.5.1. 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.

A3.2.5.2. Responds to aircrew requests for meals. (Use of the in-flight kitchen is sufficient to meet this requirement.)

A3.2.6. Transportation.

A3.2.6.1. Meets the aircraft within 10 minutes of the time requested by the aircrew or applicable command and control system.

A3.2.6.2. 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.

A3.2.6.3. Responds to the aircrew's request for departure pickup at the established pickup time.

A3.2.7. Base operations (or command post).

A3.2.7.1. Tracks all inbound aircraft in the normal course of duties that might generate program requirements.

A3.2.7.2. 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

INSTALLATION LAUNDRY AND LINEN EXCHANGE PROGRAM

A4.1. 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. FSS Commander or Director appoints an APF employee (military or civilian) as the COR. **Option two:** Establish a NAF-operated centralized laundry and linen exchange point with an established NAFI MOA to provide APFs to reimburse the NAFI incurring the expense (see AFI 65-106, *Appropriated Fund Support of Morale, Welfare, and Recreation (MWR) and Other Nonappropriated Fund Instrumentalities (NAFIS)*, paragraph 2.18). This NAFI MOA oversight generally falls under Resource Management. **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 MOA sample for option two can be downloaded from the AFSVC Installation Support Portal.

A4.2. Authorized Items. The following items are authorized to be washed or dry cleaned at the expense of Air Force APFs:

A4.2.1. 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.

A4.2.2. Government rugs, upholstery, and drapes.

A4.2.3. Organizational items and special or distinctive clothing or equipment issued to military or DoD civilian personnel.

A4.2.4. Linens purchased with APFs (linens on NAF accounts must be cleaned using NAFs).
(T-1)

A4.2.5. 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).

A4.2.6. Authorized uniform items that need water-repellent treatment.

A4.2.7. Clothing of prisoners kept at a base in a non-pay status.

A4.2.8. Clothing required for burial of deceased active duty personnel.

A4.2.9. 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.

A4.2.10. 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.

A4.3. 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 A4.2](#). At bases with an Air Force laundry and dry cleaning plant, the plant should serve as the linen exchange function point.

A4.4. Contingency/Wartime Operations. In the event of an emergency situation, natural disaster or wartime situation, the FSS Commander or Director, through the installation commander, may expand the authorized guests or items the central linen exchange can process.

A4.5. Managing Linen Inventory. Maintain only enough items to meet scheduled exchanges, replenishment of worn out and damaged items, and a justifiable reserve for emergencies.

A4.6. Inventory Procedures. Perform a complete inventory semiannually, on the last workday of March and September. Instructions for completing the inventory are available on the AFSVC Installation Support Portal. The inventory is maintained locally.

A4.6.1. Set up a control register 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.

A4.6.2. Air Force Form 85A, *Inventory Count Card*, is certified by the linen exchange manager and approved by the FSS Commander or Director.

A4.6.3. 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.

A4.6.4. 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 FSS Commander or Director.

A4.7. 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.

A4.7.1. When issuing rags to organizations, fill out a DD Form 1348-1A, *Issue Release/Receipt Document*, as follows.

A4.7.2. Assign a document number from the Air Force Form 2009-1 in Block 24.

A4.7.3. List item nomenclature ("rags-sheets," "rags-blankets," etc.) in Block 17.

A4.7.4. List national stock number in Block 25.

A4.7.5. List quantity in Block 26.

A4.7.6. Print authorized representative's name and squadron/branch in Block 27.

A4.7.7. Obtain a signature from an authorized representative of the using organization in Block 22 and date received by representative in Block 23.

A4.7.8. Post quantity issued to Air Force Form 2009-1, showing the organization issued to in the transaction column.

A4.7.9. File posted copy of DD Form 1348-1A in document file.

A4.8. 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.

A4.9. 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 AFSVC Installation Support Portal) and sign them on the day they transfer the account. **(T-3)**