



DEPARTMENT OF THE ARMY
UNITED STATES ARMY GARRISON STUTTGART
UNIT 30401
APO AE 09107-0401

IMSG-ZA

06 AUG 2012

MEMORANDUM FOR All personnel residing in the USAG Stuttgart area of responsibility

SUBJECT: U.S. Army Garrison Stuttgart Command Policy Letter #29, Army Lodging
Guaranteed Reservations for Late Arrivals

1. REFERENCES: Army Lodging Standards for Service, Category II, Standard 2-a.
2. PURPOSE: The purpose of this letter is to establish policy and procedures for guaranteed reservations for late arrival, after 1800hrs, and charging of "no-shows" of those reservations.
 - a. Guests supply valid credit card info and billing name to guarantee their reservation past 1800hrs on the date of arrival.
 - b. When a confirmation number is given to the guest, the clerk will explain the cancellation and "no-show" policy. One night basic rate will be charged against their credit card if they do not show for the reservation and fail to cancel prior to 1800hrs on the date of arrival.
 - c. Hotel staff will contact all "no-shows" or their sponsors and inquire as to the status of the reservation and inform guests of charges.
 - d. The night audit will show any no-shows from that days business. The following no-shows will be charged a one night single occupancy fee. Rooms will be held until check out time the next morning, when a guest has been charged.
3. A file will be maintained separately for all "no-show" receipts with an action log. Cancellation numbers will be issued to guests who cancel their reservation prior to 1800hrs.
4. The point of contact is the USAG Stuttgart Business Operations Division Chief at DSN 421-2889.


JOHN P. STACK
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