



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

0 6 AUG 2012

IMSG-ZA

MEMORANDUM FOR All Guests Residing in U.S. Army Garrison Stuttgart Lodging Facilities

SUBJECT: U.S. Army Garrison Stuttgart Command Policy Letter #31, Hotel Room Payments

1. PURPOSE: This memorandum prescribes the procedures for making room payments at all Army Lodging facilities in U.S. Army Garrison Stuttgart. Our goal is to work closely and efficiently with our guests so they receive quick reimbursements of room payments from Defense Finance and Accounting Service (DFAS).
2. All official travelers with PCS and TDY orders are required to make payments every ten days. The daily room fee will be multiplied by ten and payment for this amount is due on the eleventh day. The guest will be provided with this payment information at check-in.
3. If the ten day payment is not received by the eleventh day, hotel management will issue a reminder letter that the guest's balance is overdue. If payment is not received within three days after delivery of the letter, the guest's supervisor will be notified of the delinquency.
4. All guests on a space available basis will pre-pay the balance of their total room charges at check-in. If the guest is due a refund because of an early departure, the guest's credit card will be credited with the corresponding amount. If a guest paid in cash, then they will supply hotel management with a valid mailing address and a refund check will be issued to the guest.
5. The point of contact is the USAG Stuttgart Business Operations Division Chief at DSN 421-2889.


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