



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

IMEU-STU-ZA

23 JUL 2010

MEMORANDUM FOR All Guests Residing in USAG Stuttgart Lodging Facilities

SUBJECT: USAG Stuttgart Command Policy Letter #19, Hotel Room Payments

1. Purpose: This memorandum prescribes the procedures for making room payments at all Army Lodging facilities in USAG 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 he will supply hotel management with a valid mailing address and a refund check will be issued to him.
5. The point of contact for this policy is the USAG Lodging Manager, Mr. Joe Strobel, Patch Barracks, Building 2506, DSN 430-5920.

  
CARL D. BIRD III  
COL, QM  
Commanding