



DEPARTMENT OF THE ARMY

6th AREA SUPPORT GROUP

UNIT 30401

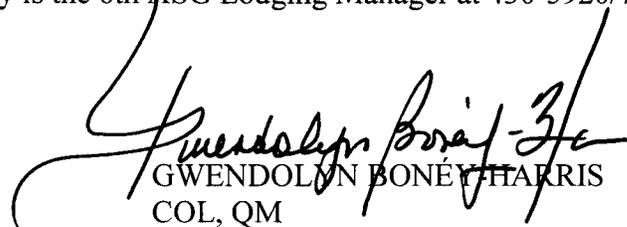
APO AE 09107-0401

AESG-CA-SI

MEMORANDUM FOR Personnel Authorized to Occupy 6th ASG Lodging

SUBJECT: 6th ASG Command Policy Letter 58, Army Lodging Guaranteed Reservations for Late Arrival

1. REFERENCE: Army Regulation 210-50, Housing Management, 26 February 1999.
2. All reservations are honored and held up until 1800 with no credit card information required to guarantee them.
3. The purpose of this letter is to establish policy and procedures for guaranteed reservations for late arrival (after 1800) and charging "no shows" of those reservations.
 - a. Guests supply valid credit card number, expiration date, and billing name to guarantee their reservation past 1800 on 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 lodging rate will be charged against their credit card if they do not use the reservation and fail to cancel prior to 1800 on the arrival date.
 - c. Hotel staff will contact all "no shows" or their sponsors and inquire as to the status of the reservation and inform guests of the charges.
 - d. No shows will be charged prior to the night audit. Rooms will be held until checkout time the next morning, when a guest has been charged.
4. A file will be maintained separately for all "no show" receipts, with action log. Cancellation numbers will be issued to guests who cancel their reservation prior to 1800.
5. The point of contact for this policy is the 6th ASG Lodging Manager at 430-5920/7181.


GWENDOLYN BONÉ HARRIS
COL, QM
Commanding