



# DoD INSTRUCTION 1015.11

## DoD LODGING POLICY

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**Originating Component:** Office of the Under Secretary of Defense for Personnel and Readiness

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**Approved by:** Gilbert R. Cisneros, Jr., Under Secretary of Defense for Personnel and Readiness

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**Purpose:** In accordance with the authority in DoD Directive (DoDD) 5124.02, this issuance establishes and implements DoD lodging policy, assigns responsibilities, and prescribes procedures for operating DoD lodging.

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## SECTION 1: GENERAL ISSUANCE INFORMATION

### 1.1. APPLICABILITY.

This issuance:

a. Applies to OSD, the Military Departments, the Office of the Chairman of the Joint Chiefs of Staff and the Joint Staff, the Combatant Commands, the Office of Inspector General of the Department of Defense, the Defense Agencies, the DoD Field Activities, and all other organizational entities within the DoD (referred to collectively in this issuance as the “DoD Components”).

b. Does not apply to:

(1) Category C morale, welfare, and recreation (MWR) recreational lodging activities governed by DoD Instruction (DoDI) 1015.10.

(2) Lodging facilities that are privatized or are operating on a DoD installation under a lease pursuant to Section 2667 of Title 10, United States Code (U.S.C.).

(3) Fisher House programs. The Military Departments will develop and publish policy for their respective Fisher House programs in accordance with Section 2493 of Title 10, U.S.C. and DoDI 1015.15.

### 1.2. POLICY.

a. Military Department lodging program(s) will support official travel consisting of temporary duty (TDY) and permanent change of station (PCS) travel requirements to support readiness, mission accomplishment, and improved productivity.

b. Lodging programs will be strategically planned, programmed, and executed to meet applicable DoD fiscal, health, safety, adequacy, and force protection standards.

c. DoD lodging room inventory will include standard rooms, suites, and PCS accommodations in accordance with DoD Unified Facilities Criteria 4-720-01. Enhanced lodging may be provided for distinguished visitors. These distinguished visitor rooms exceed criteria for accommodations for the DoD lodging core program and are considered a discretionary enhancement to DoD lodging. Therefore, each enhanced unit must generate revenue sufficient to cover operating and recapitalization expenses to remain in the DoD lodging inventory and be managed by DoD lodging programs. The Military Departments must maintain occupancy and fiscal data for enhanced lodging separate from other TDY and PCS lodging to ensure revenue generated covers operating and recapitalization expenses.

d. DoD lodging to support TDY and PCS travel will be funded with nonappropriated fund (NAF) revenue generated by the lodging program. Revenue generated must cover program operations and recapitalization and will follow nonappropriated fund instrumentality (NAFI)

management policies and guidance in DoDI 1015.15 concerning NAFI oversight, establishment, and disestablishment. This instruction takes precedence over funding authorizations in DoDI 1015.15.

e. Newly constructed lodging facilities will be purpose-built to support official travel requirements in the most cost-effective manner.

f. Lodging programs will provide healthy, safe, and quality facilities in accordance with the Defense Travel Management Office's DoD Lodging Adequacy Standards.

g. DoD lodging programs must adhere to non-discriminatory practices in accordance with DoDD 1020.1 and DoDI 1350.02.

h. The lodging operations at DoD installations must ensure guests are authorized before providing accommodations.

i. 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 NAF generated from lodging operations, except as provided in this issuance.

j. DoD PCS and TDY lodging may be converted to MWR recreational lodging with the approval of the Military Department. Military Departments must ensure there is no negative impact to the DoD lodging mission before granting approval.

k. DoD PCS and TDY lodging 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.

## **SECTION 2: RESPONSIBILITIES**

### **2.1. UNDER SECRETARY OF DEFENSE FOR PERSONNEL AND READINESS (USD(P&R)).**

The USD(P&R) is the Principal Staff Assistant and advisor to the Secretary of Defense for total force management as it relates to readiness, including Military Service exchanges, lodging, and other NAF activities in accordance with Section 136 of Title 10, U.S.C.

### **2.2. ASSISTANT SECRETARY OF DEFENSE FOR MANPOWER AND RESERVE AFFAIRS (ASD(M&RA)).**

Under the authority, direction, and control of the USD(P&R), the ASD(M&RA):

- a. Is the principal advisor to the USD(P&R) for matters related to DoD lodging activities and programs in accordance with DoDD 5124.10.
- b. Oversees Military Service compliance and implementation of this issuance.
- c. Manages DoD lodging and related capital expenditures in accordance with DoDI 1015.15 and DoD 7000.14-R.
- d. Provides lodging oversight, guidance, and procedures to ensure the DoD lodging program is consistently administered and managed and monitors compliance with this issuance.
- e. Establishes working groups, as required, composed of subject-matter experts from the DoD Components to assist in the formulation and review of DoD lodging policies.
- f. Issues data requests to the Military Departments and provides templates and formatting guidance for the annual lodging assessment included in the NAF Metrics Report (NAF Financial Assessment Report).

### **2.3. SECRETARIES OF THE MILITARY DEPARTMENTS.**

The Secretaries of the Military Departments:

- a. Issue policies and procedures to implement this issuance.
- b. Administer and professionally manage business-based lodging programs to ensure compliance with DoD lodging program management and funding policies.
- c. Provide lodging support to all authorized guests and lodging programs.
- d. Develop and manage the DoD lodging physical plant through adequate programing for sustainment, restoration, modernization, and recapitalization, including developing and maintaining a 5-year strategic plan for such programs.

- e. Annually report lodging program data to the ASD(M&RA).

## SECTION 3: DOD LODGING POLICY

### 3.1. ELIGIBLE GUESTS AND RESERVATION PREFERENCE STATUS.

Priority groups, as defined in Paragraphs 3.1.b. and 3.1.c., are used to ensure DoD lodging is available for certain groups at all times. Table 1 defines guests eligible for Priority One and Priority Two lodging reservations. The following criteria must be used to determine guest eligibility.

#### a. General Eligibility.

(1) If facilities are configured for short-term or extended stay TDY accommodations, personnel on TDY orders have preference.

(2) If facilities are configured for personnel and/or their family members who are without housing due to PCS orders and medical care, patients and their families have preference.

(3) An authorized non-medical attendant of a medical hold or holdover Service member is authorized to acquire lodging accommodations when attending to such Service member.

(4) Reservations may not be cancelled unless the guest is a “no-show.” The Military Department must develop policy to determine what constitutes a mission requirement necessitating use of previously reserved lodging rooms. Travelers should be notified of cancellation as early as possible and before their check-in date. The host property:

(a) Will help official government travelers find alternate accommodations if the guest did not have time to utilize the Defense Travel System or MyTravel to arrange for alternate lodging.

(b) Should help leisure travelers find alternate accommodations.

(5) Leisure travel reservations may be cancelled when rooms are needed to support mission requirements.

#### b. Priority One.

Priority One authorized groups will have reservations confirmed on an unlimited basis as room availability permits. Authorized groups in priority one include:

(1) Active duty Military Department members and DoD civilian employees traveling on official orders.

(2) Reserve Component members who travel more than 50 miles from their residence to perform active duty or training in accordance with Section 12604 of Title 10, U.S.C.



(3) United States Coast Guard active duty members and Coast Guard civilians on TDY or PCS orders and their family members or family members traveling unaccompanied on PCS orders.

(4) DoD-sponsored foreign nationals on TDY.

(5) Uniformed services personnel family members on medical TDY orders.

(6) Active duty and retired Service members and their family members undergoing outpatient treatment at a DoD or Department of Veterans Affairs (VA) medical facility who are required by medical professionals to stay overnight in lodging.

(7) Guests of uniformed services personnel as determined by the installation commander and those on invitational travel authorizations.

### **c. Priority Two (Leisure Travel).**

Priority Two authorized groups will have reservations confirmed on a limited basis as room availability permits and after the lodging needs of Priority One authorized groups have been met. Limited use is based on local demand and capacity, and at the lodging program's discretion. Priority Two Leisure travel reservations may be cancelled anytime rooms are needed to support priority reservations or mission requirements in accordance with Paragraph 3.1.a.(5). Authorized groups in Priority Two include:

(1) Active duty Service members in a non-duty status and their family members.

(2) Reserve Component members in a non-duty status and their family members.

(3) United States Coast Guard members in a non-duty status and their family members.

(4) DoD civilians in a non-duty status and their family members.

(5) Nonmilitary uniformed personnel of the U.S. Public Health Service and National Oceanic and the Atmospheric Administration.

(6) Foreign military personnel when authorized by the installation commander.

(7) Uniformed services and Reserve Component retirees and their family members.

(8) Surviving spouses, former (non-remarried) spouses with entitlement status and their family members.

(9) Relatives and guests of Service members assigned to the installation.

(10) Service-connected disabled veterans, including veterans with disability ratings from "0 to 100 percent," former prisoners of war, Purple Heart recipients, Medal of Honor recipients, and primary caregivers of veterans.

**d. Priority Three (Leisure Travel).**

All other authorized guests are eligible for leisure travel access. Leisure travel reservations will be confirmed on a limited basis as room availability permits and after the lodging needs of individuals and groups with priority status have been met. Limited use will be based on local demand and capacity and will be at the lodging program's discretion. Leisure travel reservations may be cancelled any time rooms are needed to support priority reservations or mission requirements in accordance with Paragraph 3.1.a.(5).

**3.2. RECAPITALIZATION AND CAPITAL INVESTMENT.**

**a. Long-Range Capital Investment Sustainment Plan.**

(1) Lodging 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.

(2) The Military Departments will develop and maintain a five long-range capital investment sustainment plan that will:

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

(b) Ensure facility and lodging adequacy standards are maintained.

(c) Incorporate industry standards and historic life cycles when scheduling furniture, fixtures, and equipment, and room refurbishment requirements.

(3) Lodging purpose-built construction or major renovation supporting TDY or PCS requirements located on, or outside of, DoD installations, whether funded by appropriated funds (APFs), NAFs, or a third party, will comply with DoD Unified Facilities Criteria 4-720-01, "Lodging Facilities," 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.

(4) Lodging facility construction will conform to project justification guidance, funding sources, and reporting requirements in accordance with DoDIs 1015.15, 7700.18, 7700.20 and, where applicable, DoDI 1015.13.

(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.

(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.

(7) DoD lodging programs will fund facility sustainment programs at or above 90 percent of Facility Sustainment Model requirements. Additionally, the Military Departments must sustain, restore, modernize, recapitalize, or develop plan to right size or divest lodging facilities to maintain a facility condition index (FCI) of 80 or more to support programs and services to meet authorized guest demands. The Military Departments will develop mitigation plans for those facilities with an FCI below 60, as reported in the latest annual submission to the DoD's Real Property Asset Database.

#### **b. Right Sizing of DoD Lodging Facilities.**

(1) Military Departments must permanently divest lodging rooms if the DoD lodging property revenue is unable to maintain and sustain lodging operations at DoD Lodging Adequacy Standards.

(a) 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.

(b) DoD lodging programs must evaluate the room rates of similar commercial lodging in the local area. When DoD lodging room rates exceeds similar local area commercial lodging rates, the DoD lodging program should divest.

(2) Military Departments should consider expansion of lodging rooms if the annual occupancy rate for official travelers is greater than 80 percent, on average, over a 3-year period. An increase in military mission requirements over a long-term period (i.e., more than 3 years) that will increase the number of official travelers at the installation may necessitate expanding installation lodging facilities. In accordance with DoDI 1015.15, expansion must be the result of:

(a) A mission change or influx of new units or systems.

(b) Result in a 25 percent increase in authorized and assigned personnel strength within 2 years.

(3) Military Departments must permanently divest existing inventory of distinguished visitor rooms when their annual fully burdened costs (including overhead and depreciation) exceed revenue for three consecutive years. Distinguished visitor lodging units (rooms) must be audited annually for fiscal sustainability and included in the DoD annual lodging report.

### **3.3. LODGING ROOM RATES.**

#### **a. Establishment of Room Rates.**

(1) Lodging room rates will be established at the minimum amount necessary to cover the full cost of providing official travel lodging to:

(a) Meet and maintain DoD Lodging Adequacy Standards.

(b) Ensure the long-term viability of the lodging programs, including cash-flow, operations, maintenance, construction, and recapitalization requirements. If properties cannot remain competitive in the local market, then the DoD lodging program must divest as described in Paragraph 3.2.

(2) Room rates will not be established as a funding source (i.e., dividend) for MWR programs, and official lodging program revenue may not be programmed or used in NAF accounts to support MWR program expenses eligible for NAF funding.

(3) Considering local market conditions, operating and recapitalization costs, DoD lodging location's rates may be set independently of other DoD lodging locations.

(4) Dynamic pricing room rates based on market demand is a standard practice in the hospitality industry and the recommended business practice for DoD lodging to encourage higher program occupancy and gross revenues. Each Military Service, in coordination with the Office of the USD(P&R)'s Military Community & Family Policy (MC&FP), will develop and publish a dynamic pricing methodology (e.g., property management system algorithm, occupancy vs. price).

(a) Official and leisure travel travelers' rates must be consistent, but can be adjusted up or down by a Military Service's dynamic rate setting method that is pre-approved by MC&FP.

(b) Dynamic pricing official travel rates must never exceed local *per diem* or Integrated Lodging Program (ILP) Guide preferred commercial rates. Leisure travel rates may exceed local *per diem* and ILP-preferred commercial lodging rates.

(c) For both official and leisure travel travelers, the daily room rate booked does not have to be the same across the traveler's stay. However, daily room rate booked will not change once the reservation is guaranteed (e.g., credit card). The daily room rate for official travelers (except for enhanced distinguished visitor rooms) must never exceed *per diem* or ILP daily room rates and this rate must be shared with the traveler before reservation confirmation.

(5) The daily room rate for official travelers in a standard room will not exceed 100 percent of the local lodging portion of *per diem*.

(a) Daily room rates for official travel must not be based solely on a percentage of *per diem*. They are to be set at minimum level to cover all costs and recap escrows.

(b) At ILP locations with DoD preferred commercial lodging, official travel room rates must not exceed the maximum DoD preferred rates.

(c) Lodging rates for distinguished visitor rooms, as described in Paragraph 1.2.d., may exceed the local *per diem* rate in order to capture the full cost of maintaining such enhanced rooms.

(6) The Military Departments set leisure travel room rates.

(a) Leisure travel room rates are not constrained by local *per diem* rate.

(b) Rates charged to non-official travelers must not be lower than rates charged to official travelers. However, leisure travel rates may vary as part of a Military Service's pre-approved dynamic rate setting method based on market demand and could be higher than the official traveler rate under certain circumstances (e.g., a popular convention or event is in town and there is a strong demand for leisure travel rooms).

(7) Reduced room rates for groups purchasing multiple lodging rooms for an official DoD function (e.g., conference) may be offered and is encouraged to increase overall revenue. Installation DoD lodging managers have the authority to take local market conditions into account when setting official travel group rates. Leisure travel group rates must never be lower than the local *per diem* or ILP rate.

#### **b. Waived, Discounted, or Refunded Room Rates.**

The lodging NAFI must be fully reimbursed for all support provided to the installation.

(1) Lodging room rates will not be waived, discounted, or refunded except:

(a) To support lodging staff mission requirements (e.g., inclement weather, staff emergencies);

(b) When lodging staff perform quality assurance room assessments in accordance with DoD Lodging Adequacy Standards;

(c) As part of an established lodging training program;

(d) During holidays, periods of extended leave, and when prolonged lodging vacancies are projected; or

(e) To mitigate guest concerns resulting from uncontrollable facility conditions or service issues.

(2) In cases of exceptions due to holidays, periods of leave, or prolonged vacancies, Military Departments may authorize lodging installation managers to offer unoccupied guest rooms at a reduced rate to military training students to store personal belongings at a training installation.

(a) Military training students eligible for the reduced rate are those who occupy official duty lodging when training at the installation.

(b) Lodging programs should charge a fee for military training students to store personal belongings in guest rooms to recover allocable operating expenses. Daily fees are calculated to recover indirect costs (e.g. utilities, sustainment, recapitalization, etc.) and any identifiable direct operating expenses such as housekeeping and custodial.

### **3.4. RESERVATIONS AND CHECK-IN AND CHECK-OUT.**

#### **a. Reservations.**

(1) The Military Departments must utilize an official government web-based travel booking system (e.g., MyTravel) for all lodging rooms meeting DoD Lodging Adequacy Standards. Rooms that do not meet 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).

(2) With the exception of TDY, PCS, 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) The Military Departments will establish distinguished visitor room reservation procedures to ensure efficient utilization of room inventory.

(a) Distinguished visitor lodging reservations will be managed by the DoD lodging program at the installation level, ensuring efficient utilization of room inventory.

(b) Unreserved enhanced distinguished visitor lodging rooms 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.

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

(5) In accordance with Chapter 2, paragraph 020303-F, of the Joint Travel Regulations, a certificate of non-availability (CNA) confirmation number may be required if adequate DoD lodging is not available for DoD travelers on orders. If a travel system, (e.g., MyTravel), electronically retains documentation concerning Government quarters nonavailability when Government quarters are not selected for use, then the Service member or civilian employee is exempt from the ILP requirement to obtain a CNA.

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

(b) Non-availability of DoD lodging is determined by the approval authority in accordance with the Joint Travel Regulations and ILP.

(c) Official travelers on orders will not be provided a CNA confirmation number when the lodging facility cannot accommodate accompanying pets.

#### **b. Check-In and Check-Out.**

(1) Check-in and check-out service must be available 24-hours per day.

(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.

(3) Contactless check-in and check-out service, including the use of virtual mobile phone room keys, is highly encouraged.

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

(5) Electronic receipts must be sent automatically to the MyTravel platform and be available to DoD lodging guests.

(6) 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. Cost-savings to DoD travelers or increasing occupancy of lodging facilities does not constitute military necessity.

### **3.5. MILITARY WORKING DOGS AND SERVICE ANIMALS.**

Guests with documented military working dogs, as described in DoDD 5200.31E, and authorized service animals as described in Section 17.148 of Title 38, Code of Federal Regulations, may make reservations and those animals may stay with them in their lodging room.

a. It is recommended working dogs and service animals are placed in a designated “pet room.” However, working dogs and service animals may be accommodated in any lodging room.

b. Additional fees will not be assessed unless the working dog or service animal damages the room. Guests checking in with service animals must sign documentation acknowledging their adherence to the DoD lodging pet policies, including cleaning fees, and accepting liability for damages or harm caused by their service animal.

c. The Military Services must set deep cleaning standards for rooms used by guests with service animals, which are cleaned upon each check out.

d. Service animals must use designated outdoor pet relief areas and guests must immediately and appropriately dispose of solid waste.

### **3.6. PETS.**

DoD lodging programs will not operate pet kennels. However, guests with pets may be accommodated where space permits.

a. At a minimum, 10 percent of PCS guest room inventory must be designated for pet occupancy. The Military Departments' operational headquarters may provide exceptions to this policy.

b. Guest rooms designated for pet occupancy must also be available for regular occupancy.

c. Guests checking in with pets must sign documentation acknowledging their adherence to the DoD lodging pet policies, including cleaning fees and accepting financial and legal liability for damages or harm caused by their pet.

(1) The guest's pets must meet all health and vaccination requirements in accordance with applicable State regulations and installation directives.

(2) Only pets with valid, current health certificates available upon check-in are allowed to stay in DoD lodging facilities. Failure to comply with this requirement will result in cancellation of guest's room reservation.

(3) Military Services must design an enterprise process to receive and validate pet health and vaccine requirements.

d. A standard non-refundable pet fee must be charged for guest occupancy with pets. The pet fee must fully cover the cost of additional cleaning and post-stay cleaning, maintenance, and replacing required pet-friendly items (e.g., food and water bowls, waste bags). The pet fee does not apply to working dogs and service animals.

e. The Military Services must set deep cleaning standards for rooms used by guests with pets, which are cleaned upon each check out.

f. At no time will poisonous or venomous animals that could pose a danger to people or their pets be allowed to stay in DoD lodging facilities.

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

(1) Outside the guest room.

(2) DoD lodging staff requires access to guest rooms.

h. Pets must use designated outdoor pet relief areas and guests must immediately and appropriately dispose of solid waste.

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

j. Pets must remain quiet and under the control of their owner.

(1) If complaints are received and are not corrected, the guest may be asked to leave the facility.



(2) If a pet is left alone in the 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.

### **3.7. DOD LODGING RESALE ACTIVITIES AND SERVICES.**

#### **a. Resale Activities.**

(1) The Military Departments may issue regulations, as appropriate, controlling the operation of resale activities, services and, in accordance with DoDI 1015.10, the sale of alcoholic beverages in DoD lodging.

(2) DoD lodging programs may engage in resale activities and services that are driven by guest needs (e.g., selling toiletries). Otherwise, military exchanges must be the primary source of resale merchandise and services on DoD installations, including the resale activities listed in Paragraph E3.1.1 of DoDI 1330.21.

(3) DoD lodging programs may operate other resale or service activities beyond those driven by guest needs only after obtaining a written right of first refusal from the Headquarters agency for the exchange service represented on the installation. The exchange service may delegate the approval to the installation's exchange general manager.

#### **b. Food and Beverage.**

DoD lodging programs may offer breakfast as part of the room rate or to non-lodging guests for a fee.

(1) Room rate must include the cost of the breakfast service. Associated breakfast expenses (e.g., cost of goods and labor) must be:

(a) Readily identifiable in the lodging operation's annual budget.

(b) Accounted for on the lodging financial statements.

(2) DoD lodging programs must follow the most current Tri-Service Food Code standards and policies.

(3) DoD lodging programs that include a breakfast service must establish a control system to ensure that individuals other than lodging guests cannot use the service without paying a fee at least equal to the meal portion of the lodging room rate.

#### **c. Permanent Party Unaccompanied Personnel Housing Housekeeping.**

DoD lodging programs may charge service fees for permanent party unaccompanied personnel housing (e.g., barracks, dormitories) housekeeping, room management, and custodial services pursuant to DoDIs 4105.67 and 1015.15.

(1) Service charge rates must be set to benefit the lodging program.

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

(3) NAF generated from lodging service charges must not be used to fund any permanent party unaccompanied personal housing requirements.

### **3.8. MANPOWER AND TRAINING.**

#### **a. Manpower.**

(1) Manpower directly supporting DoD lodging programs will be funded with NAF revenue, except for:

(a) Any portion of lodging program workforce comprised of foreign national manpower funded by a host nation pursuant to established agreements.

(b) DoD APF civilian employees who did not consent to conversion to NAF employment pursuant to uniform funding and management practices in accordance with DoDI 1015.15.

(2) DoD Component civilian employee personnel policies must be in accordance with DoDI 1400.25.

(3) Military personnel may not be permanently assigned to lodging programs. Military Departments may assign military personnel to lodging for a short duration, not exceeding 90 days, when:

(a) Performing in an executive control and essential command supervision position.

(b) Mobility or deployment requirements occur.

(c) Training to upgrade or maintain essential military skills cannot be provided through other means.

#### **b. Training.**

(1) DoD lodging program employees will attend training that stresses stewardship and customer orientation and provides practical job performance skills. The installation lodging manager is the approval authority for industry training with associated fees.

(2) To aid installation DoD lodging program managers in understanding fiduciary accountability and program responsibilities, if they do not already have it, DoD lodging program managers must:

(a) Obtain applicable hotel and lodging industry certification from a nationally accredited organization (e.g., Certification in Hotel Industry Analytics) within the first 2 years of their employment. DoD lodging programs will fund this training requirement.

- (b) Maintain applicable industry certification for the duration of their employment.

### **3.9. DOD LODGING FUNDING.**

#### **a. Use of APF.**

(1) DoD lodging programs 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 Paragraphs 3.2.a.(4).

(2) 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:

- (a) 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 2 years.

- (b) Relocate facilities for the U.S. Government's convenience.

- (c) Install and sustain utility lines and utility infrastructure connecting to sites of new and existing lodging facilities.

- (d) Replace facilities funded by country-to-country agreements.

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

#### **b. Use of NAF.**

(1) DoD lodging programs are required to use NAF revenue to support operations and maintenance. Management of DoD lodging NAFIs is subject to DoDI 1015.15.

(2) Lodging program NAF assets and operations supporting TDY and PCS travel requirements may be combined and administered in a single lodging fund NAFI.

(3) 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 not provided for in Paragraph 3.9.a.(2), will be paid with NAF generated from lodging operations.

(4) NAFIs will account for base support services as operating expenses in accordance with Volume 13 of DoD 7000.14-R.

(a) In accordance with Chapter 4 of Volume 4 DoD 7000.14-R, Military Departments providing base 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.

(b) Military Interdepartmental Purchase Request fund transfers may not be used to transact and account for reimbursements between APFs.

(5) DoD lodging program 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 DoD personnel, including Military Department 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.

(6) Lodging program NAFIs must maintain self-sufficiency through NAF revenue generation. Lodging NAFIs may 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.

(a) To ensure full accountability of costs associated with lodging to support TDY and PCS requirements, the Military Departments 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. 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 Chapter 7 of Volume 13 of DoD 7000.14-R.

(b) Official lodging programs are a standalone NAFI, separate and distinct from Military Service Exchange or MWR NAFIs.

(c) 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.

### **3.10. PROCUREMENT OF SERVICES.**

a. The DoD lodging program will procure the services described in this paragraph from the most cost-effective source (including contracts with other NAFI in accordance with Section 2492 of Title 10, U.S.C. and non-DoD sources), except when using such sources is detrimental to installation security as determined by the Military Department, or a specific source is required by United States or host nation law, treaty, or international agreements. Such services may include:

(1) Utilities (e.g., electric power, steam, compressed air, water, natural gas).

- (2) Sewage and trash collection and disposal.
  - (3) Recycling collection and disposal.
  - (4) Grounds maintenance and landscaping, including tree trimming.
  - (5) Pest and rodent control.
  - (6) Snow and ice removal to include the portion of parking lots exclusively used for lodging guest parking.
  - (7) Voice and communications services, including phone, internet/Wi-Fi, cable television, etc.
  - (8) Physical security protection, except for fire, emergency, and police protective services obtained from the installation host
  - (9) Laundry and dry cleaning.
  - (10) Pool maintenance, if applicable.
- b. NAF contracts for procurement of such services must be executed in accordance with DoDI 4105.67.

### **3.11. STRATEGIC PLANNING, PROGRAMMING, AND EXECUTION.**

a. Lodging programs 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. Long- and short-term strategic plans will include:

- (1) Financial resourcing objectives and program delivery consistent with DoD Component goals and objectives.
- (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.
- (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.
- (4) Capital and facility upgrades and construction.

b. 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.

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

(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.

(3) DoD lodging programs may establish, operate, and maintain unclassified websites in accordance with DoDI 8170.01.

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

### **3.12. INFORMATION MANAGEMENT.**

Information management systems (e.g., property management) must be configured to meet Military Department and DoD reporting requirements.

a. Information management systems must use architectures that facilitate interchange of data among different systems.

b. Systems must be properly secured with a Component's Authority to Operate.

c. The Components will collaborate on all lodging-related IT initiatives to ensure interoperability and gain resource efficiencies.

d. At the scheduled replacement cycle of the property management system (PMS), all Components must coordinate to implement a common standardized PMS.

e. The PMS must interface with the official DoD web-based travel systems to provide real time adequate lodging inventory to official government travelers.

### **3.13. LODGING VEHICLES.**

Vehicles supporting DoD lodging operations must be NAF-owned or leased, accounted for, and maintained in accordance with Volume 13 of DoD 7000.14-R and DoDI 4105.67.

a. Vehicles purchased for, or by, DoD lodging programs 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.

b. DoD lodging vehicle operation will be in accordance with DoDI 6055.04.

(1) Seatbelt use is mandatory for all DoD lodging vehicle occupants.

(2) Tobacco use is prohibited in DoD lodging vehicles.

(3) Hand-held phone use is prohibited while operating DoD lodging vehicles.

(4) Vehicle operators must have a valid driver's license in accordance with local laws and installation policy. Existing personal licenses may not be sufficient.

### **3.14. TOBACCO USE.**

a. Smoking and the use of other tobacco products, including smokeless and electronic nicotine delivery systems (e.g., vaporizers) is prohibited in all DoD lodging rooms and common areas.

b. DoD lodging operations must post tobacco use restrictions and inform guests of the restrictions at check-in. DoD lodging operations will charge the guest an additional deep cleaning fee if they use tobacco in their assigned room.

### **3.15. GOVERNANCE.**

USD(P&R) and DoD Component representatives will meet at least annually in the DoD Lodging Forum. MC&FP and Defense Travel Management Office coordinate the DoD Lodging Forum to:

a. Review highlights of each Military Department's lodging programs, customer satisfaction, and performance.

b. Address opportunities for cooperative efforts, joint initiatives, and standardization.

### **3.16. COMPLIANCE ASSESSMENT.**

#### **a. Lodging Assessment.**

The Military Departments will assess the management, financial, and facility adequacy performance of each of their lodging operations and any necessary plans for improvement. Data assessments may be requested by MC&FP to assess the overall health of the DoD lodging enterprise. At a minimum, the lodging assessment must include:

- (1) Average daily rate.
- (2) Average length of stay.
- (3) Civilian room nights sold.
- (4) Cost avoidance.
- (5) Customer satisfaction.
- (6) Guest rooms available.

- (7) Guest room buildings.
- (8) Military official room nights sold.
- (9) Occupancy rate.
- (10) Official travel *per diem*.
- (11) Official travel room nights sold.
- (12) Out of order rooms.
- (13) Out of service rooms.
- (14) Pet-friendly units.
- (15) Revenue per available room.
- (16) Leisure travel room nights sold.
- (17) Total PCS rooms.
- (18) Total TDY rooms.
- (19) Distinguished visitor-lodging audit.

**b. Customer Satisfaction.**

(1) DoD lodging programs must assess customer satisfaction. The prescribed method of collecting customer input is to be determined by the Military Services. However, the assessment must include the following two mandatory “Yes/No” questions, in the order shown:

- (a) Overall, are you satisfied with your stay in DoD lodging?
- (b) Would you recommend DoD lodging to official government travelers?

(2) If additional questions are added, either locally or by the Service headquarters, the two mandatory questions must be listed first.

(3) Customer service assessment results for the two mandatory questions for each lodging program will be reported in MC&FP’s annual DoD lodging adequacy standards report.



## SECTION 4: GUESTS AND IDENTIFICATION (ID)

### 4.1. AUTHORIZED DOD LODGING GUESTS.

Installation commanders will not authorize DoD lodging access to any persons other than those listed in Table 1.

### 4.2. POSITIVE ID REQUIRED.

An individual who seeks lodging accommodations to access DoD lodging must be positively identified as an authorized guest at the point of check-in. Visitors of lodging guests, contractor personnel, and delivery persons will be governed by installation visitation and contractor access policies. Visual verification of approved ID credential is the primary method of positive ID. If contactless check-in is used, the electronic verification method must be approved by the Service's headquarters.

a. Valid identification for authorized DoD lodging guests consists of any of the following:

(1) Official ID card authorized in Volume 1 of DoD Manual (DoDM) 1000.13.

(2) Official DoD form presented with positive ID. Such forms may include:

(a) DD Form 4, "Enlistment/Reenlistment Document - Armed Forces of the United States," available at [https://www.esd.whs.mil/Directives/forms/dd0001\\_0499/](https://www.esd.whs.mil/Directives/forms/dd0001_0499/).

(b) DD Form 1618, "Department of Defense (DoD) Transportation Agreement Transfer of Civilian Employees to and within Continental United States (CONUS)," available at [https://www.esd.whs.mil/Directives/forms/dd1500\\_1999/](https://www.esd.whs.mil/Directives/forms/dd1500_1999/).

(3) Veteran Health ID Card (VHIC) issued by the VA and labeled with "SERVICE CONNECTED," "PURPLE HEART," or "FORMER POW." For veterans eligible for DoD lodging but ineligible for a VHIC, the VA may provide a privilege or a credential approved by OUSD Intelligence and Security which is paired with an acceptable credential such as a REAL ID-compliant driver's license or a U.S. passport. Refer to Military OneSource website for most current veteran eligibility and installation access requirements.

(4) Caregiver letter issued by the VA Office of Community Care certifying current enrollment as the primary family caregiver for an eligible veteran in the Program of Comprehensive Assistance for Family Caregivers, when paired with a valid government-issued photo ID.

b. The installation commander will establish procedures to verify the ID of DoD lodging guests who cannot provide any of the documentation in Paragraph 4.2.a.

#### **4.3. DOD LODGING ACCESS IN FOREIGN COUNTRIES.**

Access to DoD lodging facilities in foreign countries by guests who are not on DoD or Military Department travel orders or service agreements, may be subject to limitations imposed by international agreements and/or host-nation laws.

#### **4.4. AUTHORIZED FAMILY MEMBERS.**

Authorized family members are entitled to the same privileges or access as their sponsor (see Table 1).

#### **4.5. SPONSORED GUESTS IN DOD LODGING.**

Authorized guests may sponsor unaccompanied guests in DoD lodging at the installation where they are assigned, when excess rooms are available. Installation commanders may restrict the number of guests that each authorized guest may sponsor. The sponsor is responsible for the conduct of their guests while staying in DoD lodging.

#### **4.6. CONDITIONS OF USE.**

a. Individuals authorized DoD 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 that lodging rooms are needed to support mission requirements.

b. Violations of local DoD lodging use policy are grounds for suspension. Disciplinary action may be taken against the individual if the violation(s) warrants, pursuant to Chapter 47 of Title 10, U.S.C. (also known as the “Uniform Code of Military Justice”), civil service, or other pertinent regulations or agreements.

#### **4.7. AUTHORIZED DOD LODGING GUESTS.**

Table 1 is a comprehensive list of authorized DoD lodging guests organized by guest type. Use this table to confirm eligible lodging locations, whether family members are authorized, and what type of lodging access is authorized.

**Table 1. Authorized DoD Lodging Guests**

Guest	Location			Authorized Family Members and Dependents	Access
	United States	U.S. Territories and Possessions	Foreign Countries	Authorized	DoD Lodging
<b>UNIFORMED SERVICES PERSONNEL</b>					
Members of the uniformed services, Active and Reserve Components	X	X	Subject to SOFA, host nation laws, or other governing agreements	X	X
Cadets and midshipmen of Military Department academies including United States Coast Guard Academy Cadets	X	X	Subject to SOFA, host nation laws, or other governing agreements	X	X
Reserve Officer Training Corps cadets, contracted	X	X	Subject to SOFA, host nation laws, or other governing agreements	X	X
Retired uniformed services members	X	X	Subject to SOFA, host nation laws, or other governing agreements	X	X
Involuntarily separated Service members eligible for transitional health care pursuant to Sections 1145 or 647 of Title 10, U.S.C.	X	X	Subject to SOFA, host nation laws, or other governing agreements	X	For 2 years from separation
Members discharged from the Military Departments for sole survivorship	X	X	Subject to SOFA, host nation laws, or other governing agreements	X	For 2 years from separation
<b>CERTAIN VETERANS AND CAREGIVERS OF VETERANS</b>					
Medal of Honor recipients, in accordance with Volume 1 of DoDM 1348.33	X	X	Subject to SOFA, host nation laws, or other governing agreements	X	X
Disabled veterans, 100 percent "permanent and total" service-connected disability rating	X	X	Subject to SOFA, host nation laws, or other governing agreements	X	X
Disabled veterans, "total disabled individual unemployability" determination	X	X	Subject to SOFA, host nation laws, or other governing agreements	X	X

**Table 2. Authorized DoD Lodging Guests, Continued**

Guest	Location			Authorized Family Members and Dependents	Access
	United States	U.S. Territories and Possessions	Foreign Countries	Authorized	DoD Lodging
Purple Heart recipients pursuant to Section 1065 of Title 10, U.S.C.	X	X	Subject to SOFA, host nation laws, or other governing agreements		X
Former prisoners of war pursuant to Section 1065 of Title 10, U.S.C.	X	X	Subject to SOFA, host nation laws, or other governing agreements		X
Disabled veterans, 0-100 percent service-connected disability rating (excluding "permanent and total") pursuant to Section 1065 of Title 10, U.S.C.	X	X	Subject to SOFA, host nation laws, or other governing agreements		X
Primary family caregivers for eligible veterans in the VA Program of Comprehensive Assistance for Family Caregivers pursuant to Section 1065 of Title 10, U.S.C.	X	X	Subject to SOFA, host nation laws, or other governing agreements		X
<b>UNIFORMED SERVICES CIVILIAN PERSONNEL</b>					
Wage marine personnel of the National Oceanic and Atmospheric Administration, pursuant to Section 1065 of Title 10, U.S.C.	X	X	Subject to SOFA, host nation laws, or other governing agreements	X	X
Retired wage marine personnel of the National Oceanic and Atmospheric Administration	X	X	Subject to SOFA, host nation laws, or other governing agreements	X	X
DoD and Coast Guard civilian employees stationed in the continental United States (including Alaska and Hawaii)	X	X			X
DoD and Coast Guard civilian employees stationed outside the United States on a service agreement	X	X	Subject to SOFA, host nation laws, or other governing agreements		X

**Table 1. Authorized DoD Lodging Guests, Continued**

Guest	Location			Authorized Family Members and Dependents	Access
	United States	U.S. Territories and Possessions	Foreign Countries	Authorized	DoD Lodging
DoD and Coast Guard civilian employees not on a service agreement overseas	X	X			X
DoD Presidentially appointed, Senate-confirmed officials	X	X	Subject to SOFA, host nation laws, or other governing agreements		X
Retired DoD and Coast Guard civilian employees	X	X			X
<b>FOREIGN AFFILIATES</b>					
Uniformed personnel of North Atlantic Treaty Organization, non-North Atlantic Treaty Organization, and Partnership for Peace countries serving in the United States sponsored or invited by DoD or a Military Department, pursuant to orders issued by DoD or a Military Department	X	X	Subject to SOFA, host nation laws, or other governing agreements	Residing in the sponsor's household and listed on sponsor's orders	X
<b>SPECIAL CIRCUMSTANCES</b>					
Incapacitated dependent children over age 21, of uniformed services members or retirees	X	X	Subject to SOFA, host nation laws, or other governing agreements		X
Surviving family members of uniformed services members or retirees until their dependent status associated with the deceased member or retiree changes	X	X	Subject to SOFA, host nation laws, or other governing agreements		X
Unmarried former spouses of uniformed services members or retirees who meet DoD ID card issuance criteria in accordance with Volume 2 of DoDM 1000.13	X	X			X
Family members of retirement-eligible uniformed services members separated for dependent abuse until their dependent status associated with the separated member changes; do not reside in the household with the sponsor	X	X	Subject to SOFA, host nation laws, or other governing agreements		X
Family members of non-retirement-eligible uniformed services members separated for dependent abuse until their dependent status associated with the separated member changes; do not reside in the household of the sponsor	X	X	Subject to SOFA, host nation laws, or other governing agreements		Not to exceed 2 years from separation

**Table 1. Authorized DoD Lodging Guests, Continued**

Guest	Location			Authorized Family Members and Dependents	Access
	United States	U.S. Territories and Possessions	Foreign Countries	Authorized	DoD Lodging
DoD contractor employees, emergency responder personnel, and other assigned individuals performing functions essential to restoring and continuing military operations or maintaining quality of life at installations within Federally-declared major disaster or emergency area	X	X	Subject to SOFA, host nation laws, or other governing agreements		X
Non-DoD first responders responding to an installation-declared disaster or public health emergency	X	X	Subject to SOFA, host nation laws, or other governing agreements		Temporary access for duration of disaster or emergency relief operations authorized by commander of an overseas geographic Combatant Command
Persons traveling on invitational travel orders issued by DoD or the Military Departments	X	X	Subject to SOFA, host nation laws, or other governing agreements		X

## GLOSSARY

### G.1. ACRONYMS.

ACRONYM	MEANING
AFMAN	Air Force Manual
APF	appropriated fund
ASD(M&RA)	Assistant Secretary of Defense for Manpower and Reserve Affairs
CNA	certificate of non-availability
DoDD	DoD directive
DoDI	DoD instruction
DoDM	DoD manual
FCI	facility condition index
ID	identification
ILP	Integrated Lodging Program
IT	information technology
MC&FP	Military Community & Family Policy (Office of the USD(P&R))
MWR	morale, welfare, and recreation
NAF	nonappropriated fund
NAFI	nonappropriated fund instrumentality
NAVMED	Navy medicine (publication)
PCS	permanent change of station
PMS	property management system
SOFA	status of forces agreement
TB MED	technical bulletin, medical (Army)
TDY	temporary duty
U.S.C.	United States Code
USD(P&R)	Under Secretary of Defense for Personnel and Readiness
VA	Department of Veterans Affairs
VHIC	Veteran Health Identification Card

## G.2. DEFINITIONS.

Unless otherwise noted, these terms and their definitions are for the purpose of this issuance.

<b>TERM</b>	<b>DEFINITION</b>
<b>adequacy standard</b>	A set of DoD lodging facility standards established to ensure the care and satisfaction of official government travelers by providing adequate accommodations in quality facilities, pursuant to DoD Lodging Adequacy Standards.
<b>APF</b>	Monies provided by the Congress, under statutory authority, from the U.S. Treasury for specified purposes.
<b>APF employee</b>	Defined in Section 2105 of Title 5, U.S.C.
<b>authorized family member</b>	A family member as defined in Volume 2 of DoDM 1000.13 who receives benefits based on their dependency on a sponsor.
<b>average daily rate</b>	The average rate charged per occupied room, calculated by dividing total rooms revenue for a period by the number of rooms occupied during that period. Rooms occupied include rooms occupied on a paid basis and rooms occupied without charge in connection with a promotion or contract. Complimentary rooms are not included in the denominator of the average daily rate calculation.
<b>average length of stay</b>	Average number of nights sold per booking. For example, if 10 travelers on TDY orders stay for a total of 150 nights, the average length of stay would be 150 nights, divided by 10 travelers, which equals 15 days.
<b>civilian employees</b>	APF and NAF employees as defined in Section 2105 of Title 5, U.S.C.
<b>civilian room nights sold</b>	Total number of room nights sold to DoD civilians on travel orders over a certain period of time (typically by fiscal year).
<b>communications</b>	Electronic communications (e.g., telephone, television, facsimile, modem, Defense Switched Network, on-base cable, internet applications, and text), postage service (e.g., official mail; rental of post office boxes; and domestic, international, or military postal service), and printing and reproduction (e.g., work done on printing



<b>TERM</b>	<b>DEFINITION</b>
	presses, lithographing, and other duplicating related to binding operations, photography, microfilming, formats and forms development, editing, and graphics).
<b>construction (APF major and minor)</b>	Defined in DoDI 7700.18.
<b>cost avoidance</b>	The savings realized to the U.S. Government when DoD lodging is selected over other lodging options at the TDY or PCS destination. When calculating, only official government travelers are considered. Leisure travel travelers are not included. Cost avoidance = (official travel <i>per diem</i> – average daily rate for official government travelers) x number of official travel room nights sold.
<b>distinguished visitor lodging</b>	Lodging units available for rental that are often larger with multiple rooms and enhanced amenities. These units are designated for senior ranking personnel but may be sold to all eligible lodging guests.
<b>DoD lodging facilities</b>	A program that manages purpose-built facilities and legacy non-purpose-built facilities that meet standards to support TDY and PCS requirements.
<b>DoD preferred commercial lodging</b>	Lodging that is commercially operated and equally available to the general public which is under the authority, direction, and control of the USD(P&R) and overseen by the Defense Travel Management Office. DoD preferred commercial lodging provides lodging rooms to official travelers at negotiated rates that are at least 10% below the lodging portion of the local area <i>per diem</i> rate. DoD preferred commercial lodging is not required to comply with this issuance and is not authorized direct APF or NAF.
<b>FCI</b>	A quality rating expressed as a comparison between the costs of repairing a facility to like-new condition, versus the cost of fully replacing that facility. FCI is calculated as the ratio of repair (and maintenance) needs to plant replacement value.
<b>Fisher House</b>	A unique “private-public partnership” that provides military families housing close to a loved one in the

<b>TERM</b>	<b>DEFINITION</b>
	hospital for an illness, disease, or injury. Fisher House Foundation pays for the construction costs and furnishings of each Fisher House.
<b>former prisoner of war</b>	Defined in Section 101 of Title 38, U.S.C.
<b>furniture, fixtures, and equipment</b>	Movable furniture, fixtures, or other equipment that have no permanent connection to the structure of a building.
<b>grounds maintenance</b>	Scheduled routine maintenance, including lawn, shrubbery, flowers, landscaping, and park and picnic areas.
<b>guest rooms available</b>	Total number of nights that a guest room is available annually. For example, if a hotel has 100 guest rooms and each room is available 365 days a year, the total guest rooms available is equal to $100 \times 365 = 36,500$ . If a room is marked as “out of order,” then the number of days it is marked as out of order do not count toward the number of nights that room is available.
<b>guest room buildings</b>	Total number of physical lodging buildings as recorded in the DoD Real Property Assets Database.
<b>ILP</b>	A program designed in accordance with Section 642 of Public Law 116-283 to achieve reduced rates in commercial lodging, provide better services, enhance the traveler's experience, and provide greater safety and security.
<b>lease</b>	A contract that conveys the right of exclusive use of identified real property, plant, or equipment for a definite period of time in exchange for consideration.
<b>leisure travel</b>	Formerly known as space-available, refers to availability of lodging rooms for use by other authorized guests because the room inventory is not fully reserved by official travelers or for official mission requirements.
<b>leisure travel room nights sold</b>	Total number of room nights sold to travelers on a leisure travel status over a certain period-of-time (typically by fiscal year).

<b>TERM</b>	<b>DEFINITION</b>
<b>maintenance</b>	The day-to-day work required to preserve real property facilities and prevent premature failure or wearing out of system components (e.g., electrical, mechanical, heating, ventilation, air conditioning, plumbing, roofing, foundations, doors, and windows) or damage to the facility interior resulting from failure of a facility system or to meet health, safety, or other facility requirements. Work required to prevent or correct all life safety deficiencies; ensure the structural and operational integrity of the building components (e.g., roofing, foundations, ceiling, floors, walls, windows, and doors) and installed building equipment and systems (e.g., plumbing, heating, ventilation, cooling, air conditioning, electrical fire protection, and security.), and preserve the existing exterior of a facility and grounds. For lodging programs, this excludes the purchase of furnishings, carpeting, wall coverings, drapes, bedspreads, light fixtures, blinds, appliances, etc.
<b>market analysis</b>	A documented investigation of lodging alternatives in a metropolitan area, including DoD preferred commercial lodging and other private sector capabilities. Includes operational and financial analysis of ability to meet mission requirements and customer expectations.
<b>military official room nights sold</b>	Total number of room nights sold to military officials on travel orders over a certain period of time (typically by fiscal year).
<b>modernization</b>	Alterations of a facility solely to implement new features or higher standards (including regulatory changes), to accommodate new functions, or to replace building components that have reached or are reaching the end of their expected functional life (e.g., foundations, structural components).
<b>MWR programs</b>	Those military programs (exclusive of nonfederal entities as referenced in DoDI 1000.15) located on DoD installations or on property controlled (by lease or other means) by DoD or furnished by a DoD contractor that provide for the mission sustainment, community support, and other revenue-generating programs for authorized DoD personnel.

<b>TERM</b>	<b>DEFINITION</b>
<b>MyTravel</b>	“Travel-as-a-Service” capability to execute temporary duty travel for DoD civilians and Service members by delivering an end-to-end, web-enabled, secure, efficient, and effective commercial Software-as-a-Service travel solution to book travel, automate travel management, manage travel-related expenses and financial transactions, and provide financial controls for travel.
<b>NAF</b>	Monies and assets from sources other than monies appropriated by the U.S. Congress. NAFs are separate and apart from funds recorded in the books of the U.S. Treasurer. NAFs must be administered only through the auspices of a NAFI. NAFs are designated for the collective benefit of authorized guests and the purpose of the NAFI. Individuals, units, organizations, installations, or commands must have no proprietary interest in NAFs or other NAFI assets.
<b>NAF employee</b>	Defined in Section 2105(c) of Title 5, U.S.C.
<b>NAFI</b>	A DoD organizational and fiscal entity supported in whole or in part by NAFs. A NAFI, as an instrumentality of the U.S. Government, enjoys the same immunities and privileges as the U.S. Government in the absence of specific Federal statute. It is not incorporated under the law of any State but has the legal status of an instrumentality of the United States.
<b>net income</b>	Total NAF revenues minus total NAF expenses (including depreciation), where the net result is more than zero.
<b>no-show</b>	When the customer, who has a guaranteed reservation, does not cancel it before the hotel's cancellation deadline, and never arrives to claim the reservation.
<b>occupancy rate</b>	The number of sold, occupied rooms over a given time, compared to the total number of rooms available over that time. Rooms available for calculating occupancy rate include out-of-service rooms but do not include out-of-order rooms. Occupancy rate is expressed as a percentage (number of occupied rooms divided by total number of rooms available). For example, if the lodging property has 100 rooms available and 60 of those rooms are occupied, the occupancy rate is 60 percent ( $60/100 = .60 = 60$ )

<b>TERM</b>	<b>DEFINITION</b>
	percent occupancy rate). Distinguished visitor lodging rooms are not included in the overall occupancy rate calculation.
<b>official travel</b>	Travel necessary to accomplish the U.S. Government's mission effectively and economically while establishing internal controls to ensure that only such travel is authorized. Includes TDY and PCS travel.
<b>official travel <i>per diem</i></b>	Determined by taking the average <i>per diem</i> for that location, as set by the General Services Administration for continental United States locations, by the DoD for non-foreign locations outside the continental United States, and by the Department of State for foreign locations, only over a period of time.
<b>official travel room nights sold</b>	Total number of room nights sold to travelers on PCS or TDY orders over a certain period of time (typically by fiscal year).
<b>out-of-order rooms</b>	Rooms not available for assignment because they are under long-term refurbishing, maintenance, extensive cleaning, or closed for a season. A room is considered out of order if the room is not available for occupancy for at least 6 months, or an entire building, wing, or floor is closed for at least 30 days. Out-of-order rooms are deducted from the total room availability counts. Therefore, for the period the room remains out of order, 100 percent occupancy is calculated using only the remaining rooms. For example, if a property has 100 rooms and 5 rooms are out of order, 100 percent occupancy is 95 rooms - not the normal 100 rooms.
<b>out-of-service rooms</b>	Rooms that are in short-term maintenance mode and are temporarily blocked from sale. Out-of-service rooms are not deducted from inventory, which means these rooms will show in the statistics as a valid room to be sold. Therefore, out-of-service rooms are included in the lodging property's occupancy rate.
<b>permanent party unaccompanied personnel housing</b>	Dormitories or barracks facilities used to accommodate Service members.

<b>TERM</b>	<b>DEFINITION</b>
<b>pet-friendly units</b>	Total number of guest rooms that can accommodate travelers with pets. This number is not annualized.
<b>physical plant</b>	Necessary infrastructure used in support and maintenance of a lodging facility. Physical plant usually includes air conditioning (both heating and cooling systems and ventilation) and other mechanical systems such as plumbing, lighting, roofs, windows, doors, etc.
<b>PMS</b>	Hotel management software suite that DoD lodging uses to manage their business by coordinating reservations, online booking availability, payments, and reporting in one central place.
<b>purpose-built</b>	Constructed with the specific intent of serving as a lodging property accommodating guests.
<b>recreational lodging</b>	Lodging facilities and services, including camping, hotel-like lodging, cabins, cottages, trailers, trailer and/or recreational vehicle parks, collocated with military recreational areas to support recreation and where the vast majority of occupancy is by leisure travelers. This includes Armed Forces Recreation Centers and Joint Services Facilities.
<b>repair</b>	Work to restore a real property facility, system, or component to such a condition that it may effectively be used for its designated functional purpose; or to convert a real property facility, system, or component to a new functional purpose without increasing its external dimensions.
<b>resale activities</b>	The acquisition and resale of goods and services conducted by lodging programs or concessionaires. This excludes lodging room rates, interest, and other sources of income not directly related to the sale or resale of merchandise and services.
<b>Reserve Component</b>	The Army National Guard of the United States; the Army Reserve; the Navy Reserve; the Marine Corps Reserve; the Air National Guard of the United States; the Air Force Reserve; the Space Force Reserve; the Coast Guard Reserve, and the Ready Reserve Corps of the United States Public Health Service.

<b>TERM</b>	<b>DEFINITION</b>
<b>restoration</b>	Defined in DoDI 7700.18.
<b>revenue per available room</b>	A metric used to measure hotel performance by reflecting on a lodging programs ability to fill their available rooms at a rate. It is calculated by dividing a hotel’s total room revenue by the total number of available rooms in the period being measured.
<b>right of first refusal</b>	Term that indicates military exchanges have primacy in the resale of goods and services but may decline or refuse specific opportunities and grant authority to a DoD lodging facility in writing to operate resale activities (e.g., sundries shop, on-site breakfast, coffee shop, etc.).
<b>room rate</b>	A lodging room charge that is established on a per day basis to recover authorized NAF expenses.
<b>service agreement</b>	Defined in Part 302-2.13 of Title 41, Code of Federal Regulations.
<b>service animal</b>	Defined in Section 36.104, Part 36 of Title 28, Code of Federal Regulations.
<b>Service-connected disabled veterans</b>	Uniformed services members who were discharged or released therefrom under conditions other than dishonorable, and have received a rating of disability for compensation, pension, or insurance purposes under laws administered by the VA Secretary.
<b>sponsor</b>	The prime beneficiary who derives their eligibility based on individual status rather than dependency on another person.
<b>supplies</b>	Expendable or consumable items or items of such low value that they do not require the same accountability required for equipment. Includes, but is not limited to, administrative and housekeeping essentials, organizational tools, lock radios, irons, ironing boards, and coffee pots.
<b>tobacco products</b>	Any product made or derived from tobacco that is intended for human consumption, including cigarettes, cigars, pipe tobacco, roll-your-own tobacco, smokeless and dissolvable tobacco, and products intended for use in

<b>TERM</b>	<b>DEFINITION</b>
	hookahs and water pipes. Electronic nicotine delivery systems, including but not limited to e-cigarettes and vape pens, will also be treated as tobacco products.
<b>total PCS rooms</b>	Total number of rooms set aside at that location for PCS travelers. This number is not annualized.
<b>total TDY rooms</b>	Total number of rooms set aside at that location for TDY travelers. This number is not annualized.
<b>uniformed services</b>	The Army, Navy, Air Force, Space Force, Marine Corps, Coast Guard, National Oceanic and Atmospheric Administration and Public Health Service.
<b>utilities</b>	Services for water, sewer, gas, electricity, or other utility services used by lodging programs. Rates charged will not include incremental or prorated share of overhead, maintenance, repair to utility systems, or capital investments in the installation's utility infrastructure systems unless otherwise specified by a memorandum of agreement or inter-Service support agreement.



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