



**DEPARTMENT OF THE AIR FORCE
HEADQUARTERS 440TH AIRLIFT WING (AFRC)
POPE FIELD NORTH CAROLINA**

MEMORANDUM FOR 440 AW MEMBERS UTILIZING LODGING

FROM: 440 AW/CC

SUBJECT: Lodging Guidance and Procedures

1. 440 AW lodging guidance and procedures are outlined below. Teamwork between the 440 FSS Lodging Office, unit lodging representatives, leadership, and participating members will ensure a successful lodging program. The Lodging Office implements procedures in accordance with AFI 34-246, Air Force Lodging Program, and Army regulations.

2. Unit commanders will ensure adherence to lodging procedures and appoint a primary and alternate unit lodging representative who must be available during the week to handle lodging responsibilities. Appointment letters must be sent to 440FSS.lodging@us.af.mil.

a. **Making Reservations:** For the primary and alternate Unit Training Assembly (UTA) reservations, members will use the Automated Lodging Reservation System (ALRS) by calling (910) 394-1291. **Members must make reservations by noon 10 calendar days prior to the scheduled UTA.** ALRS allows members to make reservations three months in advance in addition to notifying the hotel of late arrivals. If a member is performing any other duty (AT, MPA, RPA, RUTA, IDT, etc), then lodging reservations must be made through the Fort Bragg Airborne Inn at (910) 396-7700.

b. **Reservation Adjustments & Cancellations:** Reservation adjustments and cancellations can be done through ALRS until noon on the Thursday prior to a scheduled UTA. After noon on Thursday, any reservation issues must be first addressed with the unit lodging representative and then, if unresolved, the 440 FSS lodging representative. For cancellations, members must contact the hotel and their unit lodging representative.

c. **Check-in Procedures:** If a member experiences reservation problems at the front desk, then the member is referred to the 440 FSS lodging representative. In all cases, the 440 FSS lodging representative will be the liaison for all front desk/check-in issues.

d. **No-Show & Walk-in Penalties:** A member is considered a no-show when he/she fails to call for a late arrival or does not cancel the reservation due to his/her lack of availability to attend the UTA. A member is considered a walk-in when he/she fails to make a reservation. Those members who are repeat no-shows or walk-ins are subject to the following consequences:

(1) **First Offense:** Notification to the unit commander and first sergeant who will take appropriate action to prevent further no-show or walk-in offenses.

(2) **Second Offense**: Loss of UTA lodging privileges for three months. The ALRS account will be disabled. The member will be responsible for lodging arrangements and expenses.

(3) **Third Offense**: Loss of UTA lodging privileges for six months. The ALRS account will be disabled. The member will be responsible for lodging arrangements and expenses.

The FSS lodging representative will attempt to find lodging for the no-shows and walk-ins only for their first offense; however, if the attempt is unsuccessful, then the members will be responsible for finding and paying for their own lodging. Unit commanders may request billing adjustments to this guidance based on extenuating circumstances. Offenses are tracked within a 12-month period.

e. **Check-out Procedures**: All lodging guests are required to check out at the front desk by 11:00 a.m. All telephone, sundry, and late checkout fees assessed for lodging guests are the responsibility of the member. If these fees are not paid, an individual bill will be prepared by the lodging office and forwarded to the individual's unit for resolution. Repeat offenders will risk losing lodging privileges.

f. **No Smoking Policy**: Smoking is allowed in designated areas only. If a member violates the hotel smoking policy, then the member is responsible for all charges incurred. Repeat offenders will risk losing lodging privileges.

g. **Lodging Billing Process**: Members requesting lodging for Rescheduled Unit Training Assemblies (RUTA), Additional Flying Training Periods (AFTPs), or Inactive Duty Training (IDT) which are 8 hours or more per day must provide an AF Form 40a or TP Letter to the lodging front desk at check-in to obtain direct bill (Wing lodging account). If the required document is not available at check-in, then the member will be required to put his/her credit card number on file or make an advance payment by cash or check. If the required document is provided at check-out, the member will be refunded all lodging room payments made. For all other military statuses, the lodging payments are the responsibility of the member who will be reimbursed via the travel voucher process.

h. **Members in TDY status**: To make reservations, the member must call Airborne Inn at (910) 396-7700. If Airborne Inn is booked and the member receives a non-availability notice, then the member will lodge off base. Only the per diem rate for this area is authorized.

i. **Members with PCS Entitlements**:

(1) For initial house hunting of 30 days or less, members with dependents call Airborne Inn (contact information listed above) for Temporary Lodging Facilities (TLF).

(2) For dormitory assignments (unaccompanied members only), members or their unit lodging representative should contact the Unaccompanied Housing Management office at (910) 394-4030 no later than 7 days prior to arrival.

(3) For housing on Fort Bragg, members will contact Picerne Military Housing Leasing and Relocation Center at (910) 396-2413 or www.braggpicerne.com.

(4) For off base housing, members will contact Fort Bragg Housing Services Office (HSO) at (910) 396-1022.

j. **Child Care Services:** For members needing child care services, contact Child Development Center on Pope AAF at (910) 394-4323 or the Fort Bragg Child Care Services at (910) 396-5128 for both on and off base providers.

3. Due to the Memorandum of Agreement with the Fort Bragg Family and Morale, Welfare and Recreation Command, Airborne Inn guarantees the 440 AW a minimum amount of rooms for both the primary and alternate UTA weekends. The 440 AW must fill these rooms before using contract hotels off base. In addition, the rooms reserved at Landmark Inn, located on Fort Bragg, will be used. Beginning Oct 2012 UTA, units will be lodged at Airborne Inn and Landmark Inn on a rotational basis. Patriot Pope participants and newcomers will be lodged at Airborne Inn.

4. If you have any questions, please contact the 440 FSS lodging representative at (910) 394-2216, cell (910) 364-6798, or 440FSS.lodging@us.af.mil or SMSgt Kevin Smith at 394-1587.



NORMAN R. HAM, JR., Brig Gen, USAFR
Commander

Attachments:

1. ALRS Instructions
2. Lodging Appointment Letter Template

cc:

440 AW Commanders
440 AW First Sergeants
440 AW Lodging Representatives