

Integrated Lodging Program Traveler Fact Sheet

January 2025

I. Overview

The Integrated Lodging Program directs travelers to quality lodging facilities worldwide, streamlining the hotel booking process for DoD employees traveling on official business (TDY travel). The program includes DoD Preferred Commercial Lodging providers and has integrated the ability to book government (DoD Lodging) and privatized Public-Private Venture (PPV Lodging) properties through the Defense Travel System (DTS).

The Integrated Lodging Program ensures that travelers are staying in quality lodging facilities that are close to TDY locations, are protected from certain fees, are offered amenities at no additional cost, and are charged room rates that are below per diem.

The program began as a pilot program in 2015 and was made permanent as of January 2021 with the 2021 National Defense Authorization Act.

The [Joint Travel Regulations \(JTR\)\(travel.dod.mil\)](https://travel.dod.mil) par. 020303, requires that travelers who are TDY to program sites stay in Government (DoD), Public-Private Venture (also known as “privatized” and “PPV”), or DoD Preferred commercial lodging facilities. Find a list of official ILP program sites here: [Integrated Lodging Program Sites \(travel.dod.mil\)](https://travel.dod.mil)

Travelers with access to DTS are required to make lodging arrangements through the system and should contact the Travel Management Company to assist with commercial and privatized lodging only when DTS is not available.

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Booking

1. Does it matter if I use the City or the DoD Installation name when creating my authorization?

Yes, travelers should verify that the TDY location is correct. When TDY is to a military installation or location then the authorization must reflect that. A nearby city/town should not be included on the authorization if TDY is to the installation. Only list a city/town as your TDY location if you are TDY to a non-installation location in that city/town. Failure to properly reflect the actual TDY location is not in adherence with the JTR.

2. As a civilian, am I required to stay in government (DoD) lodging when traveling to an Integrated Lodging Program site?

Yes, the [Joint Travel Regulations \(travel.dod.mil\)](https://travel.dod.mil), par. 020303 requires DoD civilians that are TDY to a military installation at an Integrated Lodging Program location to book government quarters (if available) unless an exemption (as outlined in the JTR) applies.

3. What happens if I do not stay in DoD, PPV, or DoD Preferred lodging when it is available at an Integrated Lodging Program location?

If you decline available DoD, PPV, or DoD Preferred commercial lodging, your lodging reimbursement will be limited to the amount the government would have paid if used unless an approved exception is made. Your Authorizing Official may approve exceptions based on distance and lower rate, as well as other exceptions outlined in the JTR. DTS will direct you to the lodging you should book automatically. If you decline to use the lodging to which you are directed, DTS will display a pre-audit and limit your lodging reimbursement. If you have an exception to use, justify your choice by selecting an appropriate reason code for non-use, and adjust your lodging per diem allowances on the Per Diem Entitlement Detail screen.

4. What is a non-availability confirmation number?

A non-availability confirmation number, sometimes referred to as a certificate of non-availability, or CNA, is a number provided when government lodging exists at a directed TDY location but has no availability. It is used to justify reimbursement for commercial lodging. The non-availability confirmation number will appear as part of the authorization. If you receive one, you are not required to contact the lodging facility directly to double check availability. You do not need any additional documentation if you made your booking in DTS.

5. Am I still required to secure a non-availability confirmation number when I attempt to book government (DoD) lodging in DTS?

The [Joint Travel Regulations \(travel.dod.mil\)](https://travel.dod.mil), par. 020303F requires travelers to secure a non-availability confirmation number (commonly referred to as a certificate of non-availability or CNA) when directed government lodging is not available. When booking in DTS, the system will display the non-availability confirmation number in an advisory message and on the DTS Preview Trip screen.

6. Are all lodging brands available on DoDLodging.net also available in DTS?

No. The following types of DoD Lodging are booked in DTS: most Air Force Inns, Navy Gateway Inns and Suites, Navy Lodges, the Marine Corps lodging at Twentynine Palms, CA, and some Army lodging at foreign locations. If you book DoD Lodging outside of the system, you must input the lodging information into your authorization. The room cost must be provided on the Per Diem Entitlements detail screen and the property information provided in the lodging pre-audit. Please note that if you are TDY to a military installation at an Integrated Lodging Program location with DoD lodging that is not available in DTS, you will be provided either a non-availability number or a non-connection error notice.

7. How does a traveler know which available lodging types are mandatory?

The lodging screen will display mandatory available lodging for your specific TDY location.

If you are TDY to a program site that requires lodging, DTS will automatically route you to the reservation module to book lodging.

List View: In the List view, the hotels that meet the criteria are displayed in order of daily room rate. Click the “Details” link under a hotel name to view a map and other information about the hotel.

Map View: In the Map view, the hotels that meet the criteria are called out on the map with flags indicating their rates. Flags may be obscured if hotels are near one another – zoom in to enlarge the map and the flags will separate. Click on the rate flag to view a description of the hotel, including the hotel name.

This matrix details which lodging displays under which conditions:

Selection order	Displays if all the following criteria apply	Mandatory use of lodging type?
1. DoD Lodging No taxes charged	<ul style="list-style-type: none"> • TDY to an installation • DoD lodging facility is interfaced with DTS • The DoD lodging facility has rooms available 	Yes, unless an exemption applies and is approved by the AO. For example: If the DoD Lodging room rate is higher than DoD Preferred or other commercial lodging room rate, a justification can be used. DoD Lodging does not charge taxes, a factor that should be taken into consideration when making a choice. <ul style="list-style-type: none"> • Booking in DTS is required

Selection order	Displays if all the following criteria apply	Mandatory use of lodging type?
2. Government Privatized Lodging No taxes charged	<ul style="list-style-type: none"> • TDY to an installation • Privatized property is interfaced with DTS • The privatized property has rooms available 	Yes, unless a JTR exemption applies and is approved. For example: If the privatized lodging room rate is higher than DoD Preferred or commercial lodging room rate, a justification can be used. Privatized lodging does not charge taxes, a factor that should be taken into consideration when making a choice. <ul style="list-style-type: none"> • Booking in DTS is required
3. DoD Preferred Commercial Lodging Tax may apply Rates are a minimum of 10% below Per Diem	<ul style="list-style-type: none"> • TDY to a metro area at a program location • DoD lodging/privatized has no available rooms • DoD Preferred property has available rooms 	Yes, unless a JTR exemption applies and is approved. For example: If the DoD Preferred room rate is higher than another commercial lodging room, rate a justification can be used. Consider the cost difference in room rate and that DoD Preferred includes same day cancellation, no additional fees, and most include Breakfast and free or reduced rate parking when making a choice. <ul style="list-style-type: none"> • Booking in DTS is required Note: If DoD lodging/privatized was declined: <ul style="list-style-type: none"> • No reimbursement limitation applies if the DoD lodging/privatized rate is higher than the DoD Preferred commercial rate • Reimbursement is limited if the DoD lodging/privatized rate is lower than the DoD Preferred commercial rate
4. FedRooms Tax may apply Rates at or below Per Diem	<ul style="list-style-type: none"> • TDY to a metro area at a program location • DoD lodging/privatized and DoD Preferred are declined or unavailable OR <ul style="list-style-type: none"> • TDY to a Non-Integrated Lodging Program location 	Use is recommended due to the traveler protections offered by FedRooms (same day cancellation, no resort fees, etc.) but is not mandatory. <ul style="list-style-type: none"> • If used, booking in DTS is required

Selection order	Displays if all the following criteria apply	Mandatory use of lodging type?
5. Commercial Lodging: a. Commercial – Fire Safety Act Compliant b. Commercial – Other Taxes, additional fees, cancellation penalties, paid parking may apply Rates may be above Per Diem	<ul style="list-style-type: none"> Non-Integrated Lodging Program location OR <ul style="list-style-type: none"> Integrated Lodging Program location: Sections 1, 2, & 3 lodging declined or no available rooms 	No, use is never mandatory, however booking lodging is required unless a JTR exception applies. <ul style="list-style-type: none"> If used, booking in DTS is required

8. Where can I find a complete list of Integrated Lodging Program locations?

The complete listing of Integrated Lodging Program locations is available at: [Integrated Lodging Program Sites \(travel.dod.mil\)](https://travel.dod.mil/IntegratedLodgingProgramSites)

9. What constitutes a metro area of an Integrated Lodging Program location?

Metro area includes areas surrounding a military installation. For a complete listing of locations associated with each location, go to: [ILP_SITES_BY_METRO_AREA_20221207.PDF \(travel.dod.mil\)](https://travel.dod.mil/ILP_SITES_BY_METRO_AREA_20221207.PDF)

Exceptions

1. Do I have to participate in Integrated Lodging Program if I am part of a union?

Yes. Travelers who are part of a union who travel to other sites or who travel to shipbuilding sites after FY2023 are no longer excluded from the Integrated Lodging Program.

2. What if I can find a hotel that is less expensive than the directed lodging?

If you are able to find a lower cost commercial lodging option close to your TDY location, you are able to use that option. Declining directed lodging generates a pop-up that requires a reason code to justify why you declined available directed lodging and that you enter the property name and address where you plan to stay in the justification. Consider the cost of the alternate lodging before making this choice. DoD/privatized lodging does not charge tax. DoD Preferred include same day cancellation, most include free breakfast, free or reduced parking, no additional fees and the rates are at least 10% below per diem. Most commercial properties do not include these amenities and protections.

3. What if the DoD Preferred commercial lodging available is too far (25 miles) from my TDY location?

If all of the DoD Preferred commercial lodging options available are too far from your TDY location. Declining Preferred lodging generates a pre-audit flag, so you will need to justify why you declined available DoD Preferred commercial lodging (e.g., “Too far away”) and enter the property name and address where you plan to stay in the pre-audit justification. You may also need to justify why you stayed in a hotel at a cost higher than the lodging limit. The specific mileage limit has been set to 25 miles per the JTR. It is up to your Authorizing Official to approve, given your mission, local commuting parameters, the April 27, 2018 P&R memorandum “Maximum Use of DoD Lodging Facilities on DoD Installations,” and other factors. If your request is approved by your Approving Official, you will be fully reimbursed.

4. If I’m staying with friends or family when TDY to an Integrated Lodging Program site, do I still need to check DoD, PPV, or DoD Preferred lodging?

No, but you must justify why you are not using government, privatized, or DoD Preferred commercial lodging. If you are TDY to an Integrated Lodging Program location, DTS will automatically route you to the lodging reservation module in DTS. You can decline directed lodging and choose “Lodging with family or friends” from the reason code selection on the DTS Pre-Audit Trip screen as the justification.

5. What happens if I stayed with family or friends and then decide halfway through to go to a hotel?

If you choose to secure lodging at an Integrated Lodging Program location, you are still subject to the JTR policy requiring use of government, privatized (if orders state TDY location as military installation), or DoD Preferred commercial lodging. Since no lodging costs were obligated, check with your Authorizing Official prior to booking. You will be reimbursed for lodging for only the time you spent at the hotel as approved by your Authorizing Official.

6. I require an Americans with Disability Act (ADA) compliant lodging facility. Can I book this type of room in DTS?

If you have ADA indicated in your DTS profile, you will get a pop-up message telling you to contact the property with your specific needs. While DoD Lodging facilities and commercial properties are required to comply with ADA, there are usually a limited number of rooms that may be available at any given time. If you booked DoD Lodging in DTS and then, after contacting the property, learn that the property cannot accommodate you, cancel your reservation in DTS, book a DoD Preferred commercial property, and manually enter the CNA issued by the property as part of the pre-audit justification. If you booked a commercial lodging property in DTS and the property cannot accommodate you, cancel your reservation and book a different commercial property. You can also request assistance from the TMC in booking your reservation, make sure to communicate the type of accommodation you require.

Government (DoD) Lodging

1. What is DoD Lodging?

DoD Lodging is a subset of government quarters and are those lodging properties owned and operated by the government. DoD Lodging facilities are being implemented in DTS in a phased approach. Today, Air Force Inns, Navy Gateway Inns and Suites, Navy Lodges (non-recreational), and Army lodging are available in DTS. Marine Corps lodging will be deployed at a later date.

2. Are travelers TDY to a U.S. installation at an Integrated Lodging Program site required to use DoD Lodging if it does not display in DTS?

Travelers TDY to U.S. military installations are only required to use adequate DoD lodging facilities that are displayed in DTS. Service members traveling to Marine Corps installations must check Inns of the Corps availability. See the Official list here: [Integrated Lodging Program Sites \(travel.dod.mil\)](https://travel.dod.mil)

3. If DTS provides a non-availability confirmation number, do I need to call the DoD lodging facility directly to also get an official certificate of non-availability letter?

No. The non-availability confirmation number provided by DTS is sufficient.

4. If DTS provides a non-availability confirmation number, do I need to double check availability directly with the DoD lodging facility or check back later to see if they have availability?

No. According to the JTR, travelers are only required to check DoD lodging availability one time. If you receive a non-availability confirmation number, you are not required to recheck availability.

Public-Private Venture (PPV) Lodging

1. What is PPV lodging?

PPV lodging properties, also referred to as “privatized,” is lodging that is located on or near military installations that was once owned and operated by the government and is now operated by a commercial lodging company.

2. When will I be directed to PPV lodging?

In DTS, travelers are routed to available privatized lodging when government lodging is not available at the TDY location. At this time, there are no locations with both DoD Lodging and PPV Lodging, so users will be directed to one or the other if available.

3. What privatized lodging is currently available in DTS?

Privatized Army Lodging (PAL) is displayed in DTS and marked “Government Privatized Lodging” in the hotel listing (for a complete list: [explore IHG Army Hotels, ihg.com/armyhotels](https://www.ihg.com/armyhotels)). Additional PAL properties will be available as properties are renovated to comply with DoD adequacy standards.

4. What is the policy on use of privatized lodging?

Per the JTR, travelers are directed to use privatized lodging when TDY to an Integrated Lodging Program location. All locations with privatized lodging that meet DoD standards and are marked

“Government Privatized Lodging” in the DTS display are considered Integrated Lodging Program locations.

5. Will DTS provide a non-availability confirmation number for privatized lodging?

No. There is no requirement in the JTR for travelers to secure a non-availability confirmation number. Authorizing Officials can review the pre-audit advisories for documented evidence that you attempted to book and at the time of booking there was no availability.

DoD Preferred Commercial Lodging



1. Is there a list of all approved DoD Preferred commercial lodging properties for each location?

Yes. The list is available on the Defense Travel Management Office website:
travel.dod.mil/Programs/Lodging

Please note that properties must have lodging availability on your travel dates to display in DTS during your search.

2. If my TDY location is near an Integrated Lodging Program city, but my orders don't specifically state one of the sites listed in the Official ILP Site Listing, will I be directed to DoD Preferred lodging?

Maybe. You must be TDY to one of the cities listed as an Integrated Lodging Program location in the JTR or the surrounding metro area, to be directed to DoD Preferred commercial lodging. For a current listing of locations that are included in each metro area, go to:
travel.dod.mil/Programs/Lodging

3. How can I submit feedback on the lodging facilities that are part of the program?

If you stay in DoD Preferred commercial lodging, you will receive a customer satisfaction questionnaire after your trip. We encourage you to provide your feedback, as information provided will help shape the future enhancements to the program. If you would like to submit feedback on privatized or DoD lodging (government) facilities, please submit a Travel Assistance Center help ticket (via [TraX](https://traX.dod.mil), travel.dod.mil). We also encourage you to share your feedback or concerns with the management of the lodging facility during your stay.

4. Why is my lodging reimbursement less than per diem?

The Integrated Lodging Program, which began as a pilot program in 2015, was made permanent as of January 2021 with the 2021 National Defense Authorization Act (NDAA). The program directs travelers to use government, privatized, or DoD Preferred commercial lodging before other lodging accommodations when TDY to a program location. When government, privatized, or DoD Preferred commercial lodging is available, but the traveler does not use it (and the traveler is not authorized to declare quarters not available), lodging reimbursement is limited to the amount the government would have paid if used. Government, privatized, and DoD Preferred commercial lodging offer rates below per diem, which explains why your reimbursement is less than per diem. By selecting lodging

accommodations outside of the program, you are accepting the responsibility to pay the difference in lodging costs.

5. Why is DoD limiting the selection of hotels where I can stay?

Like any purchase of a product or service, the more you buy, the better the price, and the more extras you receive. Limiting the hotels in the program enables the Department to select safe and secure properties while increasing competition for both rates and amenities. By directing DoD travelers to stay in a limited number of lodging establishments, DoD is providing cost avoidance on lodging spend and allowing more official travel trips while ensuring that hotels meet certain safety criteria, and obtain amenities such as free Wi-Fi, breakfast, parking, etc., which also saves the Department travel spend. Concentrating our travelers into a limited number of hotels delivers higher volume to those hotels, bolstering their occupancy while it increases the competitive nature of the marketplace, which improves rates, quality of hotels in the program, and amenities included with the rate.

Troubleshooting

1. If the Defense Travel System (DTS) is not available, should I contact my Travel Management Company (TMC) to book lodging?

If you do not have access to DTS, you should contact your TMC to make privatized and commercial lodging reservations.

2. Are there any resources to help me understand more about this Integrated Lodging Program and how it works?

Yes. The Defense Travel Management Office offers resources including:

- Integrated Lodging Program webpage: The webpage provides information about the program and DTS modifications and includes several items in the Quick Links and Resources box to assist with your understanding. [Integrated Lodging Program Sites \(travel.dod.mil\)](https://travel.dod.mil)
- DoD Integrated Lodging Program Guide: Comprehensive guide that presents information to increase your understanding of the program, as well as its effect on the Joint Travel Regulations (JTR), online reservation selection options, and the Defense Travel System (DTS). This guide is available on the Integrated Lodging Program webpage and at: [ILP_GUIDE.PDF \(travel.dod.mil\)](https://travel.dod.mil/ILP_GUIDE.PDF)
- Official ILP Site Listing: [Integrated Lodging Program Sites \(travel.dod.mil\)](https://travel.dod.mil)
- DoD Preferred Sites by Metro Area: [ILP_SITES_BY_METRO_AREA_20221207.PDF \(travel.dod.mil\)](https://travel.dod.mil/ILP_SITES_BY_METRO_AREA_20221207.PDF)
- DoD Preferred Commercial Properties List: travel.dod.mil/Programs/Lodging



- DTMO Tips for Travelers YouTube video series follow this link or scan the QR code: [Tips for Travelers - YouTube](#)