



NAVY COMMERCIAL LODGING PROGRAM



Navy Commercial Lodging Program

The Navy Commercial Lodging Program (NCLP) saves tax dollars and ensures consistent service, convenience to the traveler, safety, quality lodging accommodations, availability, and contributes to mission accomplishment that meets the needs of Department of Defense (DoD) travelers.

Hotel Partners benefit from the partnership with the Navy resulting in increased visibility and opportunities for increased occupancy.

Navy Commercial Lodging Program is a partnership between **Navy Gateways Inns & Suites** and commercial contract hotels to support overflow lodging requirements for eligible DoD travelers. NCLP ensures commercial hotels meet group and individual lodging requirements along with ensuring DoD lodging standards. Lodging standards meet fire/safety/force protection and health standards.

By ensuring contracted hotels meet lodging standards, the NCLP guarantees facilities that partner with the Navy provide quality lodging for all travelers. NCLP utilizes a reservation web application that allows Navy to book directly with our partner hotels. NCLP provides a complete lodging service to our DoD travelers contributing to mission readiness.

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Creating a partnership to provide our customers with stellar service.

WHAT IS THE NAVY COMMERCIAL LODGING PROGRAM?



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BENEFITS TO GUESTS, MILITARY & HOTELS



Benefits for Partner Hotels

- Direct exposure to a greater market potential only available to partner contract hotels
- Electronic receipt of reservations direct to the hotel front desk
- Training and access to the Navy software
- 24/7 access to training and support throughout the duration of the contract
- Hotel controls include:
 - Content - property and room descriptions, images, amenities and rates
 - Allocations - manage room allocations and restrictions
 - Pricing - rates within discounts
 - Notifications - tentative, confirmed and cancelled reservations

Benefits to Guests (Individuals and Groups) and Military Commands

- Provide enhanced customer services to guests staying off base
- Dedicated call center agents and group coordinators provide 24/7 service for booking, cancellations and reservation changes
- Maximize on-base DoD government lodging
- Accommodate guests at commercial partner hotels when on-base DoD government lodging is unavailable
- Accommodations in close proximity to Navy installations
- Hotel inspections for each participating hotel to ensure hotels meet fire/safety protection, health and DoD lodging standards.
- Commercial rates do not exceed per diem
- One point of contact (Group Coordinator) for multiple hotels
- Manage all group and command requirements for lodging (on and off base)
- Establish booking process for group travel via Navy software
- Define rooming requirements and manage rooming lists
- Ensure hotels meet compliancy and command lodging requirements
- No longer a need to manage individual MOAs, LOAs or BPAs
- Tracking reports available for record keeping and historical purposes

Benefits to Navy Gateway Inns & Suites

- Book reservations with our commercial hotels directly at the front desk
- CNA will no longer be issued from Epitome
- Capture a true count of CNAs issued
- Provide a reservation from start to finish
- Guests only need to call NGIS to complete a reservation
- Maximize on base occupancy
- 24/7 access to training and support for the website and booking a reservation
- A percentage of the cost sharing fee received per room/night will be given back to the region for additional revenue to sustain the local NGIS lodging operation



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