

Navy Lodging Program



Navy Commercial Lodging FAQ

1. Why is NGIS booking reservations for me at commercial hotels?
2. What are the benefits of using commercial hotels through NGIS?
3. What grade of commercial hotels is available?
4. How far are the hotels from the military base/ installation(s)?
5. When will I be able to book with a commercial hotel?
6. Can civilians book with commercial hotels through NGIS?
7. How do I make a change to my reservation with a commercial hotel?
8. How can I book a reservation through the Commercial Lodging Program?
9. How do I receive my reservation confirmation?

1. Why is NGIS booking reservations for me at commercial hotels?

Our goal is to enhance customer service and provide guests with commercial hotel options that are within per diem and provide a safe and secure environment while completing your mission. The Navy Commercial Lodging Program (NCLP) is a partnership between the government and commercially contracted hotels to support the overflow lodging requirements for eligible Department of Defense (DoD) travelers. NCLP provides a complete lodging service to our DoD travelers which contributes to mission readiness.

2. What are the benefits of using commercial hotels through NGIS?

The Navy Commercial Lodging Program ensures all participating hotels with the program meet stringent guidelines by ensuring each hotel meet or exceed our Department of Defense Lodging Standards. Each hotel is inspected prior to participating in the program and will not be allowed to participate unless all requirements are met. Each hotel must pass Safety, Health, Room and Facilities requirements along with ensuring all federal, state and host country laws are followed.

3. What grade of commercial hotels is available?

We partner with nearby commercial hotels that are at minimum a 3 star grade or above. These hotels must pass an annual inspection ensuring DOD lodging standards for Fire, Safety, and Health.

4. How far are the hotels from the military base/ installation(s)?

The Navy commercial Lodging program utilizes the guidelines in the Joint Federal Travel Regulations (JFTR) to correspond with the distance to and from the hotels. Partnership hotels shall not exceed a 15 mile radius from the military base/installation(s).

5. When will I be able to book with a commercial hotel?

Reservations for commercial hotels are an option only when there is no on-base lodging available within the base stated on traveler's orders.

6. Can civilians book with commercial hotels through NGIS?

Yes, all military and DOD travelers on orders may book reservation with commercial hotels through NGIS.

7. How can I book a reservation through the Commercial Lodging Program?

All reservations can be made 24/7 by calling 1-877-Navy Bed (628-9233). Prior to booking a reservation with commercial lodging, on-base lodging must not be available.

8. How do I make a change to my reservation with a commercial hotel?

For any changes to your current reservation, please call 1-877-Navy Bed (628-9233). Assistance with new and existing reservations may be done 24/7.

9. How do I receive my reservation confirmation?

Once a reservation has been completed with NGIS, an email will be automatically sent to the guest (email address must be provided) confirming the reservation with the commercial hotel. Additionally, within the email, a Certificate of Non-availability (C N A) will be attached for guest reference.