

From: [USARMY Stuttgart IMCOM FMWRC Mailbox Panzer Lodging](#)
To: [Moellendick CIV Marta J](#)
Cc: [USARMY Stuttgart IMCOM FMWRC Mailbox Panzer Lodging](#)
Subject: RE: Reservations - Questions for ROM guidance
Date: Thursday, May 14, 2020 12:12:22 AM
Attachments: [Touchless Process.pdf](#)
[Stuttgart Army Lodging COVID19 PCSI Sponsor Checklist.docx](#)

Sir/Ma'am,

The below guidelines are provided to assist you in preparing for your upcoming PCS to Stuttgart Germany during COVID-19:

The Federal Republic of Germany requires anyone entering the country to be in quarantine for 14 days. You also must wear a facemask or makeshift mask when entering buildings. Also, be aware that before entering on post facilities you must wash your hands at the mobile washing stations or use the provided sanitizer.

- When you arrive to the hotel you will have to enter a 14 day quarantine Period if not undertaken elsewhere within Germany prior to arriving to Stuttgart (e.g., at Ramstein).
- You, your sponsor, and your Command must be aware that during this 14 day quarantine you will not be allowed to leave your room. (Within USAG Stuttgart, you may leave your room for approved medical care/attention and to walk your dog within 500 feet of the building - notice must be provided to the hotel desk staff to aid in disinfecting common areas. The guest is additionally required to disinfect along their routes - anything they touch (e.g., elevator buttons, doors, etc...).
- During this quarantine period your UNIT will provide you a Point Of Contact and Support Personnel, which may or may not be your sponsor.
- Your unit and POCs responsibility during this period is to make sure you are well nourished and to validate your health. This may include providing groceries, checking on the morale of the individual/ family, and collecting and cleaning personal laundry. You will have to arrange payment for any of these services with the personnel providing such (e.g., to pay for any needed groceries).

***Before you arrive: Please call or e-mail us at the Stuttgart Army Lodging with a good, personal contact number to verify that everything is up to date in your reservation, to include the location you are coming from and projected arrival/departure dates. Please also provide us with your Unit/Sponsor information (if different from unit support personnel). Specifically, please provide:

- Rank, First name, Last name (of Sponsor/Unit Support Personnel)
- Mobile Number
- Work DSN
- E-mail:
- Receiving Unit information (Command and Directorate) / DSN:

Please inform your UNIT that they must designate a Sponsor and/or Unit Support Personnel prior to your arrival and

entering of quarantine. ***

Please be assured that we are working diligently to provide you and your family with the best and healthiest possible PCS-In experience during COVID-19.

We highly encourage you to download the USAG Stuttgart Mobile App (available on both Android and Apple Stores), and to "Like" and "Follow" the U.S. Army Garrison Stuttgart government organization page on Facebook (Link Below). We would also recommend watching all the Garrison's Videos related to COVID-19 (e.g., the Town Hall Videos).

Thank you for your understanding, and if you have any questions please do not hesitate to contact us, here at Stuttgart Army Lodging.

V/R,
Nancy Mwangi
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Stuttgart Army Lodging
USAG Stuttgart
Commercial: 49-(0)711-907260
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We are the Army's Home

Reservations: usarmy.stuttgart.imcom-fmwrc.mbx.panzer-lodging@mail.mil
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Touchless Process

Pre-arrival (Booking the reservation)

- ❑ Verify that all of the information is current and accurate (e.g. your Credit Card (CC) info., billing address for the CC, good mobile number, and e-mail that you can check while enroute).
- ❑ Please call us if anything in your reservation confirmation reads NGTD or non-guaranteed, as this will slow your check-in process.
- ❑ If you are an Army Military Personnel in a PCS status, you will be using the TLA Process (with the exception of the 14 day Quarantine, see attachment for instructions on payment). This requires that you provide a copy of your orders to the Front Desk. Please e-mail a copy of your orders within 3 days of your arrival (not earlier). You may also e-mail a copy after arriving to your room.

Arrival

- ❑ Show your ID at the Front Desk. Front Desk will provide a room key, a copy of the Touchless Process
- ❑ Located on your desk or kitchen table is a packet of information and required documentation for signature. Items requiring you to fill out and or sign will be highlighted. Please be certain to verify information accuracy on the very important Registration Card. If you have any questions, please call the Front Desk and we can walk you through the packet over the phone. After reviewing all information, sign those requiring signature, and send to the Front Desk. We ask you to do this via a smart device or computer (see section: Steps for “Documents requiring your signature” below). If you would prefer digital copies e-mailed, call the Front Desk.
- ❑ After the Front Desk receives all paperwork they will reply to your e-mail or text notifying you that they have received all of your documents. If they do not receive all required forms within 30 minutes of checking in, they will call you.

**Special Notes: ONE PERSON or ONE FAMILY in the elevator at a time.*

Departure

- ❑ Prior to your departure, but with ample time before you intend to leave: please call the Front Desk from your room phone to authorize charging your CC on file and to verify & prepare your documents. There are two methods:
 - a) Night Before (AKA: Express Checkout) In this method we will pre-charge your card for your final night. After you return your signed documents (see items 2-3 below) – the next day (your Checkout Day) we will e-mail your final “Zero Balance Receipt”. You will not have to come back to the Front Desk or wait in a line. However, if you prefer a paper receipt just let the Front Desk staff know at this time. They will then have an envelope with your room number on it available for you at the Front Desk – just walk up, tell them your room number and they will hand the envelope to you.



- b) Day of Method: In this method, we request you to contact the Front Desk by 0900 to authorize your payment, and to ensure a timely checkout by 1100. Upon receiving your signed documents (see steps 2-3 below), we will e-mail you your “Zero Balance Receipt”.
- Let the Front Desk know your preferred method for receiving your documents: iphone picture, e-mail, etc.
 - When you receive your files, sign those requiring signature. Follow the same procedure as you did with check-in (see section: Steps for “Documents requiring your signature” below).
 - Before you exit your room, be certain to leave your keys on your desk.
 - Before you open the door please place your mask on your face, and keep it on until you exit the hotel. Maintain 6 feet physical separation whenever feasible.
 - Please close the room door tightly behind you when you leave.
 - ONE PERSON or ONE FAMILY in the elevator at a time.
 - If for any reason you need to stop at the Front Desk (e.g., pick-up paper receipt, partake in the grab-&-go breakfast, use the Lobby phone) you must sanitize your hands at one of the sanitation stations.
 - When you leave your room, and this is generally a good idea anyway, touch as little as possible everywhere you go.

Steps for “Documents requiring your signature”

- We recommend you use your favorite smart phone device with your choice of .pdf or scanner apps.
 - If you happen to have a printer – feel free to print, sign and scan or
 - Simply snap a pic and text or e-mail it to us! Your choice.
 - Front Desk iMessage Text: panzerfd@icloud.com
 - Front Desk e-mail: usarmy.stuttgart.imcom-fmwrc.mbx.panzer-lodging@mail.mil
- In e-mails/texts please start the text/subject line with your Last Name and Room Number to expedite and verify your service.

Contact Information

- USAG Stuttgart Family and MWR / Army Lodging
 - Building 2905, Panzer Hotel
 - DSN: 314-431-3490
 - Commercial: 00 49 (0) 7031 410 40

