



Emergency Lodging Assistance

Hotel support - Frequently Asked Questions

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| The Program | <i>What does the program provide?</i> | The program covers hotel lodging (room charges and applicable taxes only) for FEMA qualified individuals from designated disaster areas. All other expenses are the responsibility of the guest. |
| | <i>Who pays for the program?</i> | The program is managed and funded by the Federal Emergency Management Agency (FEMA) www.fema.gov . Corporate Lodging Consultants acts as a paying agent on behalf of FEMA. |
| | <i>How does a hotel participate in the program?</i> | Hotels wishing to participate in the ELA program can enroll via our website (www.corplodging.com/ELA .) Upon successful enrollment, hotels can immediately bill for qualified guest stays. |
| Qualified Check-Ins | <i>How do displaced individuals qualify for assistance?</i> | All displaced individuals needing assistance must contact FEMA for ELA qualification. If necessary, instruct non-qualified individuals to call FEMA [1-800-621-3362 or for the TTY caller at 1-800-462-7585] for further assistance. |
| Guest Extensions | <i>Are guests eligible to stay beyond the initial authorized date?</i> | In certain cases, FEMA will provide extended hotel lodging assistance to qualified guests on a case-by-case basis. A guest's extension information will be provided on CLC's ELA website. The Guest Alerts feature allows CLC to issue hotel specific guest extension information via the ELA website. Simply access your online ELA account to view any/all extensions issued to guests currently checked into your hotel. |
| Reservations and Check-In | <i>Will reservations be made for guests?</i> | Guest reservations are not required for this program. However, FEMA may make guest reservations at their discretion. |
| | <i>Are additional rooms available for family use?</i> | At FEMA's discretion, additional rooms may be provided on a case-by-case basis. CLC's ELA website alerts a hotel on how many rooms each registered guest is eligible to receive. |
| | <i>How long are guests allowed to stay in a hotel paid by FEMA?</i> | Each qualified guest is assigned a registration number with an authorized start and end date. After the registration end date, all charges are the responsibility of the guest. There is NO ADVANCE BILLING , only billing for stays that already occurred. |

Go to <http://www.corplodging.com/ELA> for:

Hotel Billing Instructions * Affected Areas

Frequently Asked Questions * ELA Program News

Questions? – E-mail to [femahousing@corplodging.com]



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| <p>Reservations and Check-In (cont.)</p> | <p><i>Does the ELA website display the guest's authorized length of stay?</i></p> | <p>Yes, authorized length of stay is obtainable through the Check Guest Qualification process.</p> <p>To complete the Check Guest Qualification process, complete the following:</p> <ul style="list-style-type: none"> • On your MyELA Homepage, enter the guest's personal information and Registration ID in the Check Guest Qualification form • Click the Submit button • Upon successful verification of the Registration ID, the ELA website displays the guest's qualification information, including authorized length of stay |
| | <p><i>What if a guest doesn't have a government-issued photo ID?</i></p> | <p>All qualified guests requesting lodging <u>must</u> provide a VALID government-issued photo ID at check in. If unable to provide a photo ID, the guest is ineligible for lodging assistance under the terms of this program. For further assistance, instruct the guest to call FEMA [1-800-621-3362 or for the TTY caller at 1-800-462-7585.]</p> |
| | <p><i>How long am I required to keep a copy of the guest's government-issued photo ID?</i></p> | <p>FEMA requires all hotels retain a physical copy of a qualified guest's VALID government-issued photo ID for two-years.</p> |
| | <p><i>How do I check a guest in?</i></p> | <ul style="list-style-type: none"> • On your MyELA Homepage, enter the guest's personal information and Registration ID in the Check Guest Qualification form • Click the Submit button • On the Guest Check In screen, enter complete hotel accommodation information in the fields provided and click the Check In button <p>NOTE: VALID GUEST IDENTIFICATION IS MANDATORY FOR ALL QUALIFIED GUESTS PARTICIPATING IN THE EMERGENCY LODGING ASSISTANCE PROGRAM</p> |
| | <p><i>Can I retroactively check in a guest?</i></p> | <p>Yes, CLC allows hotels to backdate a guest check in up to <u>7 days</u> prior to the current date. However, CLC <u>strongly</u> recommends that hotels qualify and check in guests before lodging is provided.</p> |
| | <p><i>Can I cancel a guest check in?</i></p> | <p>Yes, hotels may cancel a guest check in. Perform the following to cancel an <u>unbilled</u> guest check in:</p> <ul style="list-style-type: none"> • On your MyELA homepage, click the Guest Summary link • Locate the appropriate guest on the Guest Summary screen and click the Details button • On the Guest Details screen, click Cancel Check In to remove the guest |



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| <p>Billing</p> | <p><i>How do I bill for a guest stay?</i></p> | <ul style="list-style-type: none"> • On your MyELA Homepage, click the Submit Billing link • Locate the appropriate guest on the Guest Available for Billing screen and click the Bill button • On the Bill Stay screen, enter complete billing information in the fields provided and click the Submit button <ul style="list-style-type: none"> – CLC’s billing system allows you to decide when to submit a bill. Bill multiple days at a time or bill daily. – Each guest stay can only be billed <u>once</u> per day <p>NOTE: BILLING IS AVAILABLE FOR PROVIDED ACCOMMODATION DATES ONLY. <u>ADVANCED BILLING IS STRICTLY PROHIBITED.</u></p> |
| | <p><i>How often will I get paid?</i></p> | <p>Currently, CLC issues ELA payments in regular billing cycles. All stays billed during a consecutive cycle are invoiced on each payment for your convenience.</p> |
| | <p><i>Does CLC offer ELA payments via ACH?</i></p> | <p>No, CLC does not offer ELA payments through ACH at this time.</p> |
| | <p><i>How much am I allowed to charge?</i></p> | <p>Lodging rates for the ELA program are established and governed by FEMA. Guests are responsible for any room charges exceeding the maximum lodging rate as defined by FEMA. CLC’s ELA website calculates and displays any rate overages for your convenience.</p> |
| | <p><i>How do I know CLC received my bills?</i></p> | <p>CLC’s ELA website provides detailed inquiry options. To view the status of a submitted billing, complete the following:</p> <ul style="list-style-type: none"> • Click the Billing History link on the ELA Homepage • The Billing History screen provides an overview (including status) of all billings submitted by your hotel |
| <p>Login Information</p> | <p><i>How do I locate my ELA Username and/or Password?</i></p> | <p>To retrieve your ELA <i>Username</i> and/or <i>Password</i>, complete the following:</p> <ul style="list-style-type: none"> • Go to www.corplodging.com/ELA • Click the Forgot Username/Password? link |
| <p>Guest Relations</p> | <p><i>How do I respond to a guest that violates hotel rules and policies?</i></p> | <p>ELA guests must obey the same rules and policies that apply to normal hotel guests. Any ELA guest that violates your hotel rules and policies should be subject to the same disciplinary action as normal guests.</p> |
| | <p><i>Does ELA pay for guest damages?</i></p> | <p>No, ELA guests are solely responsible for damages incurred and liable for any additional costs that may result.</p> |

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EMERGENCY LODGING ASSISTANCE



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| ELA Terms and Conditions Form | <i>Is the ELA Terms and Conditions form required?</i> | Yes, FEMA qualified guests must agree to and sign the ELA Terms and Conditions form to receive lodging assistance. Copies of all forms signed by the guest must be kept for 2 years by the hotel. |
| | <i>What if the guest refuses to sign the ELA Terms and Conditions form?</i> | If the guest refuses to sign the ELA Terms and Conditions form, lodging assistance can not be provided under the terms of the program. |

**Please visit Corporate Lodging Consultants online!
Allow our staff to deal with your most urgent needs!**

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| Hotels | www.corplodging.com/ELA [femahousing@corplodging.com] 1-866-545-9865 |
| Guests | www.fema.gov 1-800-621-3362 |

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