



FREQUENTLY ASKED QUESTIONS (FAQ)

The Program	<i>What does the program provide?</i>	The program covers 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 . CLC Lodging (CLC) acts as a paying agent on behalf of FEMA.
	<i>How does a hotel/lodging provider participate in the program?</i>	Hotels/lodging providers wishing to participate in the Emergency Lodging Assistance (ELA) Program can enroll via the Program website (ela.corplodging.com). Upon successful enrollment, hotels can immediately bill for qualified guest stays. Properties are not required to have an existing contract with CLC for business travel in order to participate.
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 or to visit www.disasterassistance.gov online.
Reservations and Check-in	<i>Will reservations be made for guests?</i>	Guest reservations are not required for this program, and FEMA does not pay for no-shows. However, FEMA may make guest reservations at their discretion. The hotel indicates within their dedicated online account Update Room Availability section whether rooms are available or not available. Hotels which reflect as having rooms available are published online at www.femaevachotels.com for FEMA and FEMA registrants seeking lodging. During FEMA disaster activation periods, it is vital that participating hotels toggle the switch to No Rooms Available during sold-out periods so that disaster survivors are not turned away.
	<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 the lodging provider on how many rooms each registered guest is eligible to receive.
	<i>How long are guests allowed to stay paid by FEMA?</i>	Each qualified guest is assigned a registration number with a FEMA-authorized start and end date. After the qualification end date, all charges are the responsibility of the guest. There is NO ADVANCE BILLING, only billing for stays that have already occurred.

Go to ela.corplodging.com for:
 Billing Instructions * Affected Areas
 Frequently Asked Questions * ELA Program News
 Questions? – E-mail to [femahousing@clclodging.com]

Reservations and Check-in (Continued)	<i>Does the ELA website display the guest's authorized length of stay?</i>	<p>Yes, authorized length of stay is obtainable through the Check Guest Qualification process. To complete the Check Guest Qualification process, complete the following:</p> <ul style="list-style-type: none"> • On your MyELA page, select or enter a date of check in, followed by 3 approved fields of guest personal information from the FEMA guest completed Transitional Sheltering Assistance (TSA) Terms and Condition Form, in the Check Guest Qualification section • 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
	<i>What if a guest doesn't have a government-issued photo ID?</i>	<p>All qualified guests requesting lodging must provide a VALID government issued photo ID (for example, a current state-issued driver's license) 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>
	<i>How long am I required to keep a copy of the guest's government-issued photo ID?</i>	<p>FEMA requires all lodging providers to retain a physical copy of a qualified guest's VALID government-issued photo ID for two-years.</p>
	<i>Is the TSA Terms and Conditions form required?</i>	<p>Yes, FEMA qualified guests must agree to and sign FEMA's Transitional Sheltering Assistance (TSA) Terms and Conditions Form to receive lodging assistance in addition to any subsequent FEMA-approved Extension of Assistance Terms & Conditions Forms. Copies of all forms signed by the guest must be kept for 2 years by the property.</p>
	<i>What if the guest refuses to sign the ELA Terms and Conditions form?</i>	<p>If the guest refuses to sign the TSA Terms and Conditions Form, lodging assistance cannot be provided under the terms of the program.</p>

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<p>Reservations and Check-in (Continued)</p>	<p><i>How do I check a guest in?</i></p>	<ul style="list-style-type: none"> • On your MyELA page, select or enter a date of check-in, followed by 3 approved fields of guest personal information from the FEMA guest completed Terms and Condition form, in the Check Guest Qualification section (Registration ID, Last 4 digits of SSN# are recommended) • Click the Submit button • On the Guest Check In screen, enter complete accommodation information in the fields provided and click the Check In button <p style="text-align: center;">NOTE: VALID GUEST IDENTIFICATION IS MANDATORY FOR ALL QUALIFIED GUESTS PARTICIPATING IN THE EMERGENCY LODGING ASSISTANCE PROGRAM</p>
	<p><i>Can I cancel a guest check-in?</i></p>	<p>Yes, lodging providers may cancel a guest check-in. Perform the following to cancel an unbilled guest check in (please contact the ELA Support Line at 866- 545-9865 for instructions on how to correct billing errors and or how to correct guest stay information for guests already checked out in the ELA account):</p> <ul style="list-style-type: none"> • On your MyELA page, 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
<p>Guest Extensions</p>	<p><i>Are guests eligible to stay beyond the initial authorized date?</i></p>	<p>In certain cases, FEMA will provide extended lodging assistance to qualified guests or will terminate assistance early on a case-by-case basis. A guest’s extension or termination of assistance information will be provided on CLC’s ELA website. The Guest Alerts feature allows CLC to issue specific guest extension or termination of assistance information via the ELA website. Simply access your online ELA account to view any/all extensions issued to guests currently checked into your property.</p>

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Billing	<i>How do I bill for a guest stay?</i>	<ul style="list-style-type: none"> • On your MyELA page, 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 – 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 once per day. <p>NOTE: BILLING IS AVAILABLE FOR PROVIDED ACCOMMODATION DATES ONLY. ADVANCED BILLING IS STRICTLY PROHIBITED.</p>
	<i>How often will I get paid?</i>	Currently, CLC issues ELA payments in regular billing cycles. All stays billed during a consecutive cycle are invoiced on each payment for your convenience.
	<i>How much am I allowed to charge?</i>	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.
	<i>How do I know CLC received my bills?</i>	CLC’s ELA website provides detailed inquiry options. To view the status of a submitted billing, complete the following: <ul style="list-style-type: none"> • Click the Billing History link on the MyELA page • The Billing History screen provides an overview (including status) of all billings submitted by your property
Login Information	<i>How do I locate my ELA Username and/or Password?</i>	To retrieve your ELA Username and/or Password, complete the following: <ul style="list-style-type: none"> • Go to ela.corplodging.com • Click the Forgot Username/Password? Link
Guest Relations	<i>How do I respond to a guest that violates property rules and policies?</i>	ELA guests must obey the same rules and policies that apply to normal guests. Any ELA guest that violates your property rules and policies should be subject to the same disciplinary action as normal guests.
	<i>Does ELA pay for guest damages?</i>	No, ELA guests are solely responsible for damages incurred and liable for any additional costs that may result.

<p>Please visit ELA online! Allow our staff to deal with your most urgent needs!</p>	
Hotels	<p>ela.corplodging.com (website) femahousing@clclodging.com (email) 1-866-545-9865 (phone)</p>
FEMA Guests/Survivors	<p>www.disasterassistance.gov www.fema.gov 1-800-621-3362</p>