



**EMERGENCY  
LODGING  
ASSISTANCE**



# **Important Hotel Announcement!**

**09/11/2017**

**FEMA has Activated Emergency Lodging Assistance  
For Individuals recently displaced by weather events**

**Prepare for arriving guests by checking [ela.corplodging.com](http://ela.corplodging.com)  
or calling **866-545-9865****

FEMA recently activated Emergency Lodging Assistance for individuals who have been recently displaced by the recent weather events. These individuals and families may require lodging at your hotel. Please go to [ela.corplodging.com](http://ela.corplodging.com) to:

- Sign up for ELA to assist in the recovery effort
- Determine whether guests are eligible for payment from CLC
- Check guests-in
- Learn about guest documentation requirements and retention policies
- Bill guests electronically for rapid payment
- Answer the most frequently asked questions about the program

Please take a moment to review the site so you will be prepared if a survivor arrives at your hotel or you are contacted by a FEMA or CLC representative.

**For More Information:**

Hotels	<b><a href="http://ela.corplodging.com">ela.corplodging.com</a> <a href="mailto:femahousing@clclodging.com">femahousing@clclodging.com</a> 1-866-545-9865</b>
FEMA Applicants	<b><a href="http://www.fema.gov">www.fema.gov</a> 800-621-3362</b>

Go to [ela.corplodging.com](http://ela.corplodging.com) for:  
Program Information \* Creating An Account  
Frequently Asked Questions \* User Guide  
Hotel Hotline: 866-545-9865



## EMERGENCY LODGING ASSISTANCE Program Information

### Overview

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**T**he Emergency Lodging Assistance program provides lodging reimbursement for pre-qualified individuals from designated disaster areas. The Federal Emergency Management Agency created the ELA program to provide temporary shelter as a result of a Federal disaster declaration. As administrator for this FEMA-funded preparedness initiative, CLC provides rules-based payments for all qualified applicants at participating hotels.

### Program Activation

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**F**EMA determines all ELA program activations. Upon notice from FEMA, CLC communicates ELA program activation information to hotels through a variety of delivery methods (fax, mail, internet alerts.) CLC encourages hotels to visit the ELA website on a frequent basis to stay informed on activation alerts, comprehensive program news and updates.

### Guest Processing

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**I**ndividuals seeking assistance must contact FEMA to qualify for the ELA program. Only qualified individuals are eligible for lodging assistance under the terms of the ELA program. Hotels process all FEMA-qualified individuals seeking shelter through the ELA website.

#### Important Notes:

- All qualified guests must sign an Emergency Lodging Assistance-Terms and Conditions form
- All qualified guests must provide a valid government-issued ID at check-in
- Instruct guests to contact FEMA for assistance with all ELA-related issues
- Each qualified guest is assigned an authorized start and end date. Qualified guests are only eligible for lodging assistance during their assigned authorization period
- Lodging costs incurred outside of the assigned period or exceeding the per-diem based maximum nightly room rate plus any applicable taxes, are the sole responsibility of the guest
- At the discretion FEMA, lodging assistance can be extended on a case-by-case basis

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