

Statewide Travel Program Lodging 101

All contracted lodging rates are available for use by employees of participating agencies for travel on official business. These rates are only accessible through STP's contracted Travel Management Services (TMS) provider. Book your entire business trip using the online booking tool, Concur; or by calling the state's only authorized [travel agency](#).

The DGS State Administrative Manual (SAM) 4117.3 mandates the use of STP by Executive Branch agencies for booking hotel reservations.

Definition of Rates

California State Government, State Govt, State of CA, State of California, State of California Govt	Rates available to agencies using STP to book lodging, Agency ID required.
Gov/Military, Government, Federal, Federal Government	Rates available to federal government or active-duty military personnel, Federal ID required. Do not book these rates.
AARP	Rates available to AARP members, membership card required.
AAA	Rates available to AAA members, membership card required.

****Preferred Hotel Program

These hotels have a contract with the state.

"Preferred" hotels offer GSA rates or lower, accept the VCN, and have state rates loaded into Concur.

"Most Preferred" hotels offer the same benefits as a "Preferred" hotel, and at least one additional amenity.

*Applies to Executive Branches only

For information about CalHR's lodging rates and reimbursement policy, please review [CalHR Manual Section 2203](#) to verify that the applicable lodging rates for the date and location of your travel.

**Possible Exceptions

- Room block or conference rates
- Short-term lodging with Airbnb and VRBO
- Remote/rural areas

***Your agency must participate in Virtual Card Number (VCN) to be eligible to use a VCN as payment. Travelers must present a personal credit card at check-in to cover the hotel's required incidental hold.

7 Best Practices to Booking Lodging

Be aware of the state lodging rates.*

Use the state's online booking tool or travel agency to book all business lodging.**

Use a VCN to pay for nightly rate, taxes, resort fees, and self-parking fees.***

Book all portions of a trip in one itinerary to avoid excess fees.

Obtain a final receipt/folio upon checkout.

Be aware of all cancellation rules and any applicable penalties before booking.

Choose hotels that participate in the Preferred Hotel Program over all other options. ****

Additional Resources

- [SAM 4117.3](#)
- [Lodging Resources](#)
- [STD. 255C Excess Lodging Rate Request/ Approval](#)

What if there's a lower rate outside of Concur?

Find an alternative lodging in Concur at comparable property.

If no alternative lodging options are available, contact your agency's Travel Coordinator(s).