



Program Information

Overview

The Emergency Lodging Assistance (ELA) Program provides lodging reimbursement for pre-qualified individuals from designated disaster areas. The Federal Emergency Management Agency (FEMA) 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 Lodging (CLC) provides rules-based payments for all qualified applicants at participating hotels.

Program Activation

FEMA 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 prospective hotels to visit the ELA Program website (ela.corplodging.com) to create an account and encourages lodging partners to stay informed on activation alerts, comprehensive program news and updates.

Guest Processing

Individuals 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 their individual online accounts via the ELA Program website (ela.corplodging.com).

Important Notes:

- All qualified guests must sign an Emergency Lodging Assistance Terms and Conditions form to be kept on file at the property for a period of 2 years
- All qualified guests must provide a valid government-issued photo ID at check-in to be copied and kept on file at the property for a period of 2 years
- 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 threshold-based maximum nightly room rate, are the sole responsibility of the guest
- At the discretion of FEMA, lodging assistance can be either extended or discontinued early on a case-by-case basis
- Hotels may contact the ELA Program Support Center at **1-866-545-9865** or via email at femahousing@clclodging.com for assistance