



# CLC Emergency Lodging Services

When disaster strikes, CLC Emergency Lodging Services makes it easier to secure last-minute lodging.



## Get additional support from CLC during emergencies.

**When large-scale disasters occur**, CLC Lodging can help source and secure short and long term emergency lodging. We leverage our strong partnerships with national hotel chains and brands to support disaster-response organizations with large crews and room needs.

### HOW IT WORKS

- 1. When an emergency takes place** that requires last-minute rooms, customers can make emergency lodging requests directly with CLC's Emergency Lodging Solutions Team by phone or through the dedicated online emergency services portal.
- 2. CLC works with hotels.** The Emergency Lodging Services team works directly with hotels to source available room inventory that's close to the disaster area and within your company's budget.
- 3. Lodging requests are booked.** When CLC finds accommodations meeting your specific needs, your CLC ELS team will secure your rooms and you'll be notified once we have everything finalized with the hotel. The reservation is prepaid with a CLC credit card or direct bill agreement, then a confirmation is sent to the customer.
- 4. Customers can adjust to fit their needs.** Customers can submit cancellation or change requests through the Emergency Lodging Services portal.



# Why choose CLC Emergency Lodging Services?

## **Trusted by national disaster relief organizations.**

CLC has provided lodging services for emergency response clients in more than 5,000 disaster responses, including America's largest emergency recovery volunteer organization and federal organizations.

## **Network of 45,000+ hotels nationwide.**

As one of the largest single-source purchasers of lodging accommodations in North America, CLC has a network of more than 15,000 pre-negotiated hotel partners, plus an expanded network of thousands of additional hotels at discounted rates. CLC also works beyond our existing network to secure lodging at any hotel, anywhere in times of emergency.

## **Complete pay, audit, and reconciliation process.**

When disaster strikes, your team has more to worry about than where to stay at night. Our dedicated emergency lodging team works directly with hotel partners to secure lodging and negotiate contract terms and rates, then gives you consolidated invoicing and billing.

## **Flexibility to fit your needs.**

CLC has the capability to book lodging for both large and small, and scheduled or unscheduled, events. Our advanced disaster response infrastructure allows our team to operate multiple, simultaneous disaster recovery efforts. CLC also looks at surrounding areas and non-traditional options for flexible housing solutions.



## Our Track Record in Emergencies

**In more than 20 years of service** for emergency lodging clients, CLC's management and staff have developed a deep commitment to supporting organizations that are experiencing or working during disasters. During the early days of the Katrina response, CLC mobilized and worked around the clock to put a safe roof over the heads of the people displaced by the hurricane. CLC also assisted successfully with the housing of more than 29,000 households following the devastation created by hurricanes Harvey, Irma and Maria both here in the continental United States, as well as Puerto Rico.

**Since 2015**, we've processed more than six million room nights for the country's largest emergency responder in more than 8,500 hotels. We strive to demonstrate this commitment in every new disaster, whether we're serving residents displaced by hurricanes devastating the east coast of Florida, finding lodging for first responders heading to floods in North Carolina, housing thousands of National Guard Soldiers assisting in the COVID-19 relief effort, or quickly activating our teams to ensure lodging is available for utility companies beginning the recovery process by restoring power to devastated areas.

**We aim to give our clients certainty that they have a committed, experienced partner during emergencies.**

**29,000**  
HOUSEHOLDS ASSISTED  
IN THREE RECENT  
HURRICANES

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