

Useful Information

- 17 years or younger must be accompanied by a legal guardian.
- Dependents ages 10 and up are required to have an ID card.

FREQUENTLY ASKED QUESTIONS

Q: How far out can I get flight information?

A: Projection of flight information is 72 hours when requested in person and 72 hours over the telephone

Q: Can I sign-up for a specific destination?

A: No. When you sign up, you are registered into the AMC system. Selecting your destination occurs after checking in to be marked as present at the showtime.

Q: While I'm waiting for my flight, is there a place where I can store my bags?

A: No. Security is a top priority among AMC terminals. Do not leave baggage unattended in the terminal, or it will be properly disposed of.

Q: Can I leave my car in the Terminal parking lot while I'm gone?

A: No. Parking is limited to 12 hours. For directions to the long term parking lot please ask a Passenger Service Agent.

NOTE TO PASSENGERS/VISITORS

- Passengers with non-apparent disabilities (such as hearing impairment, asthma or pacemakers) should advise passenger service agents of such disabilities at time of check-in.
- Please be travel ready, with all people, baggage and needed documentation present.

We hope that this flyer covers most of your Space-A travel questions. Please contact us if you need any further information or assistance.

All flights and times are subject to change without prior notice!



Space-Available Travel Information for Retirees

For more information please call the
RAF Mildenhall Passenger Terminal

DSN: 238-2248

COMM: 01638 542248

Fax DSN: 238-7426

COMM: 01638 547426

E-mail: 727ams.spacea@us.af.mil

<https://www.facebook.com/RAFmildenhallPASSENGERTerminal>

**AMC Passenger Terminal
RAF Mildenhall**

DSN 238-2248

COMM 01638 542248

Normal Operating Hours
0600 - 1800 Daily

**Normal Operating Hours
0600 - 1800 Daily**

Space-A Travel for Retirees and their Dependents

DOCUMENTS REQUIRED:

- Valid DoD ID card (all passengers 10 years of age and over)
- DD Form 2 (Blue) US Armed Force Identification Card
- Valid passport
- Valid visa (if applicable)
- Doctor's written permission to fly (for Infants under 6 weeks of age and pregnant women in their third trimester)

NOTE: Medically Retired personnel (Brown) are *not* eligible for Space-A

Dependents: Must be with the retired sponsor in order to be eligible for travel.

Simple Steps to Space-A Travel

Here is the step-by-step process for command-sponsored dependents departing RAF Mildenhall on Space-A flights without their sponsor.

STEP 1: SIGN-UP

First, you need to get on the Space-A backlog either by emailing or faxing us your details or come by in person to the terminal. We recommend you email and fax the other stations you might use as well. For instance, if your destination is Dover, fax your letter to Dover and any nearby east coast stations (i.e. McGuire, Charleston, and Andrews). This will put your name on the Space-A backlog. We do suggest that after you send your fax, you make a quick phone call to the stations you faxed to confirm they received the fax and allow that station to obtain additional information if required. Remember, if you fax the letter you will need to show up at the terminal about one hour before your show time. This will allow us to verify your documentation and stamp it with your date and time of sign-up.

In addition, we will need to check your passport and ID cards. Please check your passports and visas (if required) carefully. An out of date document will prevent us from providing you with air

transportation. When we put your information in the computer you will be traveling in Category VI and you will remain in the backlog for 60 days. Once you depart your name will be removed from that station's backlog. The longer you are in the system, the better your chances are of traveling. You are not committed to fly once you are in the system, and if you decide not to go, then you don't need to do anything else. After your 60 days are up, you will need to sign up again.

STEP 2: ROLL CALL

Now that you are in the Space-A backlog you may attempt travel whenever you like (within the 60 days). You are now building up time (seniority), but remember the clock will terminate after 60 days and you must sign up again. The next step is to decide which Space-A call based on destination/flight you wish to attend. When you have decided, call us (or come in and see us) and we will tell you when flights are going and what their showtimes will be. Showtime is when we begin the Space-A call. You must be present in the terminal at the showtime in order to be selected for a flight.

Space-A Call

The Passenger Agent will start the Space-A selection by calling passenger's names in order of Category and date/time of sign-up. When the Passenger Service Agent calls your name, it is up to you to present your ID card(s) and passport(s) to the counter. If you do not come to the counter when called, you will revert to the end of all categories and may miss that flight.

STEP 3: CHECK-IN

Once you have been selected for the flight, the process is similar to a commercial airport. You take your luggage (2 pieces each weighing 70 lb. – 140 lb. in total) and carry-on (one small piece please) to the check-in scales. Some baggage restrictions apply depending on the type of aircraft. Once you have checked in you will be given a boarding pass and your baggage claim check. If you decide to buy an in-flight meal you can do so at this time. Presently, meals cost \$5.55 and consist of a sandwich (turkey or Ham), water, chips, soft drink, candy bar, and cereal bar. The check-in agent will then provide you with details of your flight and

boarding time. The boarding time is normally one hour prior to departure but we must wait until the crew and the aircraft are ready, so listen for any announcements about your flight.

STEP 4: ENJOY YOUR FLIGHT

Now the only thing left is your gate check and final boarding. Again, this is similar to a commercial airport. We will process you through the gate (security checks), then on to the aircraft and off you go!

Things to Remember

We try to obtain as many seats as we possibly can, but sometimes there are not enough to go around. Occasionally, we have to 'bump' Space-Available passengers for higher priority passengers/cargo. This is rare but does happen. The aircraft you have a seat on could be diverted; this happens normally due to weather or maintenance problems. Some of the aircraft are not specifically designed for passenger comfort. KC-135, C-17 and C-130 aircraft can be cold, sometimes cramped and usually noisy, so dress appropriately if you compete for seats on one of these aircraft. You need to have sufficient funds for any emergencies. If your flight is delayed, or you cannot get on a flight, you will need to have sufficient funds to obtain accommodation or even commercial transportation. Sometimes lodging can be difficult to obtain. If you are traveling with small children, please ensure that you have plenty of supplies (food/diapers etc.) for them. Also, please remember to only take what you need. Items in addition to your hand carry baggage (like child car seats, diaper bags, purse, snacks, etc.) may become too much for you to handle without assistance.

Best times to Travel

Any of the vacation seasons and school breaks can be difficult times to travel, but if you plan your journey January through May and/or September through November, then you will probably get the flight you desire.