



## OUR MISSION

Our Passenger Service Division is dedicated to serving the needs of our service members deploying to the AOR.

Our employees are committed to providing friendly, courteous and professional services to our customers and committed to ensuring a safe and pleasant travel experience.

You will find that our modern air terminal offers the utmost in passenger comfort, convenience, safety and cleanliness.

Updated 03/11/2013

## PASSENGER TERMINAL AMENITIES

### FOOD

- Cafeteria
- Vending Machines

### LOUNGES

- DV Lounge –O-6/CWO5 or above and E-9's
- USO Lounge
- Comfortable Boarding/Waiting Lounges

### ENTERTAINMENT

- Large-Screen Televisions
- Internet Café
- Wireless network
- Children's Playroom
- Children's Playgrounds
- Covered Picnic Areas

### TRANSPORTATION

- Enterprise Car Rental inside
- Courtesy On Base Shuttle

### OTHER

- Shower Facilities
- ATM
- Courtesy Phones (Local and DSN Calls)
- Pay Phones

## Navy/AMC Air Terminal Norfolk, Virginia



## AEF PASSENGER BROCHURE

### Passenger Service Division

Naval Air Terminal Norfolk  
8225 Patrol Road  
Norfolk, VA 23511

757-445-8625  
DSN: 565-8625

FAX: 757-445-7501 DSN: 565-7501  
Email: [PAXAEF@airtermnorva.navy.mil](mailto:PAXAEF@airtermnorva.navy.mil)  
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## DEPLOYING AEF PASSENGERS

### ARRIVAL IN NORFOLK

\* **Transportation from Norfolk International to the Air Terminal is provided to those members that are deploying on Official Travel Orders. Based on availability a courtesy shuttle will be dispatched to the Norfolk International Airport for pick up to the Navy/AMC Air Terminal. Members that need immediate transportation, cab service is available to the AMC Terminal. Check with the USO or the Military Information booth for the scheduled shuttle times and a list of cab companies.**

**For shuttle questions please contact the Navy/AMC Terminal shuttle desk at (757) 445-2125/DSN 565-2125**

Upon arrival at our terminal facility you will proceed inside to the ticketing counter where you can check-in for your flight.

### BAGGAGE

Each person is allowed up to 4 pieces of baggage and a cased weapon. No single piece of baggage may weigh more than 100 pounds. Any bag weighing more than 70 pounds will be considered 2 pieces. Ensure 1 copy of travel orders are in each piece of baggage.

If the commercial airline loses your baggage you will need to contact your

home unit to determine if you will be able to deploy without it. Also, insure you notify a passenger service agent upon check-in at our terminal.

### WEAPONS

If you are transporting a weapon it must be in a **locked** weapon case appropriate for the weapon. If it has a place for a lock, there must be a lock on it.

No bulk or crated weapons shipments will be accepted.

We have a secure weapons storage area if needed.

### CHECK-IN

Deploying personnel may check-in up to 48 hours prior to their scheduled departure.

Upon arrival at the passenger terminal you will be directed where to go to check-in for your flight.

You will be required to provide the agent with your identification card and (1) copy of your orders that the agent can keep.

### BILLETING

Any overnight billeting requirements should be arranged prior to your arrival in Norfolk. We provide a courtesy shuttle to and from on base billeting.

The following information is provided to assist with making billeting arrangements. If your order writing authority requires you to utilize government controlled transient quarters, you must contact Navy Gateway

Inns & Suites Central Reservations Office at 877-628-9233, to determine availability. If transient space **is available**, official travelers (on funded government orders) are required to utilize on base lodging facilities.

For online reservations:

<http://ngis.dodlodging.net>

If transient space **is unavailable**, Navy Gateway Inns & Suites will direct you to the local Navy Lodge (757)-(489-2656), our alternate berthing location. If the Navy Lodge is also at capacity, then and only then can we issue a Certificate of Non-Availability (CNA) authorizing the official traveler to reside off base.

**NOTE:** A CNA is not required when staying at the Navy Lodge