



# RAF AKROTIRI AIR TERMINAL FAQ's

**FOR UP TO DATE INFORMATION PLEASE CALL 00357 2527 6599**

## 1. How do I book a flight?

When a Service or Civil Servant (and dependants) are assigned to Cyprus, flights are booked through the DSCOM Families Section. For other duty and concessionary flights, the primary means of booking seats on the Cyprus Air Trooping Service (CATS), is through the Joint Booking Centre site on the RAF Akrotiri MODNET SharePoint. Passengers should complete a duty or concessionary flight application and submit to the JBC online.

Duty- [BFC-AKI-JMS-JABC-INGGPMailbox@mod.gov.uk](mailto:BFC-AKI-JMS-JABC-INGGPMailbox@mod.gov.uk)

Concessionary- [BFC-AKI-JMS-JBCGpMailbox@mod.gov.uk](mailto:BFC-AKI-JMS-JBCGpMailbox@mod.gov.uk)

Any issues with this should be directed to the JBC on 00357 2527 6226.

JBC opening hours are;

Monday – Thursday 0800-1500L

Friday 0800-1330L

## 2. Can I check I am booked to the flight?

Yes, however when you have booked your flight, you will get confirmation sent from the booking centre confirming your flight. If you have not heard from the JBC within 48 hours of booking, you can always call the JBC during opening hours on 00357 2527 6226, out of hours ring the Terminal on 00357 2527 6599.

## 3. Can I park my car at the terminal whilst I am in the UK?

Yes you can. We have a long stay car park. All you need to do is come to the office in the Terminal and fill out a car park ticket. Once it has been filled in, place it on your dashboard and that's it.

## 4. What is the cost to travel as a concessionary passenger?

Concessionary travel from RAF Akrotiri to RAF Brize Norton is currently €50. The charge does sometimes change, so please confirm the current rate. To assist with processing, we request that passengers bring cash (€) in the correct amount. Debit/credit card payments are also accepted, but these take longer to process. The current charge for concessionary travel from RAF Brize Norton to RAF Akrotiri is £40. Please note children under the age of two travel free of charge.

## 5. When do I need to check in for the Cyprus Air Trooping Service (CATS)

Check In closes 2 ½ hours before the aircraft is due to depart and usually open from 4 ½ hours before departure. This is to allow for the completion of all mandatory documentation, including accurate passenger numbers and baggage weights. However, timings do change for operational reasons and passengers are advised check the flight schedule (Please see link below) 24 hours before travelling and again 5 hours before scheduled departure.

<https://www.raf.mod.uk/our-organisation/stations/raf-akrotiri/documents/raf-akrotiri-flight-schedule/>

**6. Can I check-in and drop my bags off the day before I am scheduled to fly?**

Yes, we currently offer an early check-in on the following days.

Tuesdays 1430-1530 (Early Check-In for Wednesday CATS RR2303)

Saturday 1800-1900 (Early Check-In for Sunday CATS RR2301)

Passengers are advised to check the flight schedule to confirm all check in times (See link below). Please note, for early check in all passengers (including children) must report to the terminal with passports and military ID card; all baggage to be checked in must be taken to the terminal at this time (hand baggage and push chairs/ child seats are not required at this time)

<https://www.raf.mod.uk/our-organisation/stations/raf-akrotiri/documents/raf-akrotiri-flight-schedule/>

**7. What is my baggage entitlement?**

Your baggage entitlement will be shown on your booking confirmation. It varies based on your purpose of travel. The generic baggage allowance for concessionary passengers is 20kgs. This will include any sports equipment/ bikes.

**8. Can I check in my sports equipment (bike)**

No, unless you have received prior authorisation. To enable sports teams/individuals to travel with their equipment conditions apply as detailed: JSP 800, Volume 2, Part 2, Chapter 6, Paragraph 5: Bike authorisation is provided by JBC at the time of flight booking and added as a remark on your booking confirmation. If authorisation is granted it will be deducted from your overall baggage entitlement i.e. duty 55kgs, concessionary 20kgs. For concessionary passengers baggage allowance is limited at 20kgs.

Bikes are to be well packed in a bike box or bag as there is no liability for any damage caused. Please note should space on the flight become critical the bike will be offloaded first and the individual will be responsible for making arrangements for removal of the item from RAF Akrotiri Air Terminal.

All requests for authorisation are to be made at the time of booking through the JBC. Opening hours are:

Monday – Thursday 0800-1500L

Friday 0800-1330L

Any issues with this should be directed to the JBC on 00357 2527 6226.

**9. Can I check-in my TV or other boxes in as baggage?**

No. For the purposes of travel on Mil AT, including charter aircraft and commercial air passage accompanied air baggage is defined as suitcases and bags holding a passenger's personal belongings limited to items such as clothing, footwear, toiletries, books and personal portable electronic devices such as MP3/IPODs, hand held game consoles and laptop computers. Baggage should not exceed the dimensions: 100cm X 60cm X 45cm, with a Max Weight of 32kgs per item. A passenger's personal

belongings that include engineering equipment, household goods including TVs, desktop PCs and **OUTSIZED** items are not permitted and must be shipped as concessionary freight.

#### **10. What are the rules on my child travelling alone?**

A dependant who is aged under 18 is viewed by the MOD as a minor. When a minor travels without their parent/guardian, they are to travel with ESCORTED MINOR paperwork and a nominated escort. Parents or guardians are responsible for arranging the escort and must ensure they nominate an individual over the age of 18. Please see below link to the Escorted Minor Form.

Parents are responsible for arranging the escort and must ensure they nominate an individual over the age of 18.

[https://modgovuk.sharepoint.com/:w:/r/teams/1825/Air\\_Terminal/\\_layouts/15/Doc.aspx?sourcedoc=%7B102D278D-3BBF-4D7B-97BC-4C982D537E7D%7D&file=Escorted%20Minor%20Form%20\(R%20Rev%202004-19\).docx&action=default&mobileredirect=true&cid=371dcff1-09c6-40f4-be33-eee06a82d5e8](https://modgovuk.sharepoint.com/:w:/r/teams/1825/Air_Terminal/_layouts/15/Doc.aspx?sourcedoc=%7B102D278D-3BBF-4D7B-97BC-4C982D537E7D%7D&file=Escorted%20Minor%20Form%20(R%20Rev%202004-19).docx&action=default&mobileredirect=true&cid=371dcff1-09c6-40f4-be33-eee06a82d5e8)

#### **11. What happens when a passenger travels with a dependent child that has a different family name?**

Check-In staff may respectfully ask passengers to confirm their relationship to the accompanied child (ren). It is recommended that parents / guardians carry a copy of the birth or adoption certificate. Without such evidence, the immigration officer may need to talk to the parents / guardians and child (ren), depending on their age, in order to confirm the relationship. Parents may be asked about their relationship to the accompanying child (ren) as a matter of course but are very likely to be asked if they have a different surname.

For the current guidelines, please follow the link to the Government website.

<https://www.gov.uk/permission-take-child-abroad>

#### **12. What are the rules for Expectant mothers and passengers with pre-existing medical conditions?**

Passengers who report for a flight with a pre-existing condition who do not have a “fit to fly certificate” from a medical practitioner may be refused travel. Pregnant women require a doctor’s letter when travelling between the 28th and 36th week of pregnancy.

#### **13. Can I carry a child seat on the plane?**

Yes, infants under the age of two can either be sat in a child seat, or sat on an adults lap using a seat belt extension provided by the crew on the aircraft. Children between the ages of 2-3 can either sit in a child seat or directly on the aircraft seat. All child seats are provided by the passenger. The terminal does not hold any child seats to loan/lend. Child seats must fit between the plane seats arm rests (max width 42.5cm) and be securable using the seat lap belt. Child seats that require a three point harness or a rigid anchorage will not be permitted in the aircraft cabin and must be carried in the hold.

#### **14. What are the rules on children’s push chairs?**

Push chairs must be checked in with other hold baggage; please make check in staff aware that you have a push chair. The check-in staff can loan you a push chair that can be left at the aircraft steps before departure; please inform the movement’s staff if you do this.

### **15. Can I take drinking water through Security?**

Yes, water can be taken through security in sealable containers. Passengers are advised to bring their own water to check in as, for busy flights, you may be required to queue outside for a short time. However, once you have passed through security, there is free water available in the departure lounge.

### **16. Do I need to take electrical products out of my carry-on baggage for security checks?**

No, electrical products (including laptops and tablets) can be left in carry-on baggage. However, service laptops will need to be removed, and presented to the security staff with the appropriate paperwork.

### **17. Can I carry my power bank with me?**

Yes, but this must be carried on your person, it cannot be put into your hold luggage for safety reasons, also it cannot be more than 100 w/h on the watt hour rating. This can be found in IATA 60th edition, section 2, page 25, table 2.3A.

### **18. What is my duty free allowance?**

As it stands (this will change after Brexit) entitled personnel with a ration card can take 4 weeks' worth of duty-free goods on the Cyprus Air Trooping Service (CATS). 800 cigarettes or 400 small cigars or 200 cigars or 1kg of rolling tobacco plus 4 litres of spirits.

If the items are duty-paid then they (entitled + non-entitled passengers) can take as much as they want but will need the receipt to prove the duty has been paid. If a passenger has more than the above mentioned quantities, then they will be questioned by a customs officers who must be satisfied that it is for personal consumption.

Anyone that does not possess a ration card is not entitled to duty-free goods regardless of quantities. If duty-free items are found in their possession then it will be seized at check-in by the customs officers.

Please see link to SBA Customs Information.

[https://www.sbaadministration.org/docs/customs/20190508\\_CUSA\\_useful\\_info\\_counters.pdf](https://www.sbaadministration.org/docs/customs/20190508_CUSA_useful_info_counters.pdf)

Any questions, then please ring the Customs office on 00 357 2527 6762.

### **19. What are the rules for E-cigarettes and Vaping Products?**

E-cigarettes and Vaping pens are permitted only on your person but cannot be put in your hold luggage. It is forbidden to use e-cigarettes and vaping products on board the aircraft.

### **20. What facilities are there at the departures lounge?**

- Coffee Shop selling hot drinks, cold snacks and duty-free items
- Outside terrace
- Toilets
- Use of telephone if required in an emergency

- Drinks vending machines
- Free drinking water
- Children's Play area, soft play and cinema
- Baby changing facilities
- Comfortable Breast Feeding Area
- BFBS TV, PlayStation consoles and games
- Book Library and quiet area
- Free Wi-Fi for Passengers

**LAST UPDATED 20 SEPTEMBER 2019 @ 1100L.**