



Welcome to RAF Brize Norton

Passenger Terminal Information Leaflet



*Accompanying Passengers Travelling
Through RAF Brize Norton*

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After Passenger Check Through

What happens when the passenger I have dropped off checks in?

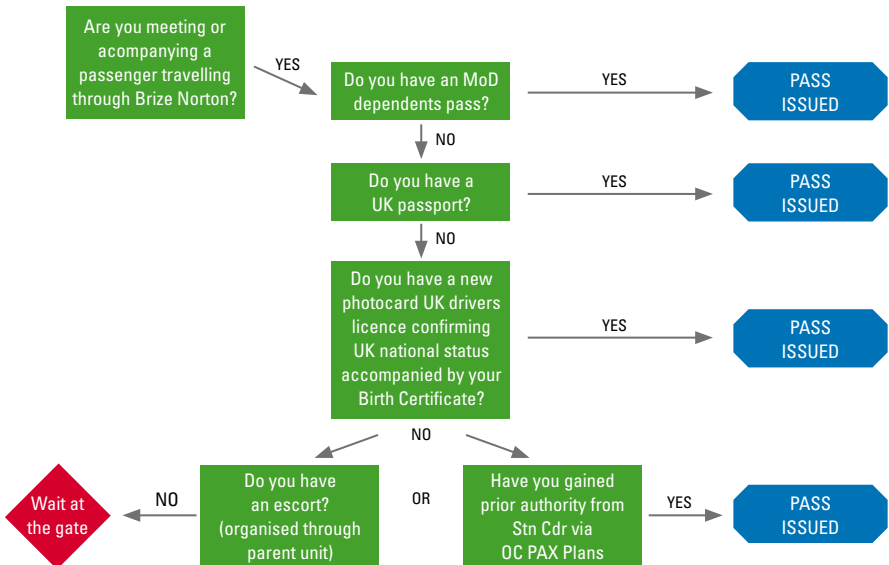
What happens to the passengers if the aircraft delays?

Useful information

Purpose of the Leaflet

This leaflet is for those coming to drop off or collect a passenger who is leaving or has arrived on a flight at the air terminal.

We have provided this leaflet to answer some of the most frequently asked questions that may arise from people visiting Royal Air Force Brize Norton.



FAQs

TRAVELLING TO RAF BRIZE NORTON

How do I find RAF Brize Norton?

The station address is

RAF Brize Norton
Carterton
Oxfordshire
OX18 3LX



Brize Norton is between Brize Norton village and Carterton town, south of the A40, about 22 miles West of Oxford. There is a map at the back of this leaflet showing the location of RAF Brize Norton within the local area.

How can I travel to RAF Brize Norton?

You can travel by car however, RAF Brize Norton can be reached by an excellent public bus service. Stagecoach buses run to and from Oxford Train Station and drop off a short walk from the main gate.

Can I get a taxi onto the station?

Only specific taxi drivers are permitted access onto the station. A list of taxi companies who have authorised drivers is detailed on the rear of this leaflet. Note that even if travelling in an authorised taxi you will still be required to produce the personal identification detailed above. You should also note that the taxi company will charge you for the time it takes to book in at the gate.

Where do I report when I arrive at RAF Brize Norton

On arrival at RAF Brize Norton you will need to go to the Main Gate Reception to gain your pass onto station. The Main Gate Reception is indicated on the station map at the back of this leaflet.

ACCESS TO THE STATION

I am a UK national, can I gain access to the station?

UK nationals on production of the required documentation, as detailed below, who are meeting an individual who is confirmed as arriving on a flight at RAF Brize Norton.

I am a non-UK national, can I gain access to the station?

All non-UK nationals (who are not serving military within NATO) are not allowed unescorted access to the Station. Non-UK nationals must arrange, through the parent unit of the passenger they are meeting, for a suitable person to escort them at all times whilst at RAF Brize Norton. Non-UK nationals arriving without such an escort will not be permitted access to the unit unless prior approval has been given by the station commander via OC Passenger Plans 01993 897827.

NATO Military personal are allowed access on production of the required identification, as detailed below, provided they are booked onto a flight or are meeting someone arriving on a flight.

Do I have a right to gain access to the station?

RAF Brize Norton is a secure military base. The Station Commander has agreed to provide access to people meeting or accompanying passengers travelling through the APOE provided they have the correct form of ID. The station commander reserves the right to refuse access should he feel that the requirements are not met.

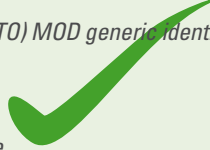
It is essential that you bring one form of photographic identification.

Acceptable forms of identification are, in order of preference:

A MOD Identity Card (Military (UK or NATO) MOD generic Identity Card, Dependents Pass etc)

UK Passport or a UK Identity Card

UK Drivers Licence and Birth Certificate.



Unacceptable forms of identification include:

UK Drivers Licence on its own

Credit cards

Bank cards

Household bills

Company or business cards



Can I get onto the station without knowing who I am meeting?

You will only be granted access if the passenger you are meeting is listed as being on the flight. This will be confirmed by the Main Gate Reception security staff before you are allowed access to the unit.

Where do I park after I have gained access to the station?

There is specific short term parking for people meeting or accompanying passengers travelling through RAF Brize Norton. This is marked on the map at the back of this leaflet and is called the Pick Up/Drop Off Car Park. This car park has lots of car parking spaces with easy walking access to the air terminal including a ramp for trolleys, prams and wheelchairs. Please do not park outside the front of the air terminal as this prevents ambulances and passenger coaches from parking.

It is important to note that RAF Police and our Guard Force patrol the unit, you should only travel between the main gate and the air terminal.



PASSENGER BOOKING PROCESS

How does the Main Gate Reception find out which passengers are on the flight?

We have introduced a modern IT system with up to date passenger booking information to the main gate however sometimes, due to operational constraints, very remote locations have to fax the most up-to-date passenger manifest.

Why is the passenger I am meeting not on the passenger manifest?

Last minute changes can and do occur, the passenger may have to change their flight at the last minute due to operational commitments. Even though they were on one flight when you spoke to them last, they may now be on a later or even earlier flight.

What happens if the person I am here to meet is not on the flight – how do I find out which flight they are on?

We operate a 24/7 flight information line 01993 896050 or 95461 6050. You can get flight information for a specific passenger from the operator. This is a very busy service and you may need to ring back or hold if the line is engaged.

Sometimes the Main Gate Reception does not know who is on the flight, why does this happen?

There are times when it is difficult for these destinations to fax through the passenger lists due to the unique operational constraints such as failure in communication lines and operational security risks.

If the Main Gate Reception does not know who is on the flight, how do they find out?

We rely on the list we obtain from the aircraft when it lands. This list is then passed onto the security staff, where they can confirm whether your passenger is on the flight. Once we have confirmed your passenger is on the flight and subject to the conditions above, you will be able to enter without delay.

Why does it take so long for the Passenger Manifest to get to the Main Gate Reception?

Unfortunately, the Air Movements Staff have to wait until the aircraft lands to gain confirmation of the names of passengers onboard. That means you will either have to wait at the Main Gate Reception or the staff at the Main Gate Reception will inform you of the best time to return.

If I speak to the passenger I am collecting can I gain access to the station?

Your personal confirmation that a passenger is on a flight will not be sufficient authorisation to gain access to the station.

If I am not allowed on the unit because I don't have the correct ID, how will the passenger I am meeting know I am here?

A tannoy call to be made in the air terminal will be requested by the staff in the Main Gate Reception. Your passenger will be asked to report to the Information Desk in the air terminal

where they will be informed that you are at the main gate awaiting their arrival. A bus service runs regularly from the air terminal to the main gate and your passenger will be directed towards this.

Why does it take a long time from when the aircraft lands until the passenger exits the arrivals lounge?

We strive to ensure all passengers are processed within 45 mins however as with any airport there can be delays in passengers receiving their baggage. Many of our aircraft parking spaces are located a fair distance from the arrivals lounge, therefore, it can take a long time for baggage to reach the passengers. Most of our passengers also have to collect and sign for weapons which can be a time consuming process.

FACILITIES AT THE AIR TERMINAL

What amenities are available while I am waiting?

From May 2009 there will be washroom facilities and refreshment amenities at the main gate for your use. Until then, there is a shop very close to the unit entrance and Carterton town is located very close by with ample parking space and a wide range of facilities including restaurants, a coffee shop, a supermarket, chemist and banks.



Are there facilities for families, young children and babies?

There is a children's play area with a variety of toys. There are also baby changing facilities. Please be aware that children must be supervised at all times when in the play area.



Is there a facility to withdraw money?

There is a cash point located within the café area of the terminal. It does not charge for dispensing cash. Unfortunately, we do not have a Bureau De Change.



Is there anywhere I can get refreshments?

There is a café with a seating area within the air terminal. There are also vending machines.

Are there facilities for people with disabilities?

There are 3 disabled parking spaces with ramp access to the air terminal. There is also a disabled toilet and as the air terminal is all on one level there is access to all areas.





Can I get access to the internet while I am waiting?

The terminal does offer free wireless access but for passengers only however, there are internet machines available for £1 per hour.

What other amenities are there?

There are baggage trolleys located in the car park and outside the air terminal. There is an outside smoking area, outside picnic tables and we also offer rubbish recycling bins. There are televisions and public telephones.

Is there somewhere I can view aircraft arriving and departing?

Unlike a lot of civilian airports the air terminal does not have a viewing platform however, the café seating area is located close to the arrivals doors for meeters and greeters to wait for passengers.

AFTER PASSENGER CHECK THROUGH

What happens when the passenger I have dropped off checks in?

After checking in their baggage and receiving their boarding card all passengers go through security into the departure lounge. There is a kiosk providing a variety of refreshments. There are televisions, DVD players and internet access. There are also vending machines, some gaming machines and a football table.



What happens to the passengers if the aircraft delays?

Most of the time the passengers wait in the departure lounge until they are able to board the aircraft. If they delay is longer they are transferred to the Gateway House hotel for food and if required overnight accommodation.



EXITING THE STATION

What do I do with my pass when I leave?

It is important that you return your car and personal pass when you leave the station so that the security staff know you have left. There is a box at the exit gate for you to put your passes in to.

Useful Information

Authorised Taxi Contact Details:

<i>Abacus Taxis</i>	– 01993 709188
<i>Ace Taxis</i>	– 01993 840055
<i>Angela's Taxis</i>	– 01993 771122
<i>Brize Norton Private Hire</i>	– 01993 8452523
<i>Charlie's Taxis</i>	– 01993 8452523
<i>Excell Cars</i>	– 01993 775198
<i>Get A Cab</i>	– 01993 840006
<i>Hunts Cars/Taxi</i>	– 01993 705136
<i>Jack Davis Chauffeurs</i>	– 01993 201314
<i>Mark One</i>	– 01993 840405
<i>Phoenix Taxis</i>	– 07785915227
<i>Roadrunner</i>	– 07881965008
<i>TopCars</i>	– 07708394526

Flight Information Line

01993 896050 or 95461 6050

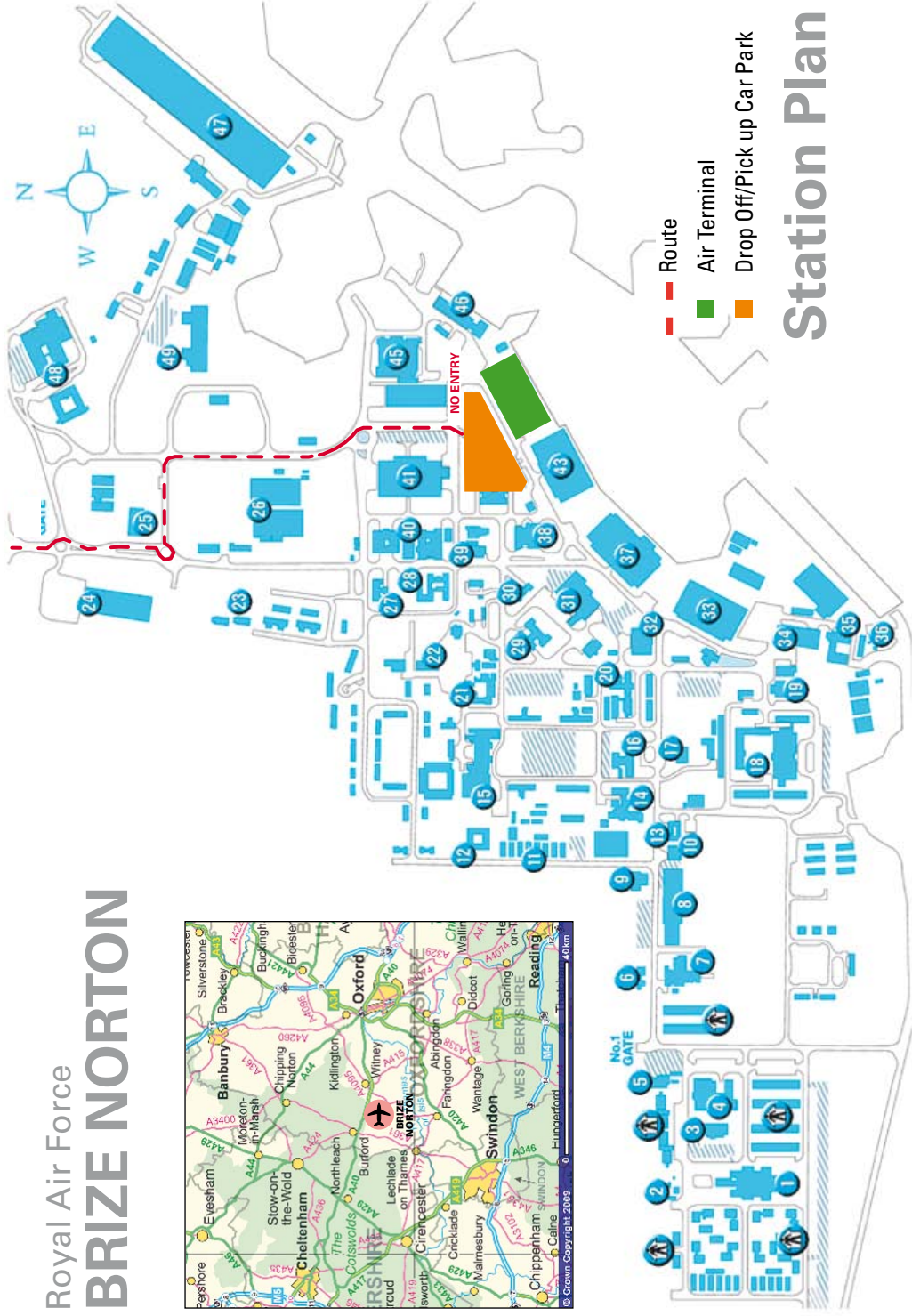
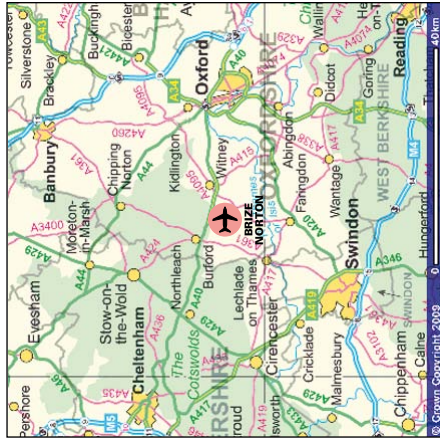
Feedback

If for any reason you are not satisfied with the service you have received, please raise the issue at the time, so that we can help to rectify the matter immediately. Please ask to speak with either the Duty Supervisor at the Main Gate Reception or with the Duty Air Movements Officer in the air terminal.

Alternatively, there is a feedback form on the station website.



Royal Air Force BRIZE NORTON



Station Plan

