



Great Lakes MWR Ticket and Travel Office, Bldg. 13 (Appointment Only)

Re-Opening Information

- **Appointments are open to** eligible Tickets and Travel Office patrons including active duty, dependents, DoD civilians, reservists, retirees, and eligible veterans.
- **Appointments will be available** between 9am – 4pm, Monday through Friday. Appointments will be scheduled on first come, first serve basis starting 27 August.
- **To schedule an appointment** email us at grlkmwrrecdivisi.fct@navy.mil or call 847-688-5417.
- **Be sure to provide** your name, phone number, email address, and specific need to you wish to address. We'll contact you as soon as we are able to confirm your appointment. Please do not visit the Tickets and Travel Office until your appointment has been confirmed.
- **Temperature Checks** will be conducted upon arrival. Any patron registering a temperature of 100.4 or greater will be asked to res-schedule their appointment. Patrons must be well and fever free.
- **Cloth Face Coverings:** Per base guidance, all customers must wear a cloth face covering while visiting the Tickets and Travel Office (Bldg. 13).
- **Visitor Logs** will be implemented in an effort to assist with contact tracing. All patrons arriving for appointments will be asked to sign in.
- **Reduced Capacity:** Only (2) people maximum will be allowed at each appointment.
- **Social Distancing** will be enforced. Please stay (6) feet apart from other patrons and employees during your appointment.
- **Cashless Transactions:** Only Debit/Credit will be accepted for payment. MWR Bucks cannot be processed at this time.
- **Refunds of Tickets:** Refunds for tickets previously purchased will be authorized only once the vendor and/or the Military Ticket Program has confirmed the tickets are unused, unlinked, and meet the criteria for refunds. Please note that MWR may not be able to immediately process refund requests during appointments.
- **Booking Travel:** MWR now supports travel booking via www.AmericanForcesTravel.com. All MWR patrons are eligible to utilize this site from home and obtain military discounts for commercial travel and lodging. Patrons can call the Tickets and Travel Office for assistance with registering on the site or booking their travel without an in person appointment. Call 847-688-5417 for additional information.
- **Ticket Availability:** Please keep in mind many vendors may be closed due to COVID, and several standard military ticket vendors are still restricting the sale of tickets through 3rd parties. MWR will be sure to let you know whether or not the tickets you wish to purchase are available prior to scheduling your appointment.
- **Disney Parks and Universal Studios:** These attractions have very specific rules for purchasing tickets, creating reservations, and processing any changes to tickets that were already purchased. Please see the Tickets and Travel Quick Facts for Disney Parks and Universal Studios document on our website.
- **Frequent Sanitization:** Additional health and safety procedures have been implemented to protect both customers and employees at the Tickets and Travel Office.

For additional information please call 847-688-5417 or email grlkmwrrecdivisi.fct@navy.mil

MWR's Website: <http://www.navymwrgreatlakes.com/covid-19>