



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

### HPCON LEVEL: BRAVO

- **Appointments are open to** eligible Tickets & Travel Office patrons including active duty, dependents, DoD civilians, reservists, retirees, and eligible veterans.
- **Appointments will be available** between 9 am – 4 pm, Monday through Saturday. Appointments will be scheduled on a first come, first serve basis.
- **To schedule an appointment** email us at [grlkmwrrecdivisi.fct@navy.mil](mailto:grlkmwrrecdivisi.fct@navy.mil) or call 847-688-5417.
- **Be sure to provide** your name, phone number, email address, and specific need 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.
- **Reduced Capacity:** Only (4) people maximum will be allowed at each appointment.
- **Physical 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 will also be accepted.
- **Booking Travel:** MWR now supports travel booking via [www.AmericanForcesTravel.com](http://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 assisting with registering on the site for booking their travel without an in person appointment. Call 847-688-5417 for additional information.
- **Disney Parks:** These attractions have very specific rules for purchasing tickets, capacity levels & creating reservations for a few of the locations. 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 Bldg. 13.
- **Health Screening:** All personnel entering Bldg. 13 must be well and free of fever. Personnel should physically distance wherever possible.
- **All COVID mitigations will be enforced. Any complaints about a customer's actions or disregard for the health and safety of others will result in immediate removal from the facility.**

For additional information please call 847-688-5417 or email [grlkmwrrecdivisi.fct@navy.mil](mailto:grlkmwrrecdivisi.fct@navy.mil)

MWR's Website: <http://www.NavyLifeGL.com>