Ramstein, Germany Travel Guide
Dear Professor,

Wie geht’s?! (How are you?) Thank you for choosing to teach at Ramstein. You are scheduled to teach in the classroom on Kapaun Air Station, Vogelweh (about a 20-minute drive from the well-known Ramstein A.F.B.). In preparation for your visit, we want to share some information with you. Ramstein is the largest base in what is referred to as the Kaiserslautern Military Community (KMC).

The KMC is the largest American military community in the world outside of the United States. Composed of active duty Air Force and Army personnel, Department of Defense civilians, and family members, your student body will come from all around the KMC. As you interact with them in the classroom, you will, without a doubt, become familiar with their varied backgrounds and what this contributes to classroom activities and discussion.

We will send you a travel confirmation email approximately three weeks prior to your class. It will contain your lodging and rental car reservation and information on your transport from the Frankfurt Airport to the KMC Area. We will also send you the latest information we have on your class size.

Please be advised that we have limited capability to make copies of course material and you will be best served to make copies needed for your class prior to your departure from the United States. **If you have other special requirements, or changes to your travel plans, please let us know well in advance so that we can accommodate you.**

Again, we welcome you and look forward to meeting you and helping you to have an enjoyable experience teaching here in Germany.

Sincerely,

Vanessa Bennett and Itzel Kim

[Signature]

[Signature]
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Ramstein Site Office & Personnel Data

Area Site Directors
Vanessa Bennett, Area Site Director
Cell Phone: +49 (0)15256884935
Itzel Kim, Area Assistant Site Director
Cell Phone: +49 (0)15121686609

Contact Information:

Email: apramstein@ou.edu

Phone
- From United States: 011-49-6371-47-6807
- Within Germany: 06371-47-6807
- From Europe: 00-49-6371-47-6807
- DSN/Military: 480-6807

Office Hours
Monday-Friday 8:30am-4:30pm
www.pacs.ou.edu/ramstein

Addresses

APO (USPS) Address
The University of Oklahoma
86 FSS/FSDE
Unit 3221
APO, AE 09094-3221

Local Mailing Address
Education Office
The University of Oklahoma
Gebäude 2120, Room 407
66877 Ramstein Flugplatz

Education Services Officer (ESO)

Pamela Gove
DSN phone: 480-5041
Pamela.Gove@us.af.mil

Site Coordinator

Chad Manos
Telephone: (405)-325-1959
cchaddles@ou.edu
European Contract Support Office

Mailing Address

The University of Oklahoma
ATTN: (enter name)
CMR 469
General Delivery
APO, AE 09227

Street Address
The University of Oklahoma
132 Mannheimerstrasse
67657 Kaiserslautern

Contract Support Office Contacts:
Dr. Peggy Lerner, Director: apeudirector@ou.edu
Jessica Smith, Assistant Director: apouadmin@ou.edu
Office Phone: (49) 0631-75007415
Office Fax (49) 0631-75007416
Arrival at Frankfurt International Airport

Passport, Baggage, Customs, and Transportation

Note: If you will be arriving from another site location, and will not need shuttle services, please indicate this information to the Ramstein Site Directors.

Passport Control
If you are traveling from another country, you must first go through passport control--Paßkontrolle You will enter the line for non-European Community passengers and should have your passport ready.

Baggage Claim
Continue to follow the signs for Baggage Claim. An information board lists the arriving flights and the number of their baggage carousels.

Customs Clearance
After claiming your baggage, look for the Exit/Ausgang and Zoll/Customs signs. The Customs Clearance area has two lanes: Red and Green. Walk through the Green area if you have nothing to declare.

To Change Money
Money exchange services are available at Frankfurt International Airport. The exchange rate will not be as good as at a military facility and you will be charged a commission, so exchange only what you think you will need before getting to a bank in the KMC. Self-service money machines are located near many exchange offices and banks.

Shuttle Service to Base
Prior to your arrival to Germany, Ramstein Site Directors will reserve your trip from and back to Frankfurt International Airport. Airport shuttle personnel will meet you at the designated meeting point (Alex Airport Shuttle, between Hall E and Hall D). Shuttle personnel will assist with luggage and assistance to the van. You will then proceed to the Ramstein Welcome Center, where OU staff will meet you. Travel time to Ramstein will be around 45 minutes to 1 hour by shuttle. Shuttle personnel are instructed to call 15-30 prior to the arrival at Ramstein Welcome Center. In Germany it is a courtesy to tip the driver. For a round trip the cost is 75 EUR. Those that pay with credit/debit card will be charged a 4.00 EUR processing fee.

Car Rental Service to Base
If you wish to pick up a vehicle from the airport, please contact the European Site Director or Macci Clement for approval; if approved, Macci Clement can make the arrangements. This option is not recommended as most people do not wish to drive or shouldn’t following a possibly sleepless, transatlantic flight, but if a justifiable case is made, it can be arranged. If you will be renting a vehicle from the airport, please carefully inspect the car and mark any damage before accepting it.
Rental Car on-Base

Car rental arrangements are normally made through Sixt Car Rental located on Ramstein AB, as they are familiar with our organization and agreed-upon insurance option, (default is an automatic compact car w/GPS). If you are unfamiliar with ensuring options or have question please refer to (Page 18, Faculty Guide). [https://pacs.ou.edu/media/filer_public/0e/8d/0e8d8afe-fb2a-4c13-9d28-a87038e551e4/ap_faculty_guide.pdf](https://pacs.ou.edu/media/filer_public/0e/8d/0e8d8afe-fb2a-4c13-9d28-a87038e551e4/ap_faculty_guide.pdf). Professors are asked not to use their personal credit card and associated insurance and should take the loss damage waiver at the higher deductible rate (this ranges from $800-$1,000; not the “0” deductible) unless that is the only option made available.

Car Rental/Airport Shuttle Information

The Ramstein team uses the two companies below to accommodate professor travel, as they are familiar with our policies and procedures. Note: professors are not authorized to purchase fuel on base/post. Fuel is to be purchased anywhere off post. You are authorized to receive reimbursement for gas in conjunction with your teaching-related mileage in the area.

SIXT Car Rental

Branch Manager: Stephanie Hüttner
Location: KMCC Mall, Building 3336
Hours: Mo-Sa (0900-2000), Su (0900-1900)
Phone: +49 0637 161 3462
Email: dt235@sixt.de
Key Return: 24 hour drop box

Alex Airport Shuttle

Location: Siedlungsstraße 23, 66877 Ramstein-Miesenbach
Hours: Mo-Sa (0900-2000), Su (0900-1900)
Phone: +49 0637 14 3068
Email: alex@aas-airport-shuttle.de

Please be advised that the airport shuttle personnel may have additional stops before getting to Ramstein AB. Professors may be required to stand-by at the front gate of other installations as shuttle drops off other passengers on that base, as professors will not have base access until they’ve in-processed at Ramstein Welcome Center.

Professor In-Processing Overview

1. Arrive at Frankfurt International Airport. Shuttle service is provided, and professor will be taken to Ramstein Welcome Center.
2. OU personnel will meet you at Ramstein Welcome Center.
3. Professor will receive a base entry identification card, USAFE privilege card, car rental, and lodging accommodations.
4. During professor in-processing, Site Director will also offer a tour of Vogelweh/Pulaski installation to include the location of classroom, gas station, and commissary.
5. The tour will conclude at lodging location.
6. Ramstein staff will assist you getting to class on the opening evening of the course.

**Professor Base Access Identification Cards**

Upon arrival at the Ramstein Welcome Center, a Ramstein Site Director will accompany professor for the processing of their base identification card and USAFE privilege card. You will take two photos during this process. By contract, we must have those who are here to teach go through the established procedure for access. These procedures, because of current security needs, necessarily change with or without notice to us. We appreciate your understanding that we are informing and preparing ourselves for your in-processing to the best of our ability. As well, you must be supported with privileges so that health care, legal assistance, and other services can be provided in cases of emergency. We are advised to notify the travel and contract support offices, if anyone attempts to opt out of this. We are living in times of very high security concerns and we must follow these guidelines, or we will not be in contract compliance.

**Base Identification Card:**

Before your arrival Ed Center personnel and the OU staff submit documentation that will begin the process of clearing you for your base ID cards. This process does include a background check that is conducted by 86 SFS Security Forces Personnel of Ramstein AB. During the in-processing for base identification card, professors will be asked to sign military documents and present their passport. This base identification card will grant you access to all military installations within the KMC area. Once you receive your base access card we will then proceed to pick-up your car rental.

**USAFE Privilege Card:**

After the retrieval of your rental vehicle, you will then be taken to the Privilege Card Office to receive your privilege card. This ID card will grant you the following privileges: commissary, AAFES-Europe facilities, banking, medical, and NAF/MWR facilities. Upon your departure from Ramstein, you will be asked to return your identification cards back to Ramstein OU staff.

**Lodging**

**Primary Lodging: Ramstein Air Force Billeting**

- **Location:** Ramstein Air Base
- **Standard Room:** Suite
- **Cost:** $149
- **Check-In:** 1400
- **Check-Out:** 1100
- **Non-Smoking**
- **Electricity:** 220-volt- The room has electrical outlets that are 220-volt/50 cycles. Plug-in adapters are not voltage converters and can severely damage electronic equipment. One adapter is placed in your room for your convenience. Adapters are also available at the desk or can be purchased at the BX.
- **Room payments:** Air Force Lodging directives require guests to provide a valid credit card.
• **Internet access**: Free Internet access, printing, copying, and DSN fax service are available at the Business Center located by each front desk and available 24 hours a day.

• **Laundry facilities**: An AAFES Dry Cleaner is in bldg. 408 on the Northside of Ramstein AB and in the KMCC across from the Macaroni Grill Restaurant.

This lodging facility is located on Ramstein Air Base, collocated with the KMC mall. Since classes are held on Kapaun Air Station, the drive from Ramstein to the classroom takes 15-20 minutes under good traffic conditions. Breakfast is not included, but guests have the option of the German bakery or the food court both located inside the mall. Room availability for this location can be limited/restricted at times, but we would be glad to check availability and do our best to secure a room for you should you choose this option.

**Contact Information:**
- Call from United States: 011-49-6371-45-4960
- Call within Germany: 06371-45-4960/ DSN 480-4960
- Email- Ramstein.lodging@us.af.mil
- Website: [https://86fss.com/force-support/ramstein-lodging/](https://86fss.com/force-support/ramstein-lodging/)

**Secondary Lodging- Burgschaenke Hotel and Restaurant**
- Location: Schloßstraße 11 67661 Kaiserslautern/Hohenecken
  (This hotel is located in close proximity to the Kapaun classroom and may be ideal for those less comfortable driving in Germany or bringing along guests.)
- Standard Room: Suite
- Cost: 78 EU
- Check-In: Must check-in before 1800 or risk cancellation.
- Check-Out: Must check-out by 1100 or pay additional fees.
- **Electricity**: 220-volt- The room has electrical outlets that are 220-volt/50 cycles. Plug-in adapters are not voltage converters and can severely damage electronic equipment. One adapter is placed in your room for your convenience.
- **Internet access**: Free WIFI
- **Laundry facilities**: Washer/dryer available.

Approximate 10-minute driving distance from the classroom, a breakfast buffet is included in the room price. The hotel also has a traditional German restaurant with an open fireplace. Meals can be accommodated to vegetarian, lactose free and gluten free meals, as well as, specials for two. The kitchen is open every day until about 9:30 pm. If coordinated, a late-evening platter or meal (after class) may be made available for you. Free parking is also included.

**Contact Information:**
- Call from United States: 011-49-631-35-1530
- Call within Germany: 0631-35-1530
- Email- info@burgschaenke-kl.de
- Website: [http://www.burgschaenke-kl.de/](http://www.burgschaenke-kl.de/)
Policies regarding accompanying persons: All professors bringing family or friends will stay off-base at the secondary lodging location as local command policy does not allow guests on base. Professors staying at an alternate locations will be responsible for the difference in cost unless bumped from the designated lodging. Please contact the Site Director and the OU travel office if you plan to bring guests.

Preparing for Departure

The Ramstein Team considers it an honor and pleasure when you chose Ramstein as your teaching site. Hopefully, the information contained in this guide will prepare you for your stay with us. Here are a few things to remember before your departure from Germany.

Alex Airport Shuttle

Arrangements are confirmed before your arrival. Sometimes the departure times back to the airport change due to other passenger’s cancellations or additions. We recommend calling the night before your departure, to confirm. However, Alex Airport Shuttle personnel will call Site Directors the night prior if there are changes and this will be provided to you.

Car Rental Return

Please ensure you have removed all personal items. It is the responsibility of professors to fill up vehicles before departing. Ramstein personnel will return your vehicle the following workday to SIXT Car Rental.

Please note faculty members are not authorized to purchase fuel on base/post. Fuel is purchased off post. You are authorized to receive reimbursement for gas in conjunction with your teaching related mileage in the area.

Return Keys and ID’s

On the morning of your departure, we ask for professors to leave the following items with Vogelweh/Ramstein Lodging front desk personnel: car rental keys, classroom keys, and issued identification cards. If you will be staying off base further instructions will come for your arrangements.

Administrative Support at Ramstein

Please refer to the Extended Campus Faculty Guide for an overview of the duties and responsibilities of OU Site Directors.

Computer Support

Computers for public use and wireless capabilities are available at Ramstein Library on Ramstein AB. There is also a “Business Center” with internet-capable terminals available at Ramstein and Vogelweh Billeting. There is a laptop available in the classroom, and a desktop computer with printer in the office co-located with the classroom, both with internet access. The office is not staffed and you are welcome to use it during the day while you are here.

Audio Visual Support/Materials/Supplies

• TV with VCR and DVD
• LCD projector
• Overhead projector and screen
• Flipchart pad with easel
• Whiteboards and dry erase markers
• Windows-based computer and laptop with USB input and printer

Emergency Contact Information
• Police, Fire, Ambulance: 112
• Military Security Forces: DSN 489-8005/ CIV 06315 36 6060
• Weather Information and Safety: http://www.ramstein.af.mil/Weather-Info
• Poison Control: 06371 86 7070
• US Emergency Room: Landstuhl Regional Medical Center
  Location: Bldg. 3711, Landstuhl Army Post, 66849
  Phone: CIV- 06371-9464-6321 or 6322 DSN- 314-590-6321 or 6322
  Hours: 24/7

Keys to a Successful Visit
• One word: Umbrella! The weather is Germany can be very unpredictable and rainy. We also recommend comfortable walking shoes.
• E-mail the Site Director after you have received your logistical letter, confirming that you did receive and read the letter. If you have not received a logistical letter two weeks prior to your departure, contact the Site Director.
• When driving in Germany be aware that there are no directional signs (North, South, East, or West). Instead you need to be familiar with the local area village names. Local maps and directions can be provided by the site office.
• While driving on the autobahn, stay in the right-hand lane except to pass.
• It is important to obey all rules and regulations on base, especially speed limits and reserved parking. Fines/tickets must be paid before your departure.
• If you go to the Commissary, it is a courtesy to tip the bagger as they work for tips only.
• There are no German Restaurants that stay open 24-hours. Most restaurants close around 8-10 P.M.
• Please check your laptop computer to make sure the voltage spans 110-240 (most do). If it does not support 220-volt/50 cycles, then you need a transformer (we cannot supply one). If your computer does support 220-volt/50 cycles, then you need only bring or purchase an adapter that converts the 110 plug to a 220 plug. This can be purchased here at the Exchange.
• The local libraries often function as back up library sources. Students can use the local libraries to meet for group work and to use computers or internet (WIFI).

Ramstein Library
Jefferson Ave, Bldg. 409, Ramstein AB
https://86fss.com/fun/kmc-libraries/ramstein-library/
HOURS: MON-THU 10:00-1900, FRI-SUN 1000-1600
Resources

- Maps of Germany can be found at: [http://maps.google.com](http://maps.google.com)
- Kaiserslautern homepage: [http://www.kaiserslautern.de/](http://www.kaiserslautern.de/)
- Tourism info: [http://germany-tourism.de/index_ENG.htm](http://germany-tourism.de/index_ENG.htm)
- Weather: [http://www.afneurope.net](http://www.afneurope.net) (Click on Weather and then Ramstein/KMC)

Places to Eat

German Cuisine

- **Barbarossa Bäckerei GmbH & Co. KG**
  Address: Im Erfenbacher Tal 10, 67661 Kaiserslautern *Various locations available*
  Website: [https://www.barbarossa-baeckerei.de/](https://www.barbarossa-baeckerei.de/)
  Contact: 0631 3502315
  Hours: Mon-Fri 5:30am–6pm
  Sat 6am–4pm
  Sun 8am–5:30pm
- **Big Emma**
  Address: Reichswaldstraße 1C, 66877 Ramstein-Miesenbach
  Website: [http://www.bigemma-ramstein.com/](http://www.bigemma-ramstein.com/)
  Contact: 06371 406770
  Hours: Mon-Sun 11am–11pm
- **Castle Tavern**
  Address: Burgweg 1, 66849 Landstuhl
  Website: [https://www.burgschaenke-landstuhl.de/en/](https://www.burgschaenke-landstuhl.de/en/)
  Contact: 06371 4902580
  Hours: Mon-Sun 12-8pm
- **Gaststätte Paradox**
  Address: Bahnhofstraße 2, 66877 Ramstein-Miesenbach
  Website: [http://www.paradoxramstein.com/](http://www.paradoxramstein.com/)
  Contact: 06371 42776
  Hours: Mon-Thurs 10am–1am
  Fri 10am–2am
  Sat 10am–3am
  Sun 10am–1am

American Cuisine

- **Sanders Café**
  Address: Kaiserstraße 17, 66849 Landstuhl
  Website: [http://sanders-cafe.de/](http://sanders-cafe.de/)
  Contact: 06371 64624
  Hours: 7am–3pm
  Sat-Sun 9am–3pm
- **Burger Zone**
  Address: Kaiserstraße 77, 67661 Kaiserslautern
  Website: [https://www.kl.burger-zone.de/](https://www.kl.burger-zone.de/)
  Contact: 0631 41472117
  Hours: Mon- Closed
  Tues-Fri 4pm–10pm
  Sat-Sun 12pm–10pm
• **Nick’s Southern Fried Chicken**  
  Address: Kaiserstraße 1, 67661 Kaiserslautern  
  Contact: 0631 58145  
  Hours: Mon-Sun 10:30am–11pm

• **Ancho’s Bar & Grill**  
  Address: Gartenstraße 21, 66849 Landstuhl  
  Website: [http://www.anchos.de/](http://www.anchos.de/)  
  Contact: 06374 9453334  
  Hours: Mon-Closed  
  Tues-Sun 5pm–11pm

Mexican Cuisine

• **Benji’s Burrito**  
  Address: Im Einsiedlerhof 1, 67661 Kaiserslautern  
  Website: [https://www.facebook.com/benjisburritos/](https://www.facebook.com/benjisburritos/)  
  Contact: 06371 9466090  
  Hours: Mon-Sun 12pm–10pm

• **Cantina Mexicana**  
  Address: Kaiserstraße 117, 67661 Kaiserslautern  
  Website: [http://www.cantina-mexicana.com/](http://www.cantina-mexicana.com/)  
  Contact: 0631 99328  
  Hours: Mon-Closed  
  Tues-Sun 11am–11pm

• **Restaurant Primavera Mexican**  
  Address: Liebigstraße 5, 67661 Kaiserslautern  
  Website: [http://primaveramexican.com/](http://primaveramexican.com/)  
  Contact: 0631 75005308  
  Hours: Mon-Sat 11am–11pm  
  Sun 11am–10:30pm

• **Pancho Villa**  
  Address: 45, Miesenbacher Str., 66877 Ramstein-Miesenbach  
  Website: [http://www.restaurantpanchovilla.de/](http://www.restaurantpanchovilla.de/)  
  Contact: 06371 5432  
  Hours: Mon-Sat 5pm–11pm  
  Sun 12pm–11pm

Asian Cuisine

• **Mr. Lian Kaiserslatern**  
  Address: Weilerbacher Str. 91, 67661 Kaiserslautern  
  Website: [http://www.mr-lian.de/](http://www.mr-lian.de/)  
  Phone: 0631 3506768  
  Hours: Mon-Thurs 11am–10pm  
  Fri-Sat 11am–11pm  
  Sun 12pm–10pm

• **Royal Aroma**  
  Address: Im Erfenbacher Tal 7, 67661 Kaiserslautern  
  Website: [http://www.royalaroma.de/](http://www.royalaroma.de/)  
  Phone: 0631 75006466  
  Hours: Monday 5pm–10am  
  Tues-Sun 11am–2:30pm, 5–10pm

• **Seoul Restaurant**
Address: Landstuhler Str. 23, 66877 Ramstein-Miesenbach
Phone: 06371 406789
Hours: Mon- Closed
Tue-Fri 11am–1:30pm 5pm–9:30pm
Sat 11am–12:30pm 5pm–9:30pm
Sun 11am–1:30pm 5–9:30

• **Alom Dee**
  Address: Bruchwiesenstraße 10, 66849 Ramstein-Miesenbach
  Website: [https://www.alom-dee.com/](https://www.alom-dee.com/)
  Phone: 06371 6111562
  Hours: Mon-Sun 11am–11pm

**Italian Cuisine**

• **Pizzeria Ambiente**
  Address: Im Haderwald 13, 67661 Kaiserslautern
  Website: [https://www.alom-dee.com/](https://www.alom-dee.com/)
  Phone: 0631 36334555
  Hours: Mon- Closed
  Tues-Sun 11am–2pm, 5–10pm

• **Ciro**
  Address: Vogelweher Str. 59, 67661 Kaiserslautern
  Phone: 0631 4140844
  Hours: Mon & Tues Closed
  Wed-Sun 11:30am–2pm, 5:30–10pm
  Sat 5:30pm–10pm

• **Pizzeria Trattoria Da Salvatore**
  Address: Fleischackerloch 1, 66849 Landstuhl
  Website: [https://www.alom-dee.com/](https://www.alom-dee.com/)
  Phone: 06371 2497
  Hours: Mon-Fri 11am–3pm, 5–11:30pm
  Sat-Sun 11am–11:30pm

• **Quda Grill & Pizzeria**
  Address: Landstuhler Str. 43, 66877 Ramstein-Miesenbach
  Website: [https://www.quda-grill.de/](https://www.quda-grill.de/)
  Phone: 06371 979465
  Hours: Mon-Friday 11am–2pm, 4:30–10pm
  Sat 12pm–10pm
  Sun 4pm–10pm