



Ramstein, Germany Travel Guide



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Ramstein Site Office & Personnel Data

Area Site Directors

Tiffany Winfield, MHR
Kathy Martin, BS

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

Fax

- From United States: 001-49-6371-47-9839
- Within Germany: 06371-47-9839
- From Europe: 00-49-6371-47-9839

Addresses

APO Address

The University of Oklahoma
86 FSS/FSDE
Unit 3221
APO, AE 09094-3221

Mailing Address

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

Education Services Officer (ESO)

Robert Flack
DSN phone: 480-2032
robert.flack.1@us.af.mil

Site Coordinator

Chad Manos
chaddles@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
Taylor Austin: apeuprograms@ou.edu
Teri Bonilla: apeuadmin@ou.edu
Office Phone: (49) 0631-75007415
Office Fax (49) 0631-75007416

Advanced Programs Welcome Letter

86 MSS/DPE Unit 3220, Box 370, APO, AE 09094-5000; apramstein@ou.edu

Dear Professor,

Wie geht's! Thank you for choosing to instruct at Ramstein. You are slated to teach a course on the **Kapaun Air Base** (near the well-known Ramstein Air Base). 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 enrich them in the classroom, you will no doubt be enriched by their varied backgrounds.

We will send you a **travel confirmation email** approximately three weeks prior to your class. It will contain your lodging and rental car (default is a automatic compact car) information 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.



Tiffany Winfield, MHR
Area Site Director



Kathy Martin, BS
Assistant Site Director

Arrival at Frankfurt International Airport

Passport, Baggage, Customs, and Transportation

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

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 an OU staff member 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 courtesy to tip the driver. Prior to your arrival to Germany, Ramstein Site Directors reserve your trip from and back to Frankfurt International Airport. 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 site director for approval; if approved, either the professor or Site Director 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 case is made for it, it can in some cases, be arranged. If you will be renting a vehicle from the airport, please carefully inspect the car and mark any damage before accepting it. 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. If you are unfamiliar with ensuring options or have question please refer to (Page 18, Faculty Guide.).

Car Rental/Airport Shuttle Information

The Ramstein team uses two companies to accommodate professor travel, as they are familiar with our policies and procedures. Please note that professors are not authorized to purchase fuel on post. Fuel is to be purchased 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 base to include the location of classroom, gas station, and commissary.
5. The tour will conclude at lodging location.
6. Ramstein staff will assist you to class on the opening evening of the course.

Professor Base Access Identification Cards

Upon arrival at the Ramstein Welcome Center, Ramstein Site Director will accompany professor for 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 personnel.

Lodging

Primary Lodging: Vogelweh Air Force Billeting

- Standard Room: Private bath, Mini-fridge, microwave
- Cost: \$46-55 (2 room suite if available– reimbursable)
- Check-in time - After 1400 (often you can check-in earlier)
- Late arrivals: If you are arriving after 1800, you must notify the Site Director and provide a credit card number to secure your reservation.
- Check-out time: 1100
- Policies regarding accompanying persons: Spouses are allowed to stay in sponsor's room if they are included on sponsor's orders. **Please contact the Site Director and the OU travel office if you plan to bring your family. Family members are subject to non-reimbursable background checks.**

Phone:

- From United States: 011-49-631-536-8910
- Within Germany: 0631-536-8910/ DSN 489-8910

Room payments:

Air Force Lodging directives require guests to provide a valid credit card.

Smoking:

Smoking is not permitted in any of the lodging facilities.

Electricity:

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.

Internet access:

The “Business Center” at Vogelweh Billeting has internet-capable terminals. There is also wireless internet in some rooms and computers with internet capabilities at the Ramstein Library.

Laundry facilities:

Washers and dryers are available.

Secondary Lodging: Ramstein Air Force Billeting

- Location: Ramstein Air Base
- Standard Room: Suite
- Cost: \$63-\$65
- Check-In: 1400
- Check-Out: 1100
- Non-Smoking
- Electricity: 220-volt

This lodging facility is located on Ramstein Air Base, inside 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 on the freeway (A6). 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.

Policies regarding accompanying persons:

All professors bringing family or friends will stay off-base at the secondary lodging location per local command policy. Professors staying at alternate location will be responsible for the difference in cost unless bumped from the primary lodging. **Please contact the Site Director and the OU travel office if you plan to bring guests.**

Contact Information:

- Call From United States: 011-49-631-536-8910
- Call Within Germany: 0631-536-8910/ DSN 489-8910
- Email: <http://af.dodlodging.net/property/Ramstein-Inns-Ramstein>

Preparing for Departure

The Ramstein Team, counts it as 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 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.

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 work day 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 Advanced Programs 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 Vogelweh Billeting. There is internet access available in the classroom, both a desktop for you to use as well as WiFi access.

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
- IBM-compatible computer or 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

Keys to a Successful Visit

- One word: Umbrella!
- 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.
- If you bring your laptop computer, make sure to check the voltage on the computer. If it does not support 220-volt/50 cycles then you need a transformer (we can't supply one). If your computer does support 220-volt/50 cycles then you just need to purchase an adapter that converts the 110 plug to a 220 plug. This can be purchased here at the Exchange.

Resources

- Maps of Germany can be found at: <http://maps.google.com>
- Ramstein Air Base homepage: <http://www.ramstein.af.mil/>
- Kaiserslautern homepage: <http://www.kaiserslautern.de/>
- Tourism info: http://germany-tourism.de/index_ENG.htm
- Train info: <http://bahn.hafas.de/bin/query.exe/en>
- Weather: <http://www.afneurope.net> (Click on Weather and then Ramstein/KMC)