

AIR MOBILITY COMMAND SEATTLE-TACOMA INTERNATIONAL GATEWAY FREQUENTLY ASKED QUESTIONS (FAQ)

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SEATAC'S FAQ

Where are you located in the Seattle Airport?

The AMC ticket counter is located on the ticketing level of the airport near Hawaiian Airlines. This is where you need to be to check-in for your flight.

Our office is located between Baggage Claim 4 and 5 in the baggage claim area.

Can your office book my travel on the Patriot Express?

If you are traveling on official orders such as PCSing or Temporary Duty, we are only able to make reservations within 72 hours of aircraft departure, pending open seats. We recommend contacting your local transportation office to book your Patriot Express flight as soon as you know of you travel up to the 72-hour window of your desired departure.

Do you take cash?

As of 30 April 2021, we no longer accept cash as a form of payment for pet, excess baggage and space available travel charges. We will continue to take debit and credit cards to include the Government Travel Card (GTC). If you are traveling with cash only and will incur one of the charges, please use the "readystation" machines located throughout the airport.

What is the cost of Space Available travel?

The current cost of Space A travel is \$19.10 per traveler to Japan, Korea, and Guam. We do not allow in-lap children.

What type of aircraft will I be flying on out of Seattle?

As of now, all of our flights are either B767, B777 or B747 aircraft.

What do I need to have in order to check-in if I already have a reservation on the Patriot Express?

*Active Duty personnel will need a valid Common Access Card (CAC), orders, completed health screen (received at SeaTac at the AMC ticketing counter at check-in) and negative COVID-19 test (proof of vaccination is acceptable if traveling to Japan or Guam). Korea **ONLY** accepts Polymerase Chain Reaction (PCR) COVID-19 test.*

*For DoD Civilians, dependents and contractors, you will need a valid Passport (must be an official/no-fee passport of DoD Civilian or dependent), orders (must have your name stated), completed health screen (received at SeaTac at the AMC ticketing counter at check-in) and negative COVID-19 test (proof of vaccination is acceptable if traveling to Japan or Guam). Korea **ONLY** accepts Polymerase Chain Reaction (PCR) COVID-19 test.*

We recommend those passengers who have foreign passports should check with the nearest host nation embassy or consulate to determine what credentials are required for entry.

SEATAC'S FAQ

Should I have multiple copies of my orders in my possession?

Yes, you should always travel with multiple copies of orders. We will be taking a copy upon check-in. We also recommend having a copy of your orders in each of your checked bags.

What are the baggage limitations for flying on the Patriot Express?

AMC adheres to all TSA baggage screening guidelines found at <https://www.tsa.gov/travel/security-screening>. A complete list of permitted and prohibited items in checked and/or hand-carried items can be found at <https://www.tsa.gov/travel/security-screening/whatcanibring/all>.

Each passenger may check two pieces of luggage up to 70 pounds and 62 linear (length + width + height) inches each. Motorized assistance equipment may not exceed 100 pounds in weight. Luggage allowances may be combined per family, e.g. 4 checked items are allowed for a 2-passenger family. Passengers should include their name and current address on or inside checked luggage. It is also advisable to place a copy of appropriate leave paperwork in checked luggage.

Any bag heavier than 70 pounds or 62 linear inches will be counted as two bags for each 70-pound increment. The maximum price-per-bag is \$125. Excess baggage fees may be paid with the government travel card where services are available. Standard-issue B-4 duffle bags may weigh 100 pounds; however, only one of these bags is allowed.

Bags cannot exceed 100 pounds and/or 80 linear inches.

Space Available passengers are not allowed excess baggage.

What size of baggage can I carry on with me on the aircraft?

Passengers are permitted one, 45-linear inch (length + width + height), hand-carried item, e.g. small suitcase, garment bag, backpack. This item must fit under the seat or in available overhead compartments in the cabin area. Items that are too large must be checked and will count against the passenger's checked luggage limit.

One hand-carried, personal item, e.g. cosmetic case, purse, briefcase, is also permitted.

Where can I get a COVID test in the area?

We recommend you already have your negative test prior to arriving; however, we understand that is not always feasible. Please use our [COVID-19 Guide flyer](#) or the [Port of Seattle](#) to find other options for testing in the area.

If I am vaccinated, do I still need a negative COVID test before I check-in for my flight?

As of now, passengers traveling to Guam and Japan can show hard copy proof of their vaccination card (post 14 days after last shot) and travel without a negative COVID test. Please visit [AMC's COVID travel requirements and travel advisories](#).

SEATAC'S FAQ

I am flying into Seattle on the Patriot Express, could you walk me through what I can expect upon arrival?

If you are arriving directly from Japan or Korea, passengers will deplane and go down into Customs/Immigrations where they will immigrate into the United States. All passengers must claim their luggage prior to clearing Customs. If your connecting flight is Delta, often they have representatives in Customs where you can check in for your connecting flight and drop off your bags.

All other passengers will place their luggage on a belt prior to leaving Customs. From that point, you will depart Customs and get on a train to the main terminal (follow the signs to Baggage Claim). You will then proceed to Baggage Claim #1 to reclaim your luggage.

If you are traveling with pets, upon arriving into Customs/Immigrations, you must stop by the CDC office to clear them into the United States. You will be able to claim your pets near the large white wall near Baggage Claim #1.

If your aircraft arrived from Anchorage, you will go directly to Baggage Claim #1 to claim your luggage, pets will be near the large white wall.

If my transportation office cannot book my pet on the Patriot Express, is your office able to do so?

We see the same information as your transportation office as far as open space is concerned. Unfortunately, if they cannot book your pet, neither can we. Also, we are unable to book pet spaces outside of a 72-hour window of aircraft departure.

What are the kennel size requirements for in-cabin pets?

Kennels must be leak proof/water repellant with ventilation on at least two sides (soft kennels are authorized). Kennels must not exceed 20" L x 16" W x 8 ½" H and pets in kennels must be able to (with normal body posture and movement) stand up and turn around. If you arrive with a reserved in-cabin spot for your pet and your kennel is outside of those dimensions, your pet may be denied travel on the Patriot Express. Please see [AMC's Pet Brochure](#) for more information.

What are the kennel requirements for cargo hold pets?

Kennels must be hard sided with ventilation on at least 3 sides. 2-piece kennels must be bolted together with metal nuts and bolts (kennels held together by plastic latches/ties will be denied travel). There are no size restrictions for kennels in cargo hold except for weight. Max weight for kennel and pet cannot exceed 150 pounds. Pets in kennels must be able to (with normal body posture and movement), stand up and turn around. Per [International Air Transport Association \(IATA\)](#), the roof must be solid but ventilation holes are allowed over the whole surface provided that they do not reduce the integrity of the strength of the roof itself. Please see [AMC's Pet Brochure](#) for more information.

What kind of pet can I travel with on the Patriot Express?

Pets are limited to domestic dogs and cats only.

SEATAC'S FAQ

Who can travel on the Patriot Express with a pet?

Only passengers in a PCS status can travel with pets. Contact your transportation office to reserve a pet space upon receiving your PCS orders. Spaces do go quickly so we recommend making contact as soon as you can.

Each family is authorized to ship 2 pets via AMC.

Could you walk me through the pet check-in process?

Pets are checked-in at the same time/location of standard flight check-in at the AMC Ticket Counters. Your pet is weighed and documentation is checked at this time as well as visual inspection of the pet and kennel. At this time, you will be asked to pay for your pet fee:

<70 lbs = \$125.00

71-140 lbs = \$250.00

141-150 lbs = \$375.00

You cannot leave your cargo hold booked pet unattended in the airport. You must remain with your pet in the airport until we take them to be loaded which will be in the baggage claim area near Baggage Claim #1 (approximately 30 minutes after check-in cut off time).

What is the required documentation needed for my pet to travel with me on the Patriot Express?

Documentation varies from country to country. We recommend using the following link ([USDA APHIS](#)) to ensure you have everything you need for your pet to travel with you to your PCS destination.

What qualifies as a Service Animal?

In accordance with DoDI 4515.13, passengers may travel with no more than two (2) properly trained service animals (dogs only) that fit in the service animal handler's lap or within the service animal handler's foot space on AMC aircraft. Service animals must be harnessed, leashed, or otherwise tethered at all times within air terminals and on aircraft. Service animal handlers must keep service animals under control at all times to include restraining service animal from relieving itself in air terminals or on aircraft without posing a health or sanitation issue (e.g., dog diaper). A Service Animal is defined as working animals individually trained to perform specific tasks for people with disabilities, such as guiding people who are blind, alerting people who are deaf, pulling wheelchairs, alerting and protecting a person who is having a seizure, or performing other special tasks.

Transportation of a service animal in the cabin or cargo hold is authorized without charge when accompanying a passenger who is otherwise authorized transportation under this issuance. DoD personnel will make every effort to ensure individuals with disabilities are not separated from their service animals. An animal's weight and size, as well as USG and foreign country restrictions, may limit the transport of a service animal within the cabin or cargo hold.

SEATAC'S FAQ

What are the requirements to travel with my Emotional Support Animal (ESA)?

As of 23 Jul 2021, AMC recognizes Emotional Support Animals as “pets”, dogs and cats only and will not have to follow all guidance in regards to pet travel. This change limits each family to two (2) pets, regardless of ESA status. For more information, please go to the [AMC Pet Travel Page](#) and [AMC Pet Brochure](#).

Does Air Mobility Command have breed restrictions?

AMC does not have breed restrictions; however, AMC warns that snub or pug nosed pets are more susceptible to air travel complications such as heat stroke, respiratory problems, and possibly death. Please see [AMC's Pet Brochure](#) for more information.

Can pets only travel during the winter months?

Both the cabin and cargo hold area are temperature controlled allowing pets to travel year-round. However, if you are have a connecting flight, please contact your commercial airline for their requirements/limitations.

Do I need to put food and water in my pet's kennel?

Food and water are not required to be placed in the kennel.

How do I sign up for Space-Available Travel?

At this time, Space-Available travel is only authorized to those with a Humanitarian or Hardship reason Exception to Policy (ETP) signed by an O-6 or higher (or equivalent). To request a sign up, you would email a copy of your travel documentation to: Seattle.Gateway@us.af.mil.

Active duty members need to be within their chargeable leave dates. We will need to see a copy of your leave paperwork, EML form (if using), and your ETP signed by an O-6 or higher (or equivalent).

Dependents will need to email us a copy of their Space-Available travel letter, EML form (if using), and your ETP signed by an O-6 or higher (or equivalent).

What are my chances of making a Space-Available flight?

There is no way to predict the chances of being selected as Space-Available passenger. Many of our flights are fully booked or close to fully booked. However, we have never had 100% of our passengers show for a flight. Within the pandemic, we have passengers who arrive that are denied travel due to not being travel ready (i.e. incorrect/insufficient paperwork, incorrect COVID test, incorrect passport/visa, etc.). We also have seen a high number of passengers who have been advised to arrive at our terminal without a confirmed seat to attempt Standby travel, which takes priority over Space-Available travel. There are many other factors that play into passenger selection such as: weight allowances, weather, how many passengers mark present for the flight, much of this information is not known until the roll call time. At this time, Space Available passengers can only mark present at the ticketing counter during our processing hours. Our processing hours are notated on our 30 Day Schedule. You must be marked present no later than 15 minutes prior to roll call. All passengers must be at the ticketing counter to mark present to complete required medical screening. Selection process is based upon your category and then the date and time of your sign up.

SEATAC'S FAQ