



## **Regular Office Hours**

7 days per week, 0800-1700  
Central Standard Time (CST)

## **Hours of Service for Entrance and Clearance**

Inspection services for the entrance/ arrival of aircraft at Austin Bergstrom International Airport are generally available seven days per week, from 0830-2100 in accordance with the port's permission to land procedures.

Commercial aircraft operators departing the U.S. must obtain an outbound clearance by contacting CBP directly.

## **Contact Information**

(512) 530-3056 CBP Austin airport office  
(800) 973-2867 SECTOR Communications  
General Email: [AustinCBP@cbp.dhs.gov](mailto:AustinCBP@cbp.dhs.gov)

## **Permission to Land Procedures**

Pilots must secure permission to land by contacting CBP prior to departure from the foreign port or place and at least one business day in advance of the anticipated arrival time at KAUS.

Permission to land is granted with a tolerance of (+/-) 30 minutes. If your ETA deviates outside these parameters, previously granted permission(s) are invalid and you must contact the CBP port to re-secure permission to land.

## **Inspection Process**

- Aircraft are directed to land and proceed to their designated FBO's.
- Aircraft should park on the ramp at the FBO.
- The airport control tower can direct you in if needed.
- A CBP Officer will meet the aircraft on the ramp to begin the inspection.
- All crew and passengers will be processed at the FBO.
- Be prepared to present passports, visas, Pilot's license, medical certificate, aircraft registration, and user fee decal (if appropriate)
- Regulated garbage will be collected by approved FBO plane-side.
- Passengers can depart directly from the FBO at the conclusion of their inspection.

## **Special Procedures/Miscellaneous**

- Requests must be made a minimum of 24 hours in advance and reported in APIS.
- Advise CBP if transporting live animals, weapons, hunting trophies, or commercial imports.
- Flight delays, cancellations and diversions must be reported as soon as possible.
- Delays outside the 30 minute window will be reviewed on a case by case basis.

**NOTE:** For further detailed information regarding national GA processing standards and procedures, please refer to the CBP Private Aircraft Arrival Information Document or contact [GAsupport@cbp.dhs.gov](mailto:GAsupport@cbp.dhs.gov)