



## Regular Office Hours

7 days per week, 20800-2300  
Pacific Time (PT)

## Hours of Service for Entrance and Clearance

Inspection services for the entrance/  
arrival of aircraft at San Francisco  
International Airport are generally  
available 7 days per week, 0800-2200  
(wheels down) 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

(650) 989-2501 CBP San Francisco Cargo/GA Office  
(800) 973-2867 SECTOR Communications toll free  
(407) 975-1740 SECTOR Communications  
[sfocargodesk@cbp.dhs.gov](mailto:sfocargodesk@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 calendar day in advance of the anticipated  
arrival time at San Francisco International Airport.

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 should park at the FBO.
- There is no CBP office at this location.
- A CBP Officer will meet the aircraft on the ramp to begin the inspection.
- All crew and passengers will be processed planeside. Any crew or passengers requiring secondary inspection will be transported to the commercial passenger terminal, via Signature FBO operator, under CBP requirements, and at the expense of the passenger and/or aircraft operator.
- Be prepared to present passports, visas, pilot's license, medical certificate, aircraft registration, and user fee decal (if applicable).
- Signature FBO has a USDA compliance agreement in place. All regulated waste/garbage shall be processed under agreement with Signature SFO FBO in accordance with the specified requirements, and at operator expense.

## Special Procedures/Miscellaneous

- Aircraft passenger and crew combined totals shall not exceed 20 persons.
- Additionally, no aircraft exceeding a total payload of 50,000 pounds or operating as an FAA commercially certificated operator will be processed under general aviation procedures at the Signature SFO FBO.
- Aircraft exceeding capacity limitations, as deemed by CBO SFO, will be required to secure commercial landing rights via the passenger terminal, commercial landing rights division, for processing at the commercial passenger terminal.

**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)