## Regular Office Hours
7 days per week, 0700-2400
Eastern Time (ET)

## Contact Information

(904) 714-3100 Option 1#   Jacksonville Port Office
(904) 838-3638               Backup Scheduling Number
jaxlandingrights@cbp.dhs.gov

## Hours of Service for Entrance and Clearance

Inspection services for the entrance/arrival of aircraft at Jacksonville International Airport are available 7 days per week, 0700-2400 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.

## Permission to Land Procedures

Pilots must secure permission to land by contacting CBP per the special procedures section below, prior to departure from the foreign airport, and at least one hour in advance of the anticipated arrival time at KJAX.

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 will park on ramp at FIS.
- FIS is attached to main terminal.
- CBP Officer will meet the aircraft on the ramp.
- All crew, passengers, and baggage will be processed inside the FIS.
- All baggage must be transported to the FIS by the FBO staff.
- Regulated waste/garbage will be handled by the FBO.
- Passengers can depart directly from the FIS or board the aircraft for transport to the FBO at the conclusion of their inspection.

## Special Procedures/Miscellaneous

- Operators must contact Jacksonville Airport Operation Command Center (AOCC) at 904-741-2020 to obtain PPR# prior to requesting CBP Landing Rights approval through JaxLandingRights@cbp.dhs.gov.
- For after hour arrivals operators must request Reimbursable Services Program (RSP) from Jacksonville International Airport.

**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