



Regular Office Hours

7 days per week, 1500-2300
Central Time (CT)

Hours of Service for Entrance and Clearance

Inspection services for the entrance/
arrival of aircraft at KBNA are
available 7 days per week,
1600-2200 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

(615) 275-4070 CBP Nashville
(800) 973-2867 SECTOR Communications toll free
(407) 975-1740 SECTOR Communications commercial
ONLY contact SECTOR for urgent matters/emergencies
nashvillecbpflightops@cbp.dhs.gov

Permission to Land Procedures

Pilots must secure permission to land by contacting CBP
directly, during regular office hours, no later than 2 hours
prior to departure from the foreign port or place.

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

- To secure permission to land please email GenDec/Landing Rights request to the flight ops shared mailbox listed above and follow up with a phone call (615) 275-4070 during business hours.
- If arriving at an FBO - park at ramp, wait for CBPO, if no officer arrives after 30 minutes call the office and calls will forward to office duty phone, officers will answer when available to do so (i.e. driving, processing other flights, etc.).
- Be prepared to present appropriate documents.
- Regulated garbage will be collected by the FBO unless you have your own compliance agreement.
- Passengers and crew can depart after inspection.
- Large cargo planes with multiple foreign national crew or passenger planes with pax and crew that need to be processed are expected to be cleared at the FIS unless prior arrangements have been made.

Special Procedures/Miscellaneous

- Small pax planes with USCs can be processed at an FBO if prior arrangements are made. Otherwise these planes are processed at the FIS. You must have jetway and regulated garbage handler.
- If you add/change passengers, crew, or aircraft after your previous arrival/departure was approved, you will have to wait until the Port is open and make a new request at that time.
- RSP approvals - failure to properly notify CBP, during business hours, of a flight cancellation could result in billing for services.
- Busy times when general aviation arrivals may be delayed clearance due to large commercial flight arrivals:
 - Sun – Fri, 6 pm to 9 pm
 - Sat – All afternoon 2 pm to 10 pm
 - Occasional – Special requests by sports teams or other special events (Officers will advise if there is a conflict).

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