



Strategic  
Command

Global Support Organisation

# Location Guide

# Ramstein



# Ramstein Guides - Index

[← Back to Index](#)

[Accommodation](#)

[Pre-Arrivals](#)

[Education](#)

[Health](#)

[Pets](#)

[Postal Services](#)

[Useful Contacts](#)

[Vehicle Registration and Travel](#)

[Security](#)

[Waste and Recycling](#)

[Welcome Info](#)



Strategic  
Command

Global Support Organisation

# Ramstein - Accommodation



# Ramstein - Accommodation

[← Back to Index](#)

## **DIO RAMSTEIN**

**Repair Helpdesk located in building  
539, Room 211.**

**Opening times:**

**Monday – Thursday: 0830hrs – 1630hrs**

**Friday: 0830hrs – 1430hrs**

Email: [DIO-RAMSTEIN-HELPDESK@MOD.GOV.UK](mailto:DIO-RAMSTEIN-HELPDESK@MOD.GOV.UK)

This e-mail address is for repair requests & reports only

**Emergency Out of Hours: +49 (0)173 538 3562**



Strategic  
Command

## REPORTED FAULT RESPONSE TIMES

### Emergency: within 3 hours

Examples of emergency faults: Leaks or blockages which seriously affect living conditions and likely to cause structural damage; external door unable to be made secure; serious leaks, causing flooding, continuous flow from closed tap/broken pipes; complete loss of lighting or power to socket outlets. Loss of lighting and power to kitchen.

### Critical: resolved within 12 hours

Examples of Critical response: A critical response includes problems affecting health, safety or security. This includes gas leaks, defective flooring or stairs, total loss or a major fault in the electrical supply. Response shall be in 3 hours with issue made safe or resolved within 12 hours.

### Urgent: within 5 working days

Examples of urgent faults: Leaks or blockages liable to cause rapid or partial deterioration of other elements; internal doors with defective locks; complete blockage of waste where alternative fitting available. Partial blockage of waste. Minor leaks; complete loss of hot water from primary source; partial loss of lighting or power to socket outlets.

### Routine: within 15 working days

Examples of routine faults: electrical defects which do not prevent use of appliance; partial loss of hot water; defects to fixtures and fittings; minor defects to doors/windows; minor leaks/blockages.

\*We will do our best to repair reported faults within the given time frame however, all of our properties are leased and response times may vary with landlord contractor availability. There are no DIO Contractors at Ramstein

### Fault reporting:

Please ensure that all faults are reported to the DIO Helpdesk [DIO-RAMSTEIN-HELPDESK@MOD.GOV.UK](mailto:DIO-RAMSTEIN-HELPDESK@MOD.GOV.UK), it is important that occupants engage with DIO and not their landlord directly to ensure that the occupant is not held liable for any receipted works out of entitlement. Faults that have been determined to have been caused by occupant's negligence or carelessness may be charged to the occupant.

### Annual Compliance:

Central heating: German law legislates that all central heating systems and electrics are serviced and checked annually. In most properties this is organised by DIO. Dates and approximate timings of contractors' visits will be notified to the occupant directly by DIO.



# Ramstein - Accommodation

[← Back to Index](#)

## Keep up to date:

It is important to keep your contact details up to date with us in the case of contacting you for appointments. If you change mobile numbers whilst here, please get in touch via phone, email or face to face in the office.

Email: DIO-RAMSTEIN-HELPDESK@MOD.GOV.UK

Phone: +49 (0)6371 40 1411

## HELPFUL INFORMATION

### Pets:

As SFA in Germany are rented by MoD from German landlords, the landlords have the right to prohibit the keeping of pets in their properties. Open communal and children play areas surrounding the Housing Estates dictate that pets must be kept under strict control and are not to be allowed to foul open play areas or gardens. Individuals who intend bringing cats, dogs or other such pets to Germany must state so on the SFA application form. Although pets may be permitted in SLA, authority must first be obtained from DIO before bringing any pets. You are required to provide evidence at the Move Out that the floor coverings and/or soft furnishings (in the case of cats and dogs) have had an appropriate pesticide and/or deodorising treatment applied. It is also highly recommended that pets be insured to cover any damage or third-party liability costs.

It is to be noted in accordance with German law, certain breeds of dog are classified as potentially dangerous. The regulations vary from state to state; however, the following breeds could be classified as dangerous:

American Staffordshire Terrier  
Bull Terrier  
English Terrier (Staffordshire Bull-terrier)  
Mastiff (every kind of)  
Pitbull Terrier  
Rhodesian Ridgeback  
Fila Brasileiro  
Dog de Bordeaux  
Tosa Inu  
Band Dog  
Akita Inu  
Rottweiler  
Dogo Argentino  
Doberman  
Pincher

Such dogs are subject to special registration procedures and controls which you can obtain from your local NSE. All breeds categorised as potentially dangerous are to be muzzled and kept on a leash whenever in public or communal areas. Failure to obey this requirement may result in the dog being banned from the local community and a fine being levied upon the owner. It should be noted that Germans pay Dog Tax although, at present, UK Service personnel are exempt under the Status of Forces Agreement.

Cat flaps are not normally fitted in hirings. Upon request from the occupant the landlord's permission will be sought. You must be aware that if permission is granted, all costs for materials, fitting of the cat flap and the replacement of the door to the original one for Move Out, will be at your expense.



Strategic  
Command

Global Support Organisation

[← Back to Index](#)

## **Pests:**

Infestations of mice or rats in SFA properties are extremely rare, however many SFA properties are in rural areas and the occasional rodent is observed. In such cases the Housing Managers will advise on the appropriate measures. It should also be noted that moles, bats and hornets are protected species in Germany, and it is not permitted to disturb them or their habitat under German law. As pest control companies are expensive, occupants are expected to undertake a certain amount of self-help control with regard to insects. Ants are easily controlled with proprietary products. You should not try to control wasps and hornets, please contact the DIO office once a definite infestation has been noted.

## **Sundays & Public Holidays:**

Sundays and Public Holidays are still regarded as a quiet days. Unless you see your neighbours' mowing lawns or hanging out washing, it is fair to assume that these activities are forbidden. Also, be aware that many shops are closed on Sundays.

## **Refuse:**

Normal household refuse is collected fortnightly. Refuse is only to be placed on the collection point by 6am on the day of collection (collections often start at this time). Collection details will be provided by your Housing Manager. The Refuse Collectors will not remove bags that contain prohibited items it must therefore be ensured that waste is separated as appropriately. For information concerning refuse collection, please visit the following website: <https://www.kaiserslautern-kreis.de/en/administration/waste-management/muelltipps/schedule-of-waste-collection-dates.html> or ask your neighbours.

Bulky items are collected by the Local Council on a request basis. If you have bulky refuse or large electrical devices that need to be disposed of, the Local Council need to be called to make an appointment when it will be collected. Information can be found here: <https://www.kaiserslautern-kreis.de/en/administration/waste-management.html> The website also has guides regarding disposal of hazardous waste such as batteries and chemicals. Germany is a very ecologically-minded nation and disposal of hazardous waste such as old oil, car batteries and tyres is strictly regulated.

## **Bins and rubbish:**

Bins must be placed outside of your house by 6am on the day of collection. Bins must not be overflowing or be filled with incorrect waste. The Refuse company may refuse to empty overflowing bins or refuse placed beside bins, as many of the Refuse vehicles use automated lifts mounted on the truck.

Rubbish must be separated into Bio, paper and residual waste. These different categories will be picked up on different days.

- Yellow bags are for plastics, packaging, Foil, rinsed cans and styrofoam.
- Blue containers are for paper products such as magazines, cardboard and books.
- Brown containers are for biodegradable waste.
- Lastly, black containers are for your residual waste. Residual waste does not contain pollutants, nor can it be recycled.



**Strategic  
Command**

# Ramstein - Accommodation

[← Back to Index](#)

You are entitled to the yellow plastic recycling bags from the local council. Please email [gelbesaecke@jakob-becker.de](mailto:gelbesaecke@jakob-becker.de) detailing your name and full address and ask for a delivery of yellow bags. You can also visit your local Rathaus to collect.

## **Glass:**

There are bottle banks at local supermarkets where glass can be recycled.

## **Post boxes:**

It is important to check your post box as meter reading letters may be posted directly to your property. If you receive any mail and are unsure of where to send it, please hand it in to DIO, building 539, room 211.

## **DIO – Utility Meter Readings:**

Periodically you will be requested to supply your meter readings for utilities present within your SSFA or SSLA. This will be requested by the supplier for Gas and Electricity or from the DIO Business Support Team.

It is imperative that accurate meter readings are provided to ensure accurate billing is received.

Please respond in a timely manner by providing a clear photograph of your meter showing the meter number and the current meter reading. This should be sent to [DIOSDOS-ESG-FL@mod.gov.uk](mailto:DIOSDOS-ESG-FL@mod.gov.uk) along with a copy of your letter received by the utility company. If you are not able to provide a photograph, then please fill out the meter reading on the letter and follow the instructions provided.



Strategic  
Command

Global Support Organisation



# Ramstein - Accommodation

[← Back to Index](#)

## XY Meter Readings:

DIO pays your utility bills, the bills are paid by DIO Fuel & Light cell in Sennelager. If you receive what looks like an Energy invoice please bring it to the DIO Office for further processing.

Fuel and Light charges (X/Y charges) are levied at UK rates via the relevant Paying Authority directly from salaries. DIO inputs your actual consumption into the XY database and it compares these to the UK rates. You will be paid a refund or charged depending on your consumption compared to the allowances granted by MOD. Fuel and Light queries concerning bills are to be made via the DIO XY Clerk based in Sennelager. Tel: 0049 (0)525 982 4053

Requests for fuel supply, (Heating Oil or LPG) are to be made via the DIO Work Services Clerk, Building 539, Room 211 (06371401411).

## Garden maintenance:

All occupants are reminded that gardens, driveways, hedges and immediate outside areas must be kept in a clean, tidy and weed-free condition, i.e. grass, shrubs and hedges are to be cut or trimmed and disposed of as necessary in order to maintain a respectable appearance. Occupants should check with their Housing Manager to ensure that they comply with local rules governing garden maintenance times and disposal. Tasks outside the normal responsibility of the occupant, e.g. tree husbandry, hedges over 2m in height at March-In, should be referred to the Maintenance Helpdesk:

[DIO-RAMSTEIN-HELPDESK@MOD.GOV.UK](mailto:DIO-RAMSTEIN-HELPDESK@MOD.GOV.UK)

Pathways, gutters and pavements in front of, or bordering, houses are the occupants' responsibility. These must also be swept weekly, weeded, kept clean, and in winter free of snow and ice. Rubbish is not to be swept into drains, as they are easily blocked.

In accordance with German Law, occupants may be subject to a fine imposed by Federal Police if local regulations are not adhered to i.e. clearing pathways in winter etc. Further, you will be legally liable if a pedestrian should slip and fall on a pathway which is your responsibility to clear, the possible penalties are very high. Housing Managers may also raise charges on vacation if grounds/gardens/hedges have not been maintained to a satisfactory standard.

## Running a business from home:

In accordance with JSP464 Vol 1 Pt 2 (v4.0), the Licensee agrees not to carry out or allow member of his or her household to carry out any business, trade, club or similar activity in the property without the prior written consent of the DIO Housing Staff. Permission is also to be obtained from the EJSU CoC prior to any application being submitted to DIO.



Strategic  
Command

Global Support Organisation

# Ramstein – Pre-Arrivals



# Ramstein – Pre-Arrivals

[← Back to Index](#)

## SW Germany National Support Element

### Key NSE information:

1. Your housing application (1132) should be submitted as soon as possible, please note that all housing is privately rented and is not available for those personnel in Long Term relationships.
2. You will be allocated a Sponsor before your arrival. They will be responsible for escorting you to your place of work and to show you around in the initial stages. Please ensure you keep your sponsor informed of your travel and arrival date/time. You cannot access your place of work without them.
3. You should obtain a NATO Travel Order from your losing unit for transition from your point of origin to your posting in SW Germany

### NATO Specific Points to Note

1. A NATO ID Card cannot be obtained prior to your JPA Assignment Order date.
2. If you are Military or UKBC your current unit must arrange your NATO security certificate for you. This must be sent through to the NSE prior to arrival in order to ensure that the relevant paperwork is raised. If you do not have a NATO Security Clearance valid for 12 months, you cannot be issued with an ID.

Please do not hesitate to contact this office via email on [GSO-EJSU-SWGermany-NSE-Mailbox@mod.gov.uk](mailto:GSO-EJSU-SWGermany-NSE-Mailbox@mod.gov.uk) should you require any further information or assistance.



Strategic  
Command

Global Support Organisation

# Ramstein – Pre-Arrivals

[← Back to Index](#)

	Time	Action	Comments	
1	Immediately	Assignment Order Received on JPA <ul style="list-style-type: none"> <li>• Make contact with SW Germany NSE - <a href="mailto:GSO-EJSU-SWGermany-NSE-Mailbox@mod.gov.uk">GSO-EJSU-SWGermany-NSE-Mailbox@mod.gov.uk</a></li> <li>• Ensure Passport(s)/Visa(s) are in date</li> <li>• DESCOM Families Section should have made contact - <a href="mailto:UKSTRATCOM-DefSp-DSCOM-FamSec@mod.gov.uk">UKSTRATCOM-DefSp-DSCOM-FamSec@mod.gov.uk</a></li> </ul>		
2	Immediately	Schooling Consideration <ul style="list-style-type: none"> <li>• Apply for school places</li> <li>• Complete Education clearance</li> </ul>		
3	Immediately	Submit manual MOD F1132 to DIO, this will be sent to you by the NSE		
4	Asap	Medical <ul style="list-style-type: none"> <li>• Register with HEALIX</li> <li>• Register with CEP</li> </ul>		
5	Asap	Family Pet(s) considerations <ul style="list-style-type: none"> <li>• Pet travel</li> <li>• Pet vaccination/insurance</li> </ul>		
6	Asap	Personal Vehicle considerations <ul style="list-style-type: none"> <li>• Insurance</li> <li>• Headlight change</li> <li>• European Matrix Test</li> <li>• <a href="#">MyDrive profile up to date (SP specific)</a></li> </ul>		
7	For Consideration	Personal Administration considerations <ul style="list-style-type: none"> <li>• CEA</li> <li>• Family Welfare</li> <li>• GHIC</li> <li>• Change of Postal address</li> <li>• Change address with government agencies</li> <li>• Broadband contracts</li> <li>• Cancel utility bills</li> <li>• Cancel standing orders/direct debits</li> <li>• Person/Family insurance/PAX cover</li> <li>• Travel insurance</li> </ul>		

# Ramstein – Pre-Arrivals

[← Back to Index](#)

## Preparation for Assignment

### Accommodation

Regardless of your employer, publicly funded accommodation is allocated in line with DIO and MOD policy. Your entitlement and personal status are the deciding factors for the type of accommodation you are allocated. The housing allocations administration department should be contacted regardless of personal status.

Housing Allocations Administration – Defence Infrastructure Organisation (DIO) contactable on: Civ: +32 (0) 6544 4026, Mil: 9205 423 4026, [DIOSDOS-ESG-Housing-Enquiry@mod.gov.uk](mailto:DIOSDOS-ESG-Housing-Enquiry@mod.gov.uk)

If you have not received an email acknowledgment for your accommodation application please call the numbers listed above as soon as possible.

### Removals

The aim of Movement of personal effects is to enable service personnel and, where applicable, their accompanying dependants to move their personal effects at public expense within MOD limits. Respective application forms can be found at:

<https://grms.agilitylogistics.com/external/agilityLoginLoad.do?section=WELCOME>

Regardless of the type or size of property being moved into, the service person is limited to a cubic metre allowance based upon SLA to which the service person is normally entitled in accordance with housing regulations.



Strategic  
Command

# Ramstein – Pre-Arrivals

[← Back to Index](#)

## Booking Travel

No Travel should be booked until you have received an official 'CALL FORWARD' from either the NSE (single/unaccompanied personnel) or DSCOM Families Section for those coming with family. Hotel accommodation may be required for those coming with families, approval for any German hotels should be obtained from the NSE by the losing unit prior to booking. You will be able to book your travel through your losing unit and GBT (used to be HRG).

If driving from the UK you are entitled to Motor Mileage Allowance for two cars.

If you have not already done so please ensure that you Register / Update your Details with Global Business Travel (used to be HRG). This will prevent delays with your booking for your move. Updating your details will also assist the Travel Cell whilst you are in post should you be required to attend courses or training during your time with us.

Global business travel can be reached either by email at: [dtd.uk@amexgbt.com](mailto:dtd.uk@amexgbt.com)  
Or telephone at the following numbers:

### GBT Contact details

NEW PHONE NUMBER	PHONE NUMBER DESCRIPTION
(0044) 0207 949 4812	All Transient Travel Reservations and Online Support
(0044) 0203 788 4080	All Group Travel Reservations



Strategic  
Command

# Ramstein - Education



[← Back to Index](#)

## Child Development Centres (CDCs)

American CDCs are located on RAB as well as the smaller bases around (Landstuhl, Miesau etc). They offer wrap around childcare for pre-school children (6 weeks to 5 years). You have to apply online and create an account to be put on a waiting list. Wait times are anywhere between 3-12 months. There is a preference system in place as well going from single parent military families holding top priority down to families who are here under civilian contracts.

We recommend therefore that if you want to use a CDC, to get on the waiting list ASAP, and to apply to more than one so you have a chance, some bases are only a 5 mins drive from Ramstein, some are up to 30 mins drive away. Please note since Covid no one from our Community has successfully been able to get a place at any of the centres.

<https://public.militarychildcare.csd.disa.mil/mccu/ui/#/>

## British Foundation Stage 1 (Pre-school)

Primary school education is delivered by St David's MoD School, located in Ramstein village. (please contact the school directly for eligibility information).

It is for British children aged 3yrs (can attend the first term after their 3rd birthday) up to school age.

For further information about the application process call the school on 0049 (0) 637142717 or visit the website <https://stdavids.school/>.

## Secondary Schooling

There is no resident UK secondary schooling at Ramstein although there is the US Middle/High School and International School based at Landstuhl.

The Secondary School details are as follows:

### **INTERNATIONAL SCHOOL WESTPFALZ**

**Nikolaus-von-Weis-Straße 10, 66849, Landstuhl**

**+49 6371 980 930**

**info@is-westpfalz.de**

**Ramstein High School, 66877, Ramstein**

**+49 6371 476952**

Please consult the Overseas Education and Supportability Team (OEST) for more information, in particular if your circumstances change throughout your tour or your child/ren will be scheduled to have commenced a critical stage of secondary or advanced stage of education before your end-of-tour date as this could have significant implications on their education.

We are a specialist team within Defence Children Services (DCS) with a focus on all issues regarding Service children's education overseas.



Strategic  
Command



## OEST

The role of the team is to:

- Provide advice and guidance for Service personnel and eligible MOD civilians about education in overseas locations;
- Coordinate the assessment of educational supportability required for any Service personnel travelling abroad;
- Provide educational advice on supportability and allowances in overseas locations;
- Work with DCS schools to develop high-quality provision for children with Special Educational Needs and/or Disabilities (SEND);
- Support parents when children have needs that emerge while overseas;
- Run the MOD Virtual School for all children in non-DCS school areas.

## Advice

If you are considering an overseas posting, please get in touch with us as early as possible. We are able to advise on the impact the posting may have on your child's education and give you the information you need to make informed decisions. While it is every parent's responsibility to research and make choices about their child's education overseas, we can help with this process

## Supportability

The MOD need to be confident that a child's educational needs can be met in any overseas location. This means that, before any Service person travels abroad, they must ensure their children have Confirmation of Educational Supportability. The emphasis of the supportability assessment is positive; where possible, we try to ascertain what support will need to be put in place to make a placement successful. If you have any questions about this process, please contact the DCS school in location directly or, if you are not going to a DCS school area, contact us.

## SEND

We are subject matter experts in SEND and can provide advice and support when a child begins to have difficulties in an overseas location. If you are concerned about your child's special educational needs while overseas, please do contact us.

## Virtual School

As part of the MOD's public duty to safeguard the dependants of Service personnel overseas, DCS have set up a Virtual School (VS). The VS is available to provide support and guidance for families of children who are educated in non-DCS school areas, including those who Electively Home Educate. The aim of the virtual school is to work in partnership with the Service child's actual educational setting to ensure that they are safe and supported at all stages of their education.

Please contact us on [RC-DCS-HQ-OES@mod.gov.uk](mailto:RC-DCS-HQ-OES@mod.gov.uk)



Strategic  
Command

# Ramstein – Health



## HEALTHCARE INFORMATION - OUTLINE

Please read the [Central European Practice Patient Information Leaflet](#) which contains important and relevant information for all CEP locations.

This leaflet is designed to add local detail which may be useful as you arrive. If you are newly assigned you should also receive a panel list of known healthcare providers from Healix. You will also wish to see the CEP healthcare coordinator who has a office in the UK NSE. They will ensure you are registered and will be able to support you in navigating the local healthcare system. Their main role is to provide a link between the host nation providers, the CEP and to Healix if one is needed.

Your healthcare during this assignment will be delivered by Host Nation providers, with secondary care coordinated by Healix in conjunction with the Central European Practice. You may also be referred into NHS services where appropriate.

In the background the Central European Practice manages your NHS registration and records if you are fully registered. The CEP also conducts military occupational health clinics and can provide UK MoD clinical advice and support for our patients and to Healix.

### CENTRAL EUROPEAN PRACTICE

Tel: +32 (0) 6544 2280  
Email: [UKStratCom-DMS-DPHC-EJSU-CEPGrp@mod.gov.uk](mailto:UKStratCom-DMS-DPHC-EJSU-CEPGrp@mod.gov.uk)

### ONE HMG HEALTHLINE (HEALIX)

Tel: +44 (0) 2084 817800  
Email: [healthline@healix.com](mailto:healthline@healix.com)



Strategic  
Command

## EMERGENCY HEALTHCARE

If you require care that cannot wait until the next working day then attend the local accident and emergency department.

### **NB. If you attend A and E or are admitted to hospital unexpectedly call Healix**

If you need the support of a clinical team out of hours the Healix Healthline is 24/7. They may be reached on **+44(0)208 481 7800** and can also reach the CEP clinical team when required.

#### **Adults – Nardini ED -Landstuhl Nardini Klinikum**

Nardinistr. 30

66849 Landstuhl Reception: +49 (0)6371 840

#### **Landstuhl Regional Medical Centre**

#### **Homburg**

Universitätsklinikum des Saarlandes (UKS)

Kirrbergerstrasse 100 66424 Homburg Reception: 068 41160

24/7 emergency care

#### **Paediatric – Kaiserslautern ED**

#### **Kaiserslautern Westpfalzlinikum**

Hellmut-Hartert Strasse 1 67655 Kaiserslautern Reception: 0631 2030

24/7 emergency care

## ARRIVALS / DEPARTURES & REGISTRATIONS

### CENTRAL EUROPEAN PRACTICE

Tel: **+32 (0) 6544 2280**

Email: **[UKStratCom-DMS-DPHC-CEPGrp@mod.gov.uk](mailto:UKStratCom-DMS-DPHC-CEPGrp@mod.gov.uk)**

### ONE HMG HEALTHLINE (HEALIX)

Tel: **+44 (0) 2084 817800**

Email: **[healthline@healix.com](mailto:healthline@healix.com)**



Strategic  
Command

## PRIMARY HEALTHCARE

Primary Healthcare relates to the equivalent of your GP in the UK. On arrival in Ramstein you should choose a primary care provider for you and your family members and ensure that you are aware of key information for that practice such as opening hours and appointment booking processes. There are several primary care providers in Ramstein with whom CEP has a longstanding relationship and whom are very used to treating UK MOD patients. Whilst you are free to visit any primary care provider of your choice, attending on of the providers mentioned below will mean that billing is automatically arranged for you and reports from your visits get sent to CEP for inclusion in your UK primary healthcare record.

For **adults** there are two primary care providers who are most often used by UK patients:

Firstly, The American Medical Centre is often used by patients as the Practice is English speaking. Details for this Practice can be found via their website <https://american-care.com> and online booking is available for this facility.

**American Medical Centre**  
Konrad-adenauer Strasse 4  
66849, Landstuhl  
Tel: +49 (0)6371 495021  
[info@american-care.com](mailto:info@american-care.com)

Alternatively Dr Nikolaus is a German GP who runs a local practice that has been frequented by CEP UK MOD patients for many years. Dr Nikolaus speaks English, as does his Practice Manager Frau Silke Schirra.

**Dr Nikolaus**  
Marktstrasse 32  
66877 Ramstein – Miesenbach  
Tel: +49 (0)6371 598482 - this number is usually answered by English speaking staff.  
[www.praxis-dr-nikolaus.de](http://www.praxis-dr-nikolaus.de)

**Opening times:** Monday to Friday 0800 – 1130 Monday & Thursday 1500 – 1730. During the summer Dr Nikolaus closes for two weeks.

For **children**, primary healthcare provider will normally be pediatrician as Germany GPs do not ordinarily see children.

If your child requires an appointment the following host nation paediatrics service is well known to British personnel:

Drs Schmitt and Seipenbusch Schulstrasse 4  
66877 Ramstein-Miesenbach

Tel: 06371 50398  
Mon, Thu 0800-1800, Tue 0800-1730,  
Wed 0800- 1200, Fri 0800-1300



# Ramstein – Health

[← Back to Index](#)

## PRESCRIPTIONS

The pharmacy listed below has English speaking staff. Please take your prescription, whether issued by a GP or hospital, and they will dispense medication without upfront charges. Please sign the prescription to indicate that you have received the medication and the pharmacy bill will be covered.

Loewen Apotheke  
Landstuhler Strasse 25a  
66877 Ramstein  
**0049 637150201**



If you collect medication from a different pharmacy, you will have to pay and reclaim the costs by providing evidence and reclaiming on JPA.

**Info:** 'Apotheke' is German for Chemist please look out for the sign below to find your local Apotheke.



## REPEAT PRESCRIPTIONS

Please follow your Apotheke's guidance regarding ordering repeat prescriptions.



Strategic  
Command

Global Support Organisation

## WOMENS'S HEALTH

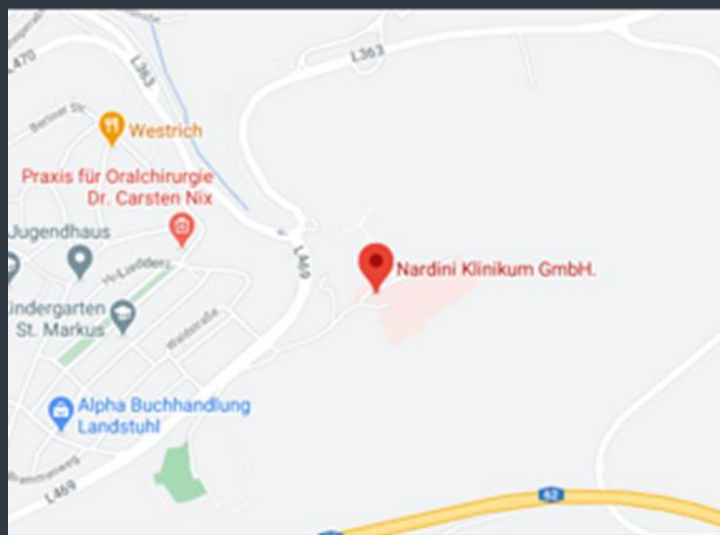
### Women's health services

Rather like children's health, GPs in Germany rarely manage specific women's health problems. All women's health services, including a full midwifery and obstetric service, are provided by Drs. Mader & Oender at:

Nardini Klinik Nardinistraße 30  
66849 Landstuhl

Tel: +49 (0)6371 842801

<https://www.nardliniklinikum.de/?lang=en>



If you collect medication from a different pharmacy, you will have to pay and reclaim the costs by providing evidence and reclaiming on JPA.

**Info:** 'Apotheke' is German for Chemist please look out for the sign below to find your local Apotheke.

## CERVICAL SCREENING

You will receive a reminder letter if you are due Cervical Cytology. Please book your appointment with the local clinic. Contraceptive Services are also provided .

It is important, if electing to have your cervical screening in Germany, that you recognise that although the service is of good quality, the continuity of information is less coherent that continuing with UK screening. If you would prefer to have cervical screening in the UK, ideally linked to a trip you are making anyway, this may be organised through Healix or DPHC.

The CEP should be forwarded any results in order the basics may be entered on the national screening system.



Strategic  
Command

## PREGNANCY AND MATERNITY CARE

### Pregnancy

It is important that you let Susan Soles and Healix know of your pregnancy in order that you can be linked into the local service. Ensuring your baby is registered with us will allow the CEP and Healix to ensure you are supported during and after birth.

Your care will be delivered by a community based Frauenarzt (Obstetrician), and a hospital Obstetrician who work in conjunction with a Host Nation midwife. The Frauenarzt for your area is

Dr Mader/Dr Oender  
Nardini Hospital  
Nardinistraße 30,  
66849 Landstuhl  
+49 6371 840

**Paediatrician (English spoken)**



Health professionals will record your progress in a maternity record. In Germany this is called a Mutterpass. You will be given your Mutterpass and be asked to bring it to each medical appointment, the record will be updated by the Service Provider during your pregnancy. It is important to take your maternity record (Mutterpass) if you go to the UK (or other countries) so if you visit the midwife, hospital or GP whilst you are there, they can access previous information and record their findings.

## CHILDHOOD IMMUNISATIONS

The CEP should be forwarded any results in order the basics may be entered on the national screening system.



Strategic  
Command



## MENTAL HEALTH

Both local and remote mental health support is available to all MOD supported personnel and family members in Ramstein. It is important that anyone struggling with mental health seeks support as soon as possible. You may wish in the first instance to contact the GSO Welfare or Chaplaincy teams who will be able to provide first relevant support in many areas. Further to this please don't hesitate to visit your local primary healthcare provider (normally The American Medical Centre or Dr Nickolaus) who will be able to assess your need and propose referral to specialist services if required. In addition, CEP has access to the MOD's Overseas Mental Health Team who can be referred to for advice and treatment in many instances. Access to specialist routine Child and Adolescent Mental Services is limited in Ramstein and where it is thought that these services may be required CEP and Healix should be informed without delay. The MOD does however have access to an online adolescent mental health platform via [Kooth](#) – which is available for all 11-19 year olds. For further information about options for mental health support please don't hesitate to contact the CEP via eConsult, phone or email or consult the Practice Mental Health support leaflet.

## SCREENING SERVICES

All supported personnel and family members remain eligible for national screening programmes (cervical, breast, bowel) whilst overseas. This can be done via either the host nation services or NHS services. Whilst the standard of care and screening in Europe is on the whole very good, should you choose to get your screening done in host nation please bear in mind that this will not be a UK assured service and will not be included in UK screening database records. Cervical and Breast screening for those eligible is available in Ramstein via the Nardini Clinic, whilst Bowel screening should be available through your local Primary healthcare provider. Please ensure Healix are aware if you are seeking screening in host nation, or should you wish to be referred back to the UK for your screening please contact CEP. From Autumn 2023 CEP anticipates the implementation of a Practice recall service for all patients to ensure that patients are aware of their due dates and the options available to them for screening, as well as opportunities for UK delivered cervical screening appointments in Ramstein itself. In the meantime, should any patients have queries regarding screening programmes including individual dates please don't hesitate to contact CEP directly or view our main Practice guide or screening leaflet.



## OCCUPATIONAL HEALTH

The CEP is responsible for the Occupational Health of SP posted to Ramstein. The Practice actively conduct recalls for JMES reviews, audiometry and vaccinations. Most occupational health appointments are conducted remotely via telephone or video call – with SP requested to seek appropriate investigations and reports via host nation services prior to the appointment. In addition the CEP visits Ramstein several times a year to conduct in person occupational medicine and audiometry appointments. The CEP has access to both Air Crew and Dive Medical trained Medical Officers when required, and also holds a Wireless Automated Hearing Testing System (WAHTS) to enable undertaking audios in location.

Should any SP have any queries about occupational health or force health protection requirements they are encouraged to contact CEP for advice. Please note occupational health statistics are available to Commanders/Line Management through JPA and Defence Gateway Apps. Should SP be injured and unable to complete full duties for more than a month, or should they develop a new condition which could affect their ability to conduct their role and/or be fully deployable, they are reminded of their duty to contact CEP as their DPHC Practice to inform them of the change and have their occupational health reviewed as required. Where SP are stood up for deployment CEP can also be contacted to provide pre-deployment health advice as required.

Please note that CEP does not undertake Occupational Health for Civil Servants who should contact their Line Management or Defence Business Services for advice on Occupational Health.



## OPTICIANS

If required, you may make an appointment with a local optician of your choice. Please take note of the strict re-imbursment rules that apply for eye-tests & spectacles depending on whether you are a SP or Civilian.

### Service Personnel

A small section in [JSP375\\_Vol1\\_Chap12.pdf \(sharepoint.com\)](#) covers entitlement for SP based overseas.

**For the use of DSE only**, the MOD will re-imburse the full cost of the eye test (excluding additional examinations offered by the Optician such as OCT screening) and SP may claim re-imbursment of £45 (EURO equivalent) for single vision lenses. For multifocal lenses the cap is £80, and must be supported by a BC submitted on MOD Form 1003.

**Alternatively**, SP may opt for spectacles **fully funded** by the MOD for every new prescription (2 yearly) via a contract held with Focus & Vision Technologies. This is processed via the CEP (including requirement for ballistic lenses or respirator inserts).

Crucially, re-imbursment must be claimed against the **Unit / PID UIN** and no longer against medical UINs as per [2021DIN06-009](#)

### Civilians

The MOD contribution for civilian eyecare is iaw the [NHS Voucher Scheme](#)

**Children under 16** are entitled to free eye tests – meaning the full cost of the eye-test for a child under 16 may be claimed on JPA. **Adults** will receive re-imbursment from the MOD if the eye-test and spectacles are in support of a clinical condition or clinical screening programme.



## FINANCE AND BILLING

There is no requirement to request pre-authorisation to access Emergency Care in the event of an emergency or Primary Care such as a Doctor's appointment or prescription (although don't forget to call Healix as soon as you are able to inform them). You do, however, require pre-authorisation from One HMG Healthline (HEALIX) to access Specialist Care based on a referral such as physiotherapy, scans or imaging, consultant opinions or surgery. More information on this can be found via the Central European Practice Guide.

The CEP has arranged direct cashless billing with the following providers in Ramstein:

- American Medical Centre
- Dr Nikolaus's Primary Care Practice
- Ramstein Paediatric Centre (Drs Schmitt & Seipenbusch)
- Loewen Apotheke (Ramstein village)
- MVZ Westpfalz, Landstuhl

In the event that you attend a facility where there is no cashless billing in place with either the CEP or HEALIX, you must contact HEALIX for assistance with payment in the first instance. The CEP will be notified by HEALIX if there are any issues with making payments and will assist if required.

### JPA Re-imburement Claims

**In the event you settle a payment for medical care upfront; you are to follow the CEP JPA claims process as follows:**

Complete & submit FIN07 Form alongside your proof of payment to the CEP Finance Mailbox; the CEP will issue you with a CEP authorisation code and UIN to use in JPA when submitting your claim. This ensures that your confidentiality is protected and assist the J1 approvers with their approvals process.

For all queries regarding billing or JPA re-imburement claims, please view the Central European Practice guide or contact the CEP Finance Group Mailbox on:

[UKStratCom-DMS-DPHC-EJSU-Fin@mod.gov.uk](mailto:UKStratCom-DMS-DPHC-EJSU-Fin@mod.gov.uk)

## TRANSLATION AND INTERPRETATION

In addition to any host nation provided language interpreters, who may for example be available in bigger hospitals/facilitates CEP also provides access to a telephone interpretation service via a company called **The Big Word**. Full details on this service can be found via a dedicated [CEP Big Word Interpretation Guide](#). Please do consult the guide, however in summary for your area:

**Contact The Big Word:** +44 (0) 113 212 4116  
**Enter the access code:** 77451265#  
**Enter the language code:** German – 4

For other translation needs, for example the translation of clinical letters and reports, please contact the CEP who will, within eligibility, be able to process this on your behalf.



Strategic  
Command

## OPTICIANS

If required, you may make an appointment with a local optician of your choice. Please take note of the strict re-imbursment rules that apply for eye-tests & spectacles depending on whether you are a SP or Civilian.

### Service Personnel

A small section in [JSP375\\_Vol1\\_Chap12.pdf \(sharepoint.com\)](#) covers entitlement for SP based overseas.

**For the use of DSE only**, the MOD will re-imburse the full cost of the eye test (excluding additional examinations offered by the Optician such as OCT screening) and SP may claim re-imbursment of £45 (EURO equivalent) for single vision lenses. For multifocal lenses the cap is £80, and must be supported by a BC submitted on MOD Form 1003.

**Alternatively**, SP may opt for spectacles **fully funded** by the MOD for every new prescription (2 yearly) via a contract held with Focus & Vision Technologies. This is processed via the CEP (including requirement for ballistic lenses or respirator inserts).

Crucially, re-imbursment must be claimed against the **Unit / PID UIN** and no longer against medical UINs as per [2021DIN06-009](#)

### Civilians

The MOD contribution for civilian eyecare is iaw the [NHS Voucher Scheme](#)

**Children under 16** are entitled to free eye tests – meaning the full cost of the eye-test for a child under 16 may be claimed on JPA. **Adults** will receive re-imbursment from the MOD if the eye-test and spectacles are in support of a clinical condition or clinical screening programme.



[← Back to Index](#)

CASHLESS BILLING ESTABLISHED WITH HEALIX

Dr Antal Dobos  
Kaiserstrasse 56  
66892 Bruchmuhlbach-Miesau  
Tel: 06372 6960  
praxis@dobdenta.de

Some other local dental practitioners in or near Ramstein are listed below:

Zahnarztliche Gemeinschaftspraxis Ramstein  
Marktstrasse 4  
66877  
Ramstein-Miesenbach  
Tel: +49 6371 953366  
[www.zahnarzt-ramstein.de](http://www.zahnarzt-ramstein.de)

Also listed below is the local paediatric dentist/orthodontist, which families have found useful.

Dentistry 4 Kidz  
Kaiserstrasse 171  
66849  
Landstuhl  
Tel: +49 6371 1300921  
E-mail: [dentistry4kidz@hotmail.com](mailto:dentistry4kidz@hotmail.com)

Orthodontist  
Dr Burga Ripplinger,  
Poststr.10,  
66877 Ramstein,  
Germany



Strategic  
Command

[← Back to Index](#)

## Dental

**Before you arrange any Dental appointments, please read all this information and refer to 2020DIN01-091:**

As there is no Service provision for dental care by Defence Primary Healthcare (DPHC) (Dental) in Ramstein, personnel are authorised to seek dental treatment from local civilian dental practitioners. Dental treatment is accessed via HEALIX / One HMG and provided by local Host Nation dental practitioners. HEALIX will make payment direct with the practices which have cashless billing established.

Unless exempt, dependants will pay NHS patient contribution costs towards their dental treatment, with these costs being reclaimed from the unit admin. The patient contribution paid to the MOD is equivalent to [NHS dental charges](#). Prior authorisation for all dental treatment must be obtained from HEALIX (One HMG) before the treatment can be carried out.

Further details can be found in [2020DIN01-091](#). Patients are strongly recommended to acquaint themselves with this document *prior* to booking any dental appointments. All treatment requires authorisation from HEALIX for funding before undertaking the treatment. For treatment requiring prior approval, supporting evidence must be provided by the local dentist (eg case notes, study casts, radiographs and photographs).

Emergency treatment does not require prior approval, however patients are strongly advised to contact HEALIX before attending treatment. Urgent treatment required for the relief of acute pain, haemorrhage or infection may be undertaken without delay, however any follow-on treatment may require authorisation.

Bills generated from pre-approved treatment proposals may be passed to the NSE Ramstein Admin Clk (located in PMF) for processing. If a practice without cashless billing with HEALIX is used. Patients may be required to pay for the treatment and claim costs back through unit admin.

Note: Dental practices can be recommended but are not independently assured. Patients should determine themselves where they wish to receive dental treatment. If an alternative dental practice (to those listed below) is selected, the patient may be required to make direct payment for the treatment provided. The patient will need to submit the correct documentation and seek recovery of costs from their unit.



Strategic  
Command

# Ramstein - Pets





# Ramstein - Pets

[← Back to Index](#)

If you wish to bring any pets into Germany during your tour please ensure you check for the most current up-to-date information at: <https://www.gov.uk/take-pet-abroad>. Furthermore, use the same link for any other travel that you intend to undertake with your pets.

Before you bring any new pets into your home you must ask permission from the DIO office (number listed above).

In Ramstein, it is a legal requirement to register all dogs. Please use this link for guidance [https://www.ramstein-miesenbach.de/vg\\_ramstein\\_miesenbach/de/Verwaltung/Hundesteuer/Anmeldung%20Hundesteuer.pdf](https://www.ramstein-miesenbach.de/vg_ramstein_miesenbach/de/Verwaltung/Hundesteuer/Anmeldung%20Hundesteuer.pdf)

For further information regarding the registration of pets in the local community please contact the CLOs for further information.



Strategic  
Command

Global Support Organisation

# Ramstein – Postal Services



# Ramstein – Postal Services

[← Back to Index](#)

## Postal Services

The BFPO is located in building 539 within the NSE corridor.

A UK postcode has been assigned to the Ramstein BFPO number to enable easier ordering of items online: BF1 0DL.

### BFPO Counter

Monday – Friday

10:00 – 14:00

Due to Brexit, ALL parcels being sent to BFPO 109 require a CN22 ( A customs label). This label is available at UK post offices. If you have any parcels sent through a website or private seller, you must request for them to apply a CN22.

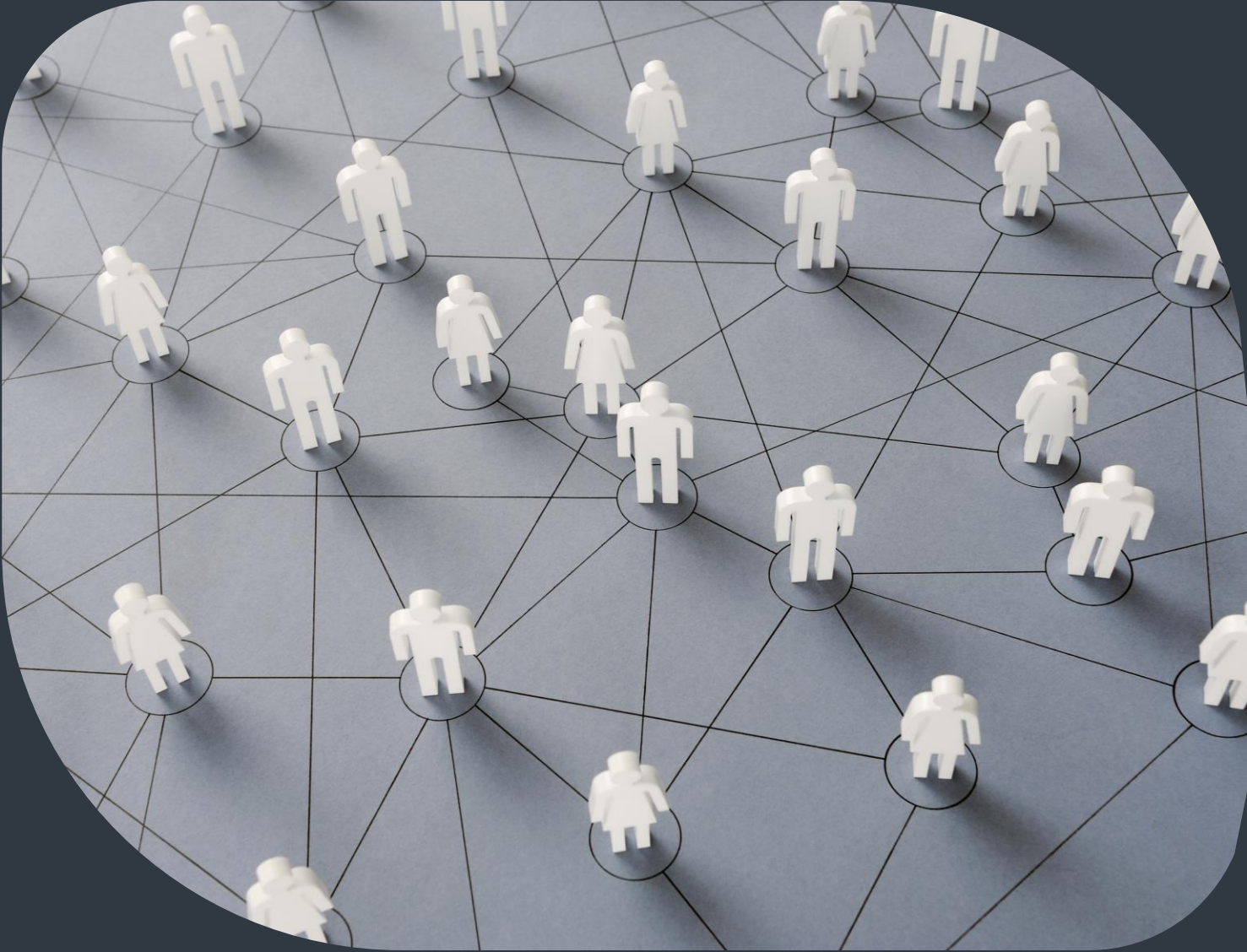
Post is received up to 3 times per week and sent up to 3 times a week from BFPO 109.



Strategic  
Command

Global Support Organisation

# Ramstein – Useful Contacts



# Ramstein – Useful Contacts

[← Back to Index](#)

Police, Fire & Ambulance	112
Army Welfare service	0044 1904 4882053
DIO Emergency	0049 1735 383562
Unit Welfare Office	0032 4727 82251
Duty Clerk	0049 1722 585539
DIO Helpdesk	0049 6371 401411
Medical Centre (SHAPE)	0032 6544 5824
Healix	0044 208 481 7800
Health Visitor/Midwife	0032 6544 4643
European Welfare Officer	0032 6544 8082 Mobile 0032 478 970280
Padre	0032 6544 8887 Mobile 0032 470 664582
NATO Police	0049 6371 401000
USAF RAB Police	0049 6371 476060
JCCC	0044 1452 519951
CLO	0049 17225 05209



Strategic  
Command

Global Support Organisation

# Ramstein – Vehicles & Travel



[← Back to Index](#)

## Driving In Germany

It is mandated that all drivers complete a European Highway Code Matrix Test for Driving in Europe, within 30 days of arrival. You will meet our MT Controller during your NSE Arrivals who will give you all of the information required to drive safely in Germany and arrange your MyDrive so you can drive Service vehicles.

You must keep your vehicle documents inside your car in case you get stopped by the Police including your driving licence, certificate of insurance, green card, European Highway Code (Matrix) Test Certificate & registration card.

German law requires that all vehicles have a portable red reflective triangle, high visibility vest and first aid kit in the boot.

If a car is stopped for any reason, the triangle must be placed 200 meters behind it if on the Autobahn and 100 meters behind it on all other roads. Please ensure you know what to do if you are involved in an accident.

## Vehicle Registration & De-Registration

Vehicle Registration must be completed as part of the arrival's procedure – please visit the VLO Clk in the NSE for guidance allowing at least 4 weeks' notice.

If you are considering purchasing a new car during your tour, contact the VLO Clk at your earliest opportunity.

## Aral Fuel Card

Duty Free Fuel Cards are available to apply online through the BFG website <https://bfgnet.de/fuelcard/aral-fuel-card.html> but will only be issued to personnel when their vehicle has been registered. This concession offers a significant saving. \*Please note to check your spam folder as emails often end up in there.

## Winter Tyres

The German authorities recommend the use of winter tyres when conditions dictate. They are compulsory if you wish to go to Germany – speak to our MTO for more info.



Strategic  
Command

# Ramstein – Vehicles & Travel

[← Back to Index](#)

**Stay Calm, Keep Safe:** If you are in an accident, it's important not to panic. Turn off your car engine. Turn on your hazard lights and get out of the car safely – exit from the driver side to avoid traffic (RHD vehicles).

**Exit the car Safely:** Wear a reflective vest, secure the areas and place the warning triangle. Take all necessary measures to avoid further damage or casualties. This includes extinguishing a fire if necessary.

**Don't Put Yourself in Danger:** Use a torch at night. Keep a safe distance away from your car and away from the road or highway. Don't smoke or use mobile phones if there is a risk of petrol fumes in the air. Don't move any vehicle until the police have arrived unless there is a chance of further injury if it stays in place.

**Call for Help:** The safety of everyone involved is always the priority. If you or anyone else has been hurt in the accident, call the emergency services immediately.

**First Aid:** Any person involved in an accident is obliged to aid casualties. Provide first aid if you have sufficient knowledge. Actively assist casualties and seek help.

**Take Down the Details:** Once everyone involved is safe or being cared for, it's time to annotate exactly what happened. You will need to write down the date, time and exact location of the accident. The name, address and phone numbers of the other drivers. The make, model, and registration numbers of any witness(es), including passengers. Details of injuries and attending police officers. The insurance details of the other drivers. Take photos of the accident with your smartphone, showing the positions of the vehicles involved, and skid marks and damage. If you do not have a camera on you, ask others in the surrounding area for one or draw a sketch of the scene. The details mentioned are included in the standardised European Traffic Accident Report forms.

**Don't Admit Liability:** Whether you've had a minor prang or suffered something more serious, do not admit liability. Even if you think the accident was your fault, you shouldn't discuss details of an opinion with the other driver(s) without speaking with your insurance company.

**Your legal Responsibilities:** Following an accident you must call the police.



Strategic  
Command

Global Support Organisation



# Ramstein – Vehicles & Travel

[← Back to Index](#)

## International Driving Permit (IDP)

You can obtain an IDP from most UK main post offices.

You will need to take a passport-sized photo, in-date driving licence and the fee (see below). The application must be made in person.

At this stage only Service personnel will be able to reclaim the cost of an IDP. The UK cost is £5.50 and can be reclaimed through JPA.

## Tax Free Vehicles

To find out more about your entitlement to Tax Free vehicle contact the VLO Clk in the NSE who you would have met on your arrivals there.



Strategic  
Command

Global Support Organisation

# Ramstein - Security



## Home Security

If you have an alarm, make sure it is set, working properly and don't leave sensors covered. Make sure all doors and windows are locked.

If you have a door lock or window locks make sure they are serviceable, and you use them.

If you have an internal door between your SFA and garage, consider this as an external door and ensure it is secured appropriately.

Don't leave door keys within sight or reach from anyone outside. Potential thieves have been known to 'fish' keys through letterboxes or windows that have been left open. This also applies to car keys.

Open/Close shutters.

Purchase a Wi-Fi security camera for your home (i.e. Ring). These are very reasonable and can be purchased from the internet and will allow you to view your home when you are away. You will have seen adverts on the TV for wireless cameras for your front door, there are some good alternatives for sale on Amazon which are relatively inexpensive and easy to install.

Use time clocks to show lights in your home during the evening and early morning. Try to use the time clocks with a feature of several days and do not set everyday with the same time, a radio on a timer is also a great deterrent. This will give the impression of a normal pattern of life and deter any would be burglar.

Don't advertise your planned period away on Social Media, people use Social Media to check for holidays to select houses to break in to.

Park your vehicle near the garage door so it cannot be opened.

If leaving your property vacant, contact the local police and see if they offer a 'Homewatch' scheme. They will arrange for extra police patrols to cover your street and will pay attention to your home address. The form is available on-line, from the police or BSG. If they don't offer this service, ask a friend/neighbour to check on your property and pick up the post.

## Cold Callers

Receiving unwanted callers on your door step when living in a foreign country can be very daunting. All official callers should notify DIO first, who will then book an appointment with you. Workmen should not turn up unexpected, if they do turn them away.

Here is some guidance to help deal with these callers

- Put a sign on your door, ask your CLO for some advice.
- If someone knocks the door:
- Do not open the door fully. If you have a safety chain use it.
- Check ID
- Confirm what they are here for, are they asking a lot of questions?
- Politely turn them away
- Contact DIO/NSE and detail what has happened
- Get a social media group together, where you can forewarn each other that people are in the neighbourhood.



## Use of Social Media



Most people think a Virtual Private Network (VPN) is just another way to watch UK TV in Europe.

It is also the best way to secure your internet, protect your personal information and the information you are sending/receiving when using the internet.

WiFi hotspots that don't ask for a log on or password to use are particularly vulnerable to hackers who will intercept your information. This could lead to your identity being stolen or your bank details being copied.

It is recommended that you use a VPN to secure yourselves. Some are free and some you purchase. A paid for VPN provider is more secure than a free VPN, as free VPN providers tend to sell your information on to make a profit. Some VPN providers to consider are:

- NordVPN
- PureVPN
- ExpressVPN

## Internet Searches

The term 'let's Google it' is commonplace nowadays. But have you noticed that Google seems to already know where you want to look, and it knows what you have recently purchased? That's because they store your search information. If you want to remain anonymous, use these search providers:

- Mozilla Firefox
- DuckDuckGo
- Qwant

## Fitness Apps and Tracking Devices

Most of us use fitness tracking devices, be it via smart phone or through a smart watch. There is evidence to suggest that these devices are tracking our movements and sharing our data.

If you use these devices it is suggested that you follow these easy steps:

Lock down/apply privacy settings on any media account where location data could be available to prevent unauthorised/uninvited access.

Opt out of any heat map data collection or enable privacy zone functionality using application settings

Turn off GPS on any application when not required.

## Phishing Scams



Phishing is a form of fraud in which an attacker masquerades as a reputable entity or person, through email and other communication channels, to induce individuals to reveal personal information such as passwords and bank account details.

Phishing scams have been around since the internet first existed and are not likely to disappear any time soon. There are however several ways you can prevent falling victim such as using Antivirus Software and Firewalls and thinking before you click.

For further information on cyber security advice to protect you and your family visit

[www.ncsc.gov.uk/section/information-for/individuals-families](http://www.ncsc.gov.uk/section/information-for/individuals-families)



## Travel

There are currently no restrictions on travel to or through Belgium, France, Netherlands, Germany or Luxembourg. If the situation changes NSE HoL will be informed.

Uniform and other branded clothing must not be worn in public, or whilst travelling. This includes during transit to, or through, the Channel ports. Wearing anything that could possibly be affiliated to the military, and all evidence of MOD links on the vehicles, must be avoided.

Check your travel routes beforehand. Google Maps or Via Michelin will often show areas of congestion and will help plan the best route.

Be aware of family members who are travelling separately and have their contact details to hand. Keep in contact till they have arrived at their planned destination.

Check ferry company and Channel Tunnel websites for travel changes and delays.

Even though the threat from the 'Jungle' at Calais has been reduced, there is still the risk that service personnel and their families could encounter migrants intent on finding a route to the UK. Please be aware of this whilst en route to French and Belgian channel ports, especially Zeebrugge, around towns and cities. There could also on these routes at service areas on the main roads and motorways. It is important to remain alert and aware of your surroundings whilst travelling and be vigilant.

All personnel should avoid, where possible, stopping within 75kms of Calais/Dunkirk/Zeebrugge particularly the service stations on the E40 close to Brugge (Jabbeke) and Newport (Mannekensvere). If you must stop for comfort or refreshment, you are advised to make sure someone stays with the vehicle while you are away. Drivers must check their vehicles especially caravans and campers for illegal stowaways before boarding. UK Border Agency staff are checking all travellers whether MOD or not.

All personnel should avoid, where possible, stopping within 75kms of Calais/Dunkirk/Zeebrugge particularly the service stations on the E40 close to Brugge (Jabbeke) and Newport (Mannekensvere). If you must stop for comfort or refreshment, you are advised to make sure someone stays with the vehicle while you are away. Drivers must check their vehicles especially caravans and campers for illegal stowaways before boarding. UK Border Agency staff are checking all travellers whether MOD or not.

Travelling to Northern Ireland or the Republic of Ireland? Ensure you read the required briefs on the NIGSAS website and complete the leave location spreadsheet.

## Country Advice

Certain countries hold a very real threat to military personnel, be that from espionage or terrorism. Before travelling to a country you believe may be of interest, first check the FCO website –

<https://www.gov.uk/foreign-travel-advice>

If you haven't already, download the Travel Oracle App. Details available from the CLO.

**CSSRA/High Threat Countries** – those with DV

If you are travelling to Countries to which Special Security Regulations Apply (CSSRA) or High Threat Countries, whilst not prohibited, it is essential that you contact EJSU J2, who will be able to offer you guidance on these locations. The CSSRA list and associated guidance can be found in DI-CI Overseas Travel Guide (for MODNET only).

If you have any further travel queries, please contact EJSU J2 who will be able to offer



## Personal Security

Do not advertise you are British or British military, and when out and about keep your personal belongings safe and out of reach of wandering hands.

When transiting around try and stay within well-lit areas and where possible avoid walking alone. Consider informing whoever you are visiting that you are on your way and the route you are taking. Also consider informing someone where you are going and how long you expect to be.

At all times remain vigilant, do not get involved in local disputes and always follow the advice of security professionals. If you see anything suspicious or out of the ordinary report it. Any information is good information.

Anyone can be at risk. Contrary to popular belief men are more likely to be assaulted on their way home than women.

Trust your instincts – if something doesn't feel right let someone know.

In all instances, if you believe yourself to be in immediate danger call the

## Vehicle Registration and Car Security

High visibility retro reflective jacket (safety jacket/ reflective vest) must be carried inside the vehicle when using it. In case of stopping of a vehicle in an area where waiting and parking are forbidden all vehicle occupants must wear a reflective vest for safety and by law.

Many of us will purchase new cars while serving overseas. A lot of new cars have keyless technology, mainly a convenience such as helping save time when carrying shopping bags or trying to duck out of the rain.

Thieves have now identified a way to scan and record keyless card details. To avoid having your car stolen it is recommended keeping your car key away from your front door, if possible, in a metal tin. This will help mask the digital signature of the key.



# Ramstein – Waste & Recycling



# Ramstein – Waste & Recycling

[← Back to Index](#)

## Recycling

German recycling is excellent and may seem daunting at first but will soon become second nature. Domestic recycling is collected on various rotations weekly, please see website for your specific road details and an excellent waste guide:

<https://www.kaiserslautern-kreis.de/en/administration/waste-management.html>

Be aware, after a German holiday, waste collection will be out a day or two so put the bins out on your usual day and just expect them to be a day or two out before collection.

You'll have 3 bins, one for paper & card, one for green/bio waste and one for normal unrecyclable waste. You'll then have yellow bags for plastics/cartons/foil/tins/cans.

In every supermarket they'll then have a system for recycling "pfand" plastic, glass bottles and cans. These have a logo on the side and you'll receive a receipt for either claiming in cash (most supermarkets will only give you cash if over a certain amount, usually €10, or you get the money off your shop):



You can also get money back on glass bottles that are German brands. You'll see locals taking crates of beer home, this is the best way, you can then slowly fill with empty bottles, then there is a opening below the individual Pfand bottle collection for whole crates to go on a conveyor belt (found in supermarkets). For all other glass jars and bottles not accepted by the machines, glass recycling banks can be found in every village and most supermarket car parks.

Some supermarkets also have bins for battery/cartridges/household electricals etc.

For green/bio waste that is larger than your bin, there are local green recycling centres in Ramstein and near Mackenbach. Please ask the CLOs for directions.



Strategic  
Command

Global Support Organisation



# Ramstein – Waste & Recycling

[← Back to Index](#)

For large domestic recycling, RAB have a domestic waste Tip past the Southside Gym (black arrow):



Strategic  
Command

Global Support Organisation

# Ramstein - Welcome



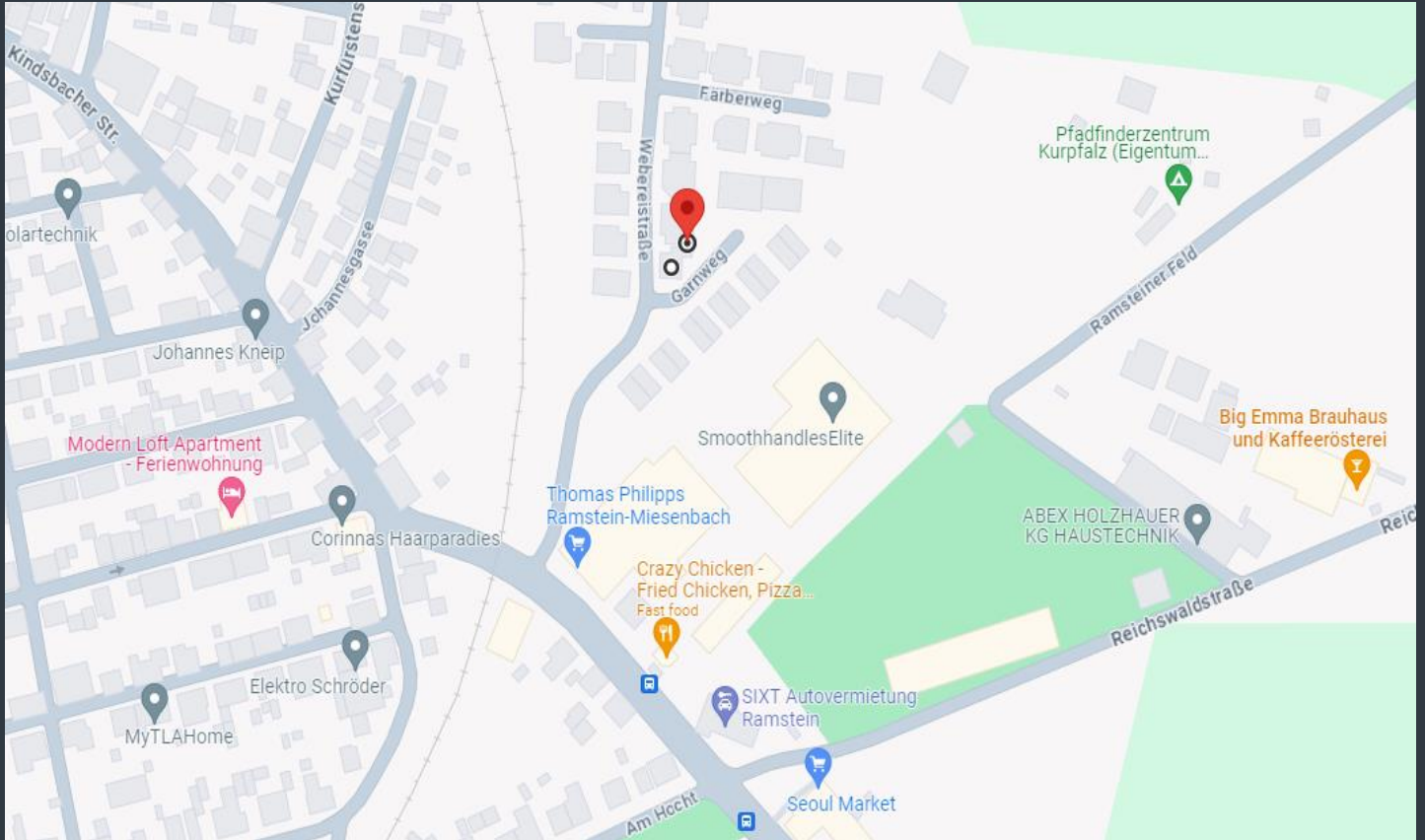
# Ramstein - Welcome

[← Back to Index](#)

## WELCOME TO RAMSTEIN

### Community House

10 Webereistrasse, Ramstein-Miesenbach, 66877



### Opening Hours

Monday – Thursday 09:00-14:00  
Saturday & Sunday CLOSED

### Contacts

Email: [GSO-EJSU-SWGermany-CLO-mailbox@mod.gov.uk](mailto:GSO-EJSU-SWGermany-CLO-mailbox@mod.gov.uk)

We also have a private Fb Group. You will receive a link for the group via your welcome email from the CLO.

If you have any questions or require any other information, please don't hesitate to contact the CLO.



Strategic  
Command

Global Support Organisation

# Ramstein - Welcome

[← Back to Index](#)

## Telephone Connections/Disconnections & Mobile Phones

The country code for Ramstein is Germany 0049 (+49) e.g. 0049 (0) 65 44 70 75

When dialling the UK from Germany dial: 0044 then drop the first zero from your number e.g. 0044 (0) 2081 112222.

It is important to familiarise yourself with the terms and conditions of your service agreement before you sign for any contract for Mobiles or Internet.

## Visitors

When family are visiting you and want access to Ramstein Airbase, you and your spouse will have rights to sign them on. They must carry their passports and show these at the Visitor Centre on the right-hand side as you approach West Gate.

All visitors should have obtained travel insurance and an EHIC (European Health Insurance Card) before travelling to Germany as they will not be covered under our local Medical arrangements.

## Welfare Accommodation

Welfare Accommodation with a 1 Bedroom Flat & a 3 bedroom house. Below shows the prices per night for each accommodation and booking is through the UK NSE - [gso-ejsu-swgermany-nse-mailbox@mod.gov.uk](mailto:gso-ejsu-swgermany-nse-mailbox@mod.gov.uk).

Welfare Flat – 25 Euros per night

Welfare House – 50 Euros per night



Strategic  
Command

Global Support Organisation

# Ramstein - Welcome

← [Back to Index](#)



## HIVE BLOGS

Keep your finger on the pulse and sign up for current station and local information. Read about health, education, employment, what's on, discounts, charities, welfare, housing and relocation. It's all covered!

[www.ihiveinfo.blogspot.com](http://www.ihiveinfo.blogspot.com)

1. Go to the top left-hand corner of the Blog and enter your email address in the box (not MODnet)
2. Respond to the confirmation email which will be sent to you automatically

You will now receive email alerts summarising posts to the Blog. Just click on links to read more!

Other HIVE Blogs can be accessed through the Army website at: [www.army.mod.uk/personnel-and-welfare/hives/](http://www.army.mod.uk/personnel-and-welfare/hives/)



Strategic  
Command

Global Support Organisation

# Ramstein - Welcome

[← Back to Index](#)

## LEGAL HELP

### UK Matters:

The Law Society (of the respective jurisdictions: England and Wales, Scotland or Northern Ireland) maintains a list of solicitors by location and subject area. The lists can be accessed via the respective Law Society website.

England and Wales <http://solicitors.lawsociety.org.uk/>

Scotland <https://www.lawscot.org.uk/find-a-solicitor/>

Northern Ireland <https://www.lawsoc-ni.org/solicitors>

Military applicants wishing to instruct a Northern Ireland based solicitor should also contact their J2 Security Cell for a list of approved Northern Ireland law firms.

When you return to the UK, you will need to instruct a civilian solicitor.

### Overseas Matters:

Guidance on overseas lawyers can be obtained from the Foreign and Commonwealth Office's (FCO) published List of Lawyers Abroad.

[www.gov.uk/government/collections/list-of-lawyers](http://www.gov.uk/government/collections/list-of-lawyers)



Strategic  
Command

Global Support Organisation

# Ramstein - Welcome

[← Back to Index](#)

The CLOs have everything you need to know when arriving in Ramstein. Once you've completed your initial arrival processing in the NSE, the CLOs will arrange to meet with you to run through some more local details to assist you.

## Dependant Vacancies

Spouses can apply for various Dependant roles in the UK NSE, and St David's School. All jobs are advertised on CLO community emails – keep an eye out for some great opportunities.

## National Insurance

Spouses and civil partners accompanying Service personnel on overseas assignments may be unable to work and therefore not pay UK National Insurance (NI) contributions. This is likely to create a gap in the spouse or civil partner's NI record, which could jeopardise entitlement to the basic State Pension and contribution based Social Security benefits such as Jobseeker's Allowance, and Employment and Support Allowance. Spouses and civil partners are entitled to claim NI credits to maintain their NI record. You must apply to Her Majesty's Revenue & Customs via [www.hmrc.gov.uk](http://www.hmrc.gov.uk)

Applications must be submitted to PMF staff in the NSE once the confirmed end date for the accompanied assignment outside of the UK is known.

## Trading from Home

Guidelines on Trading from Service Families Accommodation (SFA) are found in JSP464 which is available to download by any user who has access to MODNet - contact DIO for more information. No trading is to take place unless prior authority has been given by both EJSU and DIO.

## Television and Radio

As an entitled member of the British Forces and the Civilian component BFBS offers a satellite TV service for your Service accommodation, more details on this from your Community Liaison Officer or at [www.getbfbs.com](http://www.getbfbs.com)

BFBS TV and Radio is also available on the go via an IOS or Android app search BFBS in your app store



Strategic  
Command

Global Support Organisation