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# Location Guide

# Ramstein



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# Ramstein – Community Welcome



# Ramstein – Community House

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Welcome to Ramstein! Whether you are a service person, civilian employee or a family member, we are excited to welcome you to the heart of Europe.

In our Location Guide you'll find essential information and resources to help you navigate your new environment.

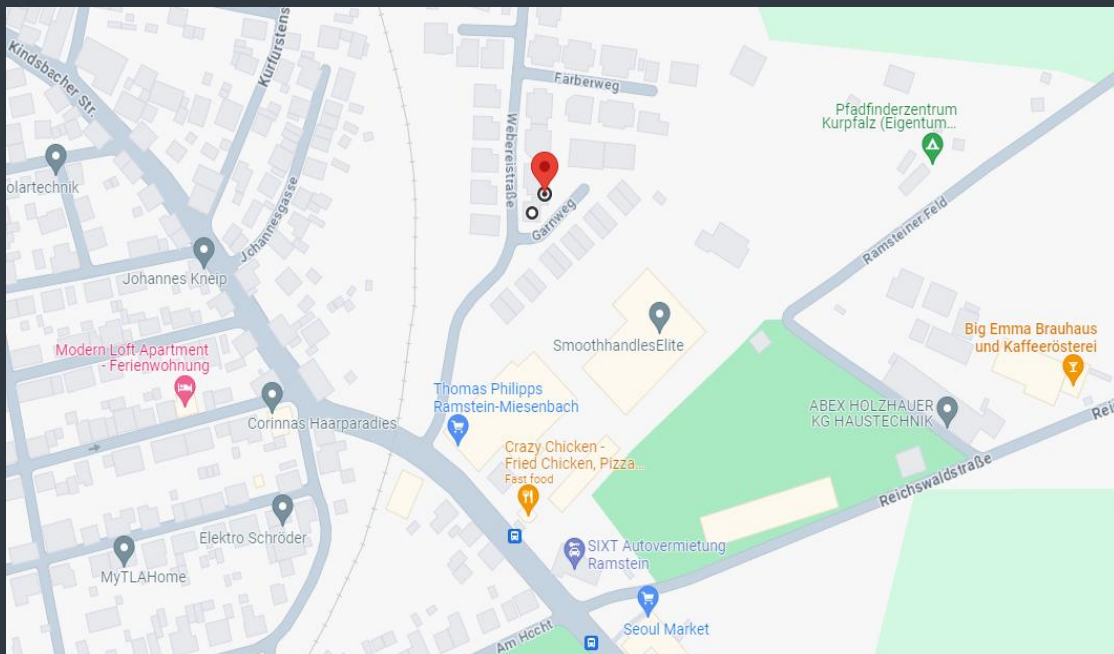
## Community Liaison Officers (CLOs)

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

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

The CLOs also have a private Facebook 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. The CLOs are based in the Community House.

**Community House**  
10 Webereistrasse  
Ramstein-Miesenbach, 66877



## Opening Hours

Monday – Tuesday & Thursday – Friday 09:30 -13:30



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# Ramstein – Welcome – Visitors

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## Visitors

You and your spouse can sign visitors on to Ramstein Airbase. Passes are obtained from Visitor Centre on the right-hand side as you approach East Gate. Your visitors will need to have their passport with them.

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

## Welfare Accommodation

Welfare accommodation is available; booking is through the UK NSE:

[gso-ejsu-swgermany-nse-mailbox@mod.gov.uk](mailto:gso-ejsu-swgermany-nse-mailbox@mod.gov.uk)

Flat 1 – one bedroom suitable for two adults.

Flat 2 – one bedroom with sofa bed, suitable for family of four.

Both welfare flats are available for €25 per night.

## Telephone & 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) 2081112222.

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.



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## UK legal 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 legal 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)

## Employment opportunities for spouses

Spouses can apply for various Dependant roles in the UK NSE and at St David's School. All jobs are advertised on CLO community emails.

## 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 His 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.



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## 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 at [www.getbfbs.com](http://www.getbfbs.com) BFBS TV and Radio is also available via an IOS or Android app search BFBS in your app store.



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# Ramstein – Pre-arrivals



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## SW Germany National Support Element

### Key NSE information:

- 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.
- 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.
- 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:

- A NATO ID Card cannot be obtained prior to your JPA Assignment Order date.
- 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 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 contact the NSE at [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.



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# Ramstein – Pre-arrivals

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## 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

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.

### 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 Global Business Travel (GBT).

If driving from the UK you are entitled to Motor Mileage Allowance for two cars. Please ensure that you register / update your details with GBT. This will prevent delays with your booking for your move. Updating your details will also assist the Travel Cell while 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:

All transient travel reservations and online support – (+44) 0207 949 4812

All group travel reservations - (+44) 0203 788 4080



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# Ramstein – Pre-arrivals

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	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 GDP</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 - Accommodation



# Ramstein – Accommodation

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## 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

*This phone number is for emergency requests only it is not manned during office hours.*

## REPORTED FAULT / REPAIRS RESPONSE TIMES

DIO does not retain any contractors in Ramstein, all repairs are the responsibility of the landlords. DIO will do its best to repair reported faults within the given time frame however, as all properties are leased, response times may vary with landlord contractor availability.

### **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:**

Examples: Complete loss of hot water from primary source; partial loss of lighting or power to socket outlets.

### **Routine: within 20 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.



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# Ramstein – Accommodation

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## 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 in accordance with the Licence to Occupy.

## 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. Chimney sweeps: Local chimney sweeps may appear without warning and DIO have no control over their arrival or appointments as they are contracted to the Local German Council.

## 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](mailto:DIO-RAMSTEIN-HELPDESK@MOD.GOV.UK),  
Phone: +49 (0)6371 40 1411

## 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 to bring 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.



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# Ramstein – Accommodation

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- 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.

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.



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## **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-ESGFL@mod.gov.uk](mailto:DIOSDOS-ESGFL@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.

## **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 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)



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# Ramstein - Accommodation

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Pathways, road 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

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## **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.



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# Ramstein – Waste & Recycling

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# Ramstein – Waste & Recycling

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## Waste & Recycling

Domestic refuse collections are collected weekly on various bin rotations, please see website for your specific road details and waste guide:

<https://www.kaiserslautern-kreis.de/verwaltung/abfallwirtschaft/english-language-subsite/>

Bins must be placed outside 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. After a German holiday, refuse collection will be out a day or two, put the bins out on your usual day and expect them to be a day or two out before collection.

Rubbish must be separated into Bio, paper and residual waste:

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

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 should be recycled at using bottle banks which can be found at local supermarkets and other areas.

## Bulk waste

Each household can have bulk waste picked up twice a year (up to 5 cubic meters per pickup) by the local council. This can be organised by contacting the email addresses below.

Mattresses/furniture/bulky etc: [spermuell@kaiserslautern-kreis.de](mailto:spermuell@kaiserslautern-kreis.de)

Electricals: [elektroschrott@kaiserslautern-kreis.de](mailto:elektroschrott@kaiserslautern-kreis.de)

You'll be notified of the pickup date in writing approx. 10 days after your request. The usual waiting time is approximately 3 weeks.

Disposal of hazardous waste such as old oil, car batteries and tyres is strictly regulated, refer to the waste guide above for more information on how to dispose of these items.



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# Ramstein – Waste & Recycling

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## Pfand system

- In every supermarket there is a “pfand” system for recycling plastic, glass bottles and cans. Items accepted through the “pfand” system have a logo on the side.



- Once items are returned via the supermarket’s pfand collection point, a receipt will be given for either claiming in cash (usually up to €10) or money off your shop.
- You can also get money back on glass bottles that are German brands. For all other glass jars and bottles not accepted by the machines, glass recycling banks can be found in every village and most supermarket carparks.
- Some supermarkets also have bins for battery/cartridges/household electricals etc... For green/bio waste that is too big for your bin, there are local green recycling centres in Ramstein and near Mackenbach.

## Recycling Centres

Recycling centres are available in the local area, booking is required using the following website:

[Wertstoffhof Kaiserslautern | ZAK - Zentrale Abfallwirtschaft Kaiserslautern](#)

Kindsbach – ZAK (Wertstoffhof Kindsbach)  
Hirtenpfad 65  
66862 Kindsbach

### Opening hours

Wednesday to Friday: 1am – 5pm  
Saturday: 9am – 1pm

Kaiserslautern - ZAK (Zentrale Abfallwirtschaft Kaiserslautern)  
Kapiteltal  
67657 Kaiserslautern

### Opening hours

Monday to Thursday: 8am – 12 am & 1pm – 4pm  
Friday: 8am – 12am and 1pm – 5pm  
Saturday: 8am – 12am



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# Ramstein – Vehicles & Travel

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## 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 the MT Controller during your NSE arrivals who will give you all 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 for all passengers and first aid kit in the boot.

If a car is stopped on the Autobahn for any reason, the red triangle must be placed 200 meters behind the car. The triangle must be placed 100 meters behind the car 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 within 45 days as part of the arrival's procedure – please visit the VLO Clk in the NSE for guidance. During the registration process your vehicle will require a full German roadworthiness test if more than 3 years old, vehicles under 3 years old only require a light test for LHD traffic.

## Aral Fuel Card

Duty free fuel cards are available to apply for 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. There is an initial €50 charge followed by a €10 each quarter (paid annually). This concession offers a significant saving on fuel. Please check your spam folder as emails often end up in there.

## Winter Tyres

The German authorities require the use of winter tyres or 'all season' tyres when conditions dictate. The correct symbol for German winter tires is the Alpine symbol, which is a snowflake inside a three-peak mountain icon (3PMSF). Only tyres with this symbol are legally compliant for winter use in Germany.



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## Accidents

- **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 (right-hand drive 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.



# Ramstein – Vehicles & Travel

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## **Tax Free Vehicles**

Service personnel assigned to Germany who have purchased a tax-free vehicle are to note that, under current HMRC regulations, for onward assignments from Overseas to Overseas where you would prefer not to take the vehicle with you, it cannot be placed into storage/left in the UK without incurring import duty and VAT.

HMRC expect vehicles to be moved to your new location with a few exceptions. For example, the USA 25yr old right-hand drive vehicle rule does not apply to military moves, so HMRC would expect a service person moving from Ramstein to the USA to take the vehicle with them to the USA or pay the taxes due if they chose not to.

To find out more about your entitlement to Tax Free vehicle contact HMRC.



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# Ramstein – Childcare & Education



# Ramstein - Education

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## Nursery Provision

There is no resident UK nursery provision for under 3s in Ramstein.

Childcare provision is available through the American Child Development Centres (CDCs). Places are limited and wait times are anywhere between 3-12 months. There is a preference system in place, with single parent military families having top priority going down to families who are here under civilian contracts.

CDCs are located on Ramstein Airbase as well as the smaller local bases. Some bases are only a 5 mins drive from Ramstein, some are up to 30 mins drive away. CDCs offer wrap around childcare for pre-school children (6 weeks to 5 years). We recommend that if you want to use a CDC to get on the waiting list ASAP, and to apply to more than one to increase your chance of securing a place. Applications are made online; create an account to be put on a waiting list: <https://public.militarychildcare.csd.disa.mil/mccu/ui/#/>

## British Primary School

Primary school education is delivered by St David's, an MOD School located in Ramstein village. It is for British children aged 3 up to 11 yrs.

**Foundation Stage 1 (pre-school)** education is available at St David's for children from the first term after their 3rd birthday. Provision is on 5 days a week basis, from 08:50 to 11:45. Please contact the school directly for further information about the application process on 0049 (0) 637142717 or visit the website: <https://stdavids.school/>.

## Secondary Schooling

There is no resident UK secondary schooling at Ramstein although there are the US Middle/High School located on the airbase and International School in Landstuhl.

The secondary schools' details are as follows:

International School Westpfalz  
Nikolaus-von-Weis-Straße 10, 66849, Landstuhl,  
+49 6371 980 930, [info@is-westpfalz.de](mailto:info@is-westpfalz.de)

Ramstein High School, 66877, Ramstein, +49 6371 476952



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## Overseas Education and Supportability Team (OEST)

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

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.
- More details are available on the [DCS website](#).

## Advice

If you are considering an overseas posting, please get in touch with OEST as early as possible. They can advise on the impact the posting may have on your child's education and provide the information you need to make informed decisions. OEST can also assist if circumstances change throughout your tour or your child/ren will be scheduled to start a critical stage of secondary or advanced education before your end-of-tour date as this could have significant implications for their education. While it is every parent's responsibility to research and make choices about their child's education overseas, OEST can help with this process.

## Supportability

The MOD needs to be confident that a child's educational needs can be met in any overseas location. This means that before a Service person travels abroad, they must ensure their children have Confirmation of Educational Supportability. The emphasis of the supportability assessment is positive. Where possible, they 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 OEST.



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## **Special Educational Needs & Disability (SEND)**

DCS/OEST 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 has 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 educational setting to ensure that they are safe and supported at all stages of their education. Please contact on [RC-DCS-HQ-OES@mod.gov.uk](mailto:RC-DCS-HQ-OES@mod.gov.uk) for more information.



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# Ramstein – Health



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## Healthcare Information - Outline

**Please read the Defence Global Practice (DGP) Patient Information Leaflet which contains important and relevant information for all DGP 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. Your healthcare during this assignment will be delivered by Host Nation providers, with secondary care coordinated by Healix in conjunction with the DGP. You may also be referred into NHS services where appropriate.

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

A number of local healthcare providers use the Doctolib app for making appointments and repeat prescriptions. You need to be registered with the provider first.

## Arrivals / Departures & Registrations

- Defence Global Practice (DGP) -  
Email: UkStratCom-DMS-DPHC-DGP-enquiry@mod.gov.uk
- One HMG Healthline (Healix)  
Tel: +44 (0) 2084 817800  
Email: healthline@healix.com

## Emergency Healthcare Provision

**Call 112 in an emergency requiring an ambulance.**

If you require urgent care that cannot wait until the next working day, then attend the local accident and emergency department (A&E). If you attend A&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) 208 481 7800 and can also reach the DGP clinical team when required.



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## 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&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 DGP clinical team when required.

**Adults – Nardini ED -Landstuhl Nardini Klinikum**  
Nardinistr. 30  
66849 Landstuhl Reception: +49 (0)6371 840

**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



# Ramstein – Primary Healthcare

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## 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. 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 DGP has a longstanding relationship and are very used to treating UK MOD patients. While you are free to visit any primary care provider of your choice, attending one of the providers mentioned below will mean that billing is automatically arranged for you and reports from your visits get sent to DGP for inclusion in your UK primary healthcare record.

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

### American Medical Center

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

For children, primary healthcare provider will normally be paediatrician 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:

### Ritter docs

Schulstrasse 2  
66877 Ramstein-Miesenbach  
Tel: 06371 50398

Mon, Thu 0800-1800, Tue 0800-1730  
Wed 0800- 1200, Fri 0800-1300



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# Ramstein – Prescriptions

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## 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.

## Repeat Prescriptions

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

## Flu vaccine

If you would ordinarily be entitled to an annual NHS flu vaccine, please contact Healix for advice.



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# Ramstein – Women’s Health

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## 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 at the Nardini hospital.

Nardini Klinikum  
Nardinistraße 30  
66849 Landstuhl  
Tel: +49 (0)6371 842801  
<https://www.nardliniklinikum.de>

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

## 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 please contact Healix or Defence Primary Healthcare (DPHC).

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

## Pregnancy and Maternity Care

It is important that you let Healix know of your pregnancy so that you can be linked into the local service. Ensuring your baby is registered will allow the DGP 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. Obstetricians work in conjunction with a Host Nation midwife. The Frauenarzt for your area is:

Dr Muayyad Al-Alime  
Nardini Hospital  
Nardinistraße 30  
66849 Landstuhl  
+49 6371 840



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## **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 asked to take 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 while you are there, they can access previous information and record their findings.

## **Childhood Immunisations**

The DGP should be forwarded any immunisations so they can be entered on the national screening system.

## **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) who will be able to assess your need and propose referral to specialist services if required.

In addition, DGP 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, DGP 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 contact the DGP.



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## 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 the 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, Landstuhl, 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 DGP.

## Occupational Health

The DGP is responsible for the Occupational Health of service personnel 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 service personnel requested to seek appropriate investigations and reports via host nation services prior to the appointment. In addition, the DGP visits Ramstein several times a year to conduct in person occupational medicine and audiometry appointments. The DGP 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 service personnel have any queries about occupational health or force health protection requirements they are encouraged to contact DGP for advice. Please note occupational health statistics are available to Commanders/Line Management through JPA and Defence Gateway Apps.

Should service personnel 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 DGP as their DPHC Practice to inform them of the change and have their occupational health reviewed as required. Where service personnel are stood up for deployment DGP can also be contacted to provide pre-deployment health advice as required.

Please note that DGP 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-imburement rules that apply for eye-tests and spectacles depending on whether you are a service person 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 service personnel may claim re-imburement 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, service personnel 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 DGP (including requirement for ballistic lenses or respirator inserts).

Crucially, re-imburement 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 in accordance with the NHS Voucher Scheme. Children under 16s 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-imburement from the MOD if the eye-test and spectacles are in support of a clinical condition or clinical screening programme.



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## Finance & 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 DGP Guide.

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

- American Medical Centre
- Ritterdocs (children's GPs, Ramstein village)
- Loewen Apotheke (Ramstein village)
- MVZ Westpfalz, Landstuhl

If you attend a facility where there is no cashless billing in place with either the DGP or HEALIX, you must contact HEALIX for assistance with payment in the first instance. The DGP 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 DGP JPA claims process. For all queries regarding billing or JPA re-imburement claims, please view the DGP guide or contact the DGP Finance Group Mailbox on:

UKStratCom-DMS-DPHC-EJSU-Fin@mod.gov.uk

## Translation and Interpretation

In addition to any host nation provided language interpreters who may be available in bigger hospitals/facilities, DGP 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 DGP 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#



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# Ramstein – Finance & Billing

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Cashless billing dental practice established with Healix:

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

Other local dental practitioners in or near Ramstein:

Zahnärztliche Gemeinschaftspraxis Ramstein  
Marktstrasse 4  
66877 Ramstein-Miesenbach  
Tel: +49 6371 953366  
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

## **Orthodontist**

Dr Burga Ripplinger,  
Poststrasse.10,  
66877 Ramstein  
Tel. +49 63 71 4 44 22  
info@kfo-ramstein.de



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# Ramstein - Pets



# Ramstein - Pets

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## **Pets**

If you wish to bring any pets into Germany during your tour, please ensure you check for the most current up-to-date information on the gov.uk website.

Travelling from the UK with pets - <https://www.gov.uk/taking-your-pet-abroad>

Travelling to the UK with pets - <https://www.bring-pet-to-great-britain>

The same link should be used 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 (see Accommodation section).

In Ramstein, it is a legal requirement to register all dogs at the Town Hall (Rathaus) in Ramstein (no fee for NATO personnel). Take ID and Pet Passport.. A dog tag is issued with a number.

Rathaus address: Am Neuen Markt 6, 66877 Ramstein-Miesenbach, Phone: +49 6371 5920.



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# Ramstein – Postal Services



# Ramstein – Postal Services

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## Postal Services

The BFPO is located in building 539 within the NSE corridor. The BFPO Counter is open Monday to Friday 08:00 to 12:00.

The BFPO number for Ramstein is **BFPO 109**. A UK postcode has been assigned to the Ramstein BFPO number to enable easier ordering of items online. This is BF1 0DL.

Due to Brexit, ALL parcels being sent to BFPO 109 require a customs label called a CN22. 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 once a week from BFPO 109.



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# Ramstein - Security

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## 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.

### Restricted Countries

The restricted countries list has replaced Countries that Special Security Regulations Apply (CSSRA). SP are not to travel to Restricted Countries without approval from local Security team. Further guidance can be found via the link.

## HEAD OFFICE OVERSEAS TRAVEL

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



## 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 police.**

## Vehicle Registration and Car Security

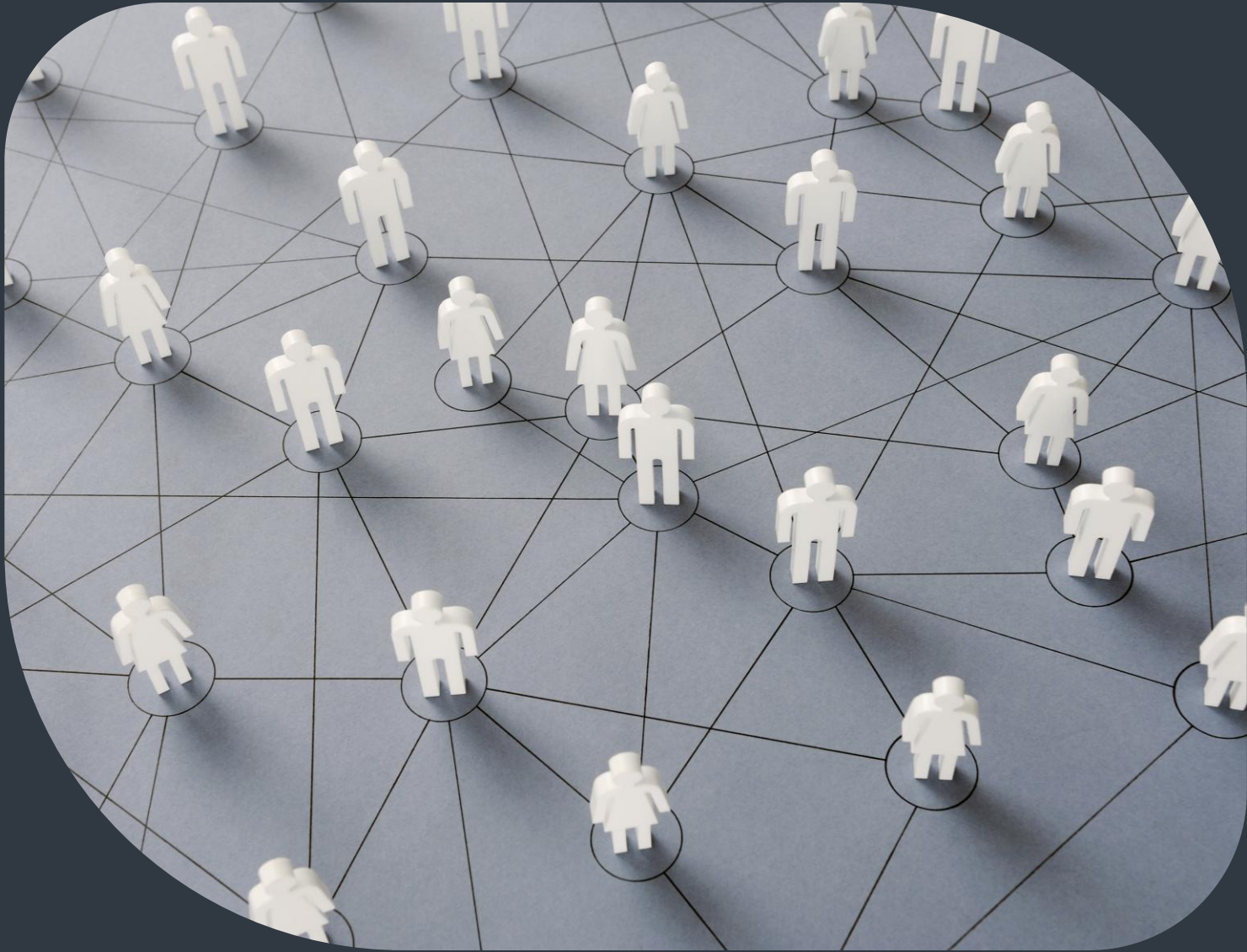
High visibility retro reflective jacket (safety jacket/ reflective vest) must be carried inside the vehicle when using it. In case of stopping of a vehicle in an area where waiting and parking are forbidden all vehicle occupants must wear a reflective vest for safety and by law.

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 – Useful Contacts



# Ramstein – Useful Contacts

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Police, Fire and Ambulance	112
GSO Duty Officer	0032 4799 11075
JCCC	0044 1452 519951
Healix Medical and Dental	0044 2084 817800
Defence Global Practice (DGP)	<u><a href="mailto:UKStratCom-DMS-DPHC-DGP-Enquiry@mod.gov.uk">UKStratCom-DMS-DPHC-DGP-Enquiry@mod.gov.uk</a></u>
American Medical Centre (cashless billing)	0049 6371 495021
Ritterdoc (Paediatric GPs)	0049 6371 50398
Paediatrics and Neonatology	0049 6841 1628000
Emergency Dept	
Hospital A&E Adults – Nardini (Landstuhl)	0049 6371 840
Hospital A&E Children – Westpflaz	0049 631 2030
Klinikum (Kaiserslautern)	
Dr Antal Dobos – Dentist (cashless billing)	0049 6372 6960
NATO Police	0049 6371 401000
USAF RAB Police (off-post accidents)	0049 6371 476060
	0049 6371 472050
DIO Emergency	0049 1735 383562
DIO Helpdesk	0049 6371 401411
DIO Duty Officer	0032 4757 53850
EJSU Welfare Officer	0032 4787 91575
	0032 4735 25566
Health Visitor	0044 3001 588791
Midwife	0032 4609 72247
Padre	0032 4706 64582
Army Welfare Service (Tri-Service)	0044 1904 882053
St David's Primary School	0049 6371 42717



Strategic  
Command

Global Support Organisation