



## Welcome to the Kaiserslautern Military Community (KMC)!

This quick reference guide will help you navigate your first few days at Ramstein Air Base. Please review the information below before attending the Newcomer Briefing.

**Base Address for Navigation:** Ramstein Air Base, 66877 Ramstein-Miesenbach, Germany

### Reception Desk

- Location: Air Force Inn, Bldg 3336, Ramstein AB (Across from the Passenger Terminal)
- Hours: 0900-1900
- Phone: DSN 479-5792, Commercial +49 631 5367118

### After-Hours Support

The lobby remains open after 1900 for walk-in guests to check room availability information, pick up a welcome packet, and complete the ODP Support Intake form.

### Daily Inbound Briefing

- Time: 0900 – 1000 Daily
- Location: Air Force Inn Lobby
- M&FRC, Housing and DoWEA representatives will be available to assist with next steps.

### Navy Points of Contact (Located in the KMC Area)

- Catherine Knapp, WhatsApp: 345-777-8955, [catherine.m.knapp.naf@us.navy.mil](mailto:catherine.m.knapp.naf@us.navy.mil)
- Michael Yates, WhatsApp: +49 1522 6459297, [michael.d.yates14.naf@us.navy.mil](mailto:michael.d.yates14.naf@us.navy.mil)

### Airport Transportation Information

#### **Frankfurt Airport → Ramstein Air Base:**

- **Rental Car** – Driving time is about 1 to 1.5 hours via Autobahn A6. The government cannot endorse any non-federal entities or commercial services. Rental car options are available through various providers, including Hertz and Sixt on Ramstein AB. You are encouraged to compare rates and terms to determine the best option for their needs.
- **Train** – You can take a Deutsche Bahn train from Frankfurt Airport to Kaiserslautern Hauptbahnhof (main station), then continue by taxi or bus to Ramstein Air Base. (<https://www.bahn.de/>)
- **Shuttle/Taxi Services** – There are commercial shuttle and taxi services between Frankfurt Airport and the Ramstein/KMC area. Travelers should research for current options and choose a provider that best meets their needs.

### Local Transportation (KMC Area):

- **Train** – Reliable service between Kaiserslautern and surrounding towns.
- **Bus** – Local bus system connects Ramstein, Landstuhl, and Kaiserslautern.
- **Taxi or Rideshare** – Available in the Kaiserslautern area.
- **Personal Vehicle** – Most personnel rely on personal vehicles for commuting.

### Temporary Lodging

- Air Force Inn, Address: Building 3336, Flugplatz Ramstein, 66877 Ramstein-Miesenbach, Germany, DSN: 480-4920, +49 06371-47-4920
- Off Base Hotels: See attached listing of off-base hotels and accommodations.

### Traveling With Pets

If you are arriving with pets, ensure you have:

- Updated vaccination records & microchip documentation
- Health certificate for travel
- After arrival, register your pet with the Kaiserslautern Veterinary Clinic

There are various German laws pertaining to pet. Pls see the attached for details. For further assistance, please contact the Veterinary Clinic, DSN: 590-1900, COMM: 06371-9464-1900, Email: [usarmy.landstuhl.medcom-ph-e.mbx.vnce@health.mil](mailto:usarmy.landstuhl.medcom-ph-e.mbx.vnce@health.mil).

### DOWEA School Enrollment

Families with school-age children can enroll them in Department of War Education Activity (DoWEA) schools upon arrival. Bring the following documents:

- Student transcripts or previous school records
- Immunization records
- PCS Orders
- Identification documents

For further assistance, please contact the Ramstein School Liaison Office, **DSN:** 480- 9374, **COMM:** +49 6371-47-9374, Email: [86MSG.SLO@us.af.mil](mailto:86MSG.SLO@us.af.mil)

### Permanent Housing Options

During the daily briefing, Housing personnel will be on site to discuss the available housing options. Depending on availability and individual needs, options may include on-base housing, Temporary Lodging Allowance (TLA), or housing in the local economy.

# SAFE HAVEN QUICK REFERENCE GUIDE

## Postal Service

In-Processing forms:

<https://www.86fss.com/post-offices/>

## Pending Mailing Address:

PSC 1 Box XXX

APO AE 09009

Southside Post Office (SSPO), Building 2410,  
Mitchell Avenue, Ramstein Air Base, DE 66877



## Stay Connected!

Download the AF Connect app from the Apple App Store or Google Play. Once it's installed, just search for 'Ramstein' and add it to your favorites. You'll get base news, events, emergency notifications, and lots of helpful newcomer info all in one place.

## Useful Numbers

Service	DSN (See below for conversion)
Air Force Inns & Lodging	480-4920
Base Operator	480-1110
Chapel	480-6148
Civilian Personnel	480-5850
Child Development Centers	489-7419
Child and Youth Programs	478-7420
Emergency (Fire/Medical)	112
EFMP-FS	480-5100/5900 or email 86FSS.EFMP@us.af.mil
Finance	480-7201
ID Cards / DEERS / Passports	480-2240
Landstuhl Regional Medical Center ER	590-6321
Legal Office	480-5911
Mental Health	479-2390
Military & Family Life Counselors	49-1515-674-8179, 49-1522-607-9170, 49-1522-607-9489
Military & Family Readiness Center	480-5100
School Liaison Officer	480-9374
Veterinary Clinic	590-1900
Visitor Control Center	480-5775
<b>DSN Conversion: 478-XXXX = 06371-405-XXX   479-XXXX = 06371-46-XXX   480-XXX = 06371-47-XXXX   489-XXXX = 0631-536-XXXX   590-XXXX = 06371-9464-XXXX</b>	

## Questions? Contact Your Ramstein M&FRC.

Military & Family Readiness Center  
Lawn Avenue, Building 2120  
Ramstein Air Base, Germany  
+49 6371-47-5100 DSN: 314-480-5100

## CONNECT WITH US

[86fss.mfrc@us.af.mil](mailto:86fss.mfrc@us.af.mil)

[facebook.com/profile.php?id=61553767864050](https://facebook.com/profile.php?id=61553767864050)

[instagram.com/ramsteinmfrc/](https://instagram.com/ramsteinmfrc/)

[86fss.com/mfrc/](https://86fss.com/mfrc/)



## Factsheet on Dog Keeping in Germany

### The most important stuff at one glance:

1. The use of any electrical devices for disciplinary purposes (electrical fence, anti-bark, collars with remote control) is not allowed.
2. It is not allowed to permanently keep a dog in a box; only two hours per day at the most.
3. Inside developed areas, dogs must be always kept on a leash. In the countryside you need to put the dog on a leash if somebody is approaching.
4. When unleashing your dog be mindful of local wildlife and hunting seasons. If your dog mauls a wild animal, it can be considered poaching and animal cruelty and will be heavily fined. Dogs mauling wild animals can legally be shot by hunters.
5. It is recommended that pet owners obtain liability insurance, which is available from commercial insurance companies. Usually, personal liability insurance is obtained in conjunction with pet liability insurance.
6. Certain dogs are considered “dangerous breeds” and cannot be imported to Germany except for very niche situations.
7. Pick up after your dog. Many places have free dog-poop-bag dispensers
8. All animal-shelters in Germany are non-kill.
9. U.S. Military Vets don't offer emergency services. Therefore, it is highly recommended to find a German vet for potential after-hours emergencies.

### First Steps:

Pets do not have to be quarantined in Germany as long as they meet the entrance requirements. Your pet needs an ISO-compatible microchip, as well as a bilingual health certificate. It is important that this health certificate not be more than 10 days old, that the rabies vaccination is at least 21 days old, and that the microchip is implanted prior to the rabies vaccination.

Upon arrival or adoption of new pets, all pets living on and off-base, must be registered with the Kaiserslautern Veterinary clinic on Pulaski Barracks (Vogelweh Military Complex), Bldg. 2928 or another Military Veterinary Treatment Facility (i.e. Baumholder). Veterinary Services are appointment based only and emergency care is not available. Registration consists of maintaining a current medical record and a valid rabies certificate (for cats and dogs). If vaccines are given to your pet off-base, please bring proof of vaccination so we can update our records.

Get in contact via: [usarmy.landstuhl.medcom-ph-e.mbx.vmce@health.mil](mailto:usarmy.landstuhl.medcom-ph-e.mbx.vmce@health.mil)

Veterinary Medical Center Europe: Monday to Friday, 7:30 a.m. to 4:00 p.m. (closed from 12:00 p.m. to 1:00 p.m. for lunch) by appointment only; DSN: 590-1900 or 06371-9464-1900.

Pet owners arriving at the Ramstein Passenger Terminal will be assessed a 55 Euro veterinarian examination fee in accordance with European Union Ordinance #998/2003. The fee will be charged per household, not per pet. The fee is not reimbursable on travelers' orders and will be payable by credit card only.



### **General Advice:**

"People keeping, caring or having to care for an animal are not allowed to limit the animal's opportunity for species-specific movement in a way that the animal suffers from pain, diseases or injuries. "

This is what the 'German Animal Protection Law' says to be applicable for all animals kept as pets. If this law is violated a prison sentence of up to three years or fines of up to €25.000 will be imposed. Observing the characteristic needs of a dog when keeping him indoors thus includes proper exercise. A dog kept indoor should be taken out for a walk several times a day (at least one hour per day).

It is not allowed to chain up the dog within the apartment or keep him locked in a separate room. Balconies, basement rooms or the bathroom are not right places to keep a dog. To sleep and to rest the animal needs a clean, draft-free place where he will not be disturbed. A clean feeding bowl and a well-filled water are must. A dog is not at all a garbage chute. Spiced and salted food is harmful to animals. The right food for pets is offered by a variety of department stores and special shops (pet stores I).

A dog needs attention care and, what is very important, caress.

Those who offer their dog a home including the above requirements will be rewarded with the devotion and thankfulness of the animal. For dogs not kept indoors, the "regulation on keeping dogs outside" is to be observed. If you choose to keep your dog in a kennel or chained up, you should become familiar with this regulation.

Finally, we would like to emphasize those shortcomings in the keeping of animals detected by our animal protection commissioners will be denounced.

### **Use of Leashes:**

The Office of Public Order reminds dog owners that they need to always keep their dogs on a leash inside developed areas in community limits. Outside developed areas, dogs must be automatically put on a leash in case of other persons approaching. Violations against these rules may be punished by fines up to €5,000.

### **Cleaning up:**

Furthermore, the pollution of public places, in particular parks and playgrounds, with dog feces is on the rise creating a health hazard particularly to children as well as a nuisance to the inhabitants as well as the community workers required to clean the litter.

### **Dog Barking:**

Barking has to be kept at a minimum. During quiet hours between 10 p.m. to 6 a.m. and 1 to 3 p.m., dog owners must ensure neighbors are not disturbed by barking, whining or howling. Outside these hours, dog owners must ensure dog noises do not last longer than 10 minutes in a row, respectively exceed 30 minutes cumulatively per day. If necessary, the dogs have to be kept inside the house in accordance with animal protection laws.



**To Run Free or Not:**

Pets are not allowed to run free, and if they do so, the owner may be held liable for any bodily injuries or property damage that the pet may cause. German law imposes strict liability on the owner for damages, regardless of whether the pet is in the possession of the owner, lost, or abandoned. Therefore, it is recommended that pet owners obtain liability insurance, which is available from commercial insurance companies. Usually, personal liability insurance is obtained in conjunction with pet liability insurance.

**Abuse/Neglect:**

Allegations of abuse or neglect are normally made to the security police or military police. An investigation will be conducted, and the owner may be charged with pet neglect under the UCMJ. The unit commander or supervisor will take appropriate administrative or disciplinary action, to include disposition of the pet, if appropriate. If you live on the economy, you may also have to appear before an investigator, who will notify you of the charges and your rights. Pet abandonment is not condoned in Germany. Service members caught neglecting or abandoning their pet will be disciplined.



## **German Rules on Dangerous Dogs**

In April 2001, German law was passed on import of dangerous dogs for protection of the citizens. The local offices of public order (OPO) at city and county level are appointed to enforce the dangerous dog regulation.

Dangerous dogs are defined as animals either

- known to be vicious
- having indicated inclinations to attack game or livestock
- having attacked persons
- having shown unusually aggressiveness

Automatically included are Pit Bull Terriers, American Staffordshire Terriers, and Staffordshire Bullterriers and dogs descendant from one of these dogs.

Some German states have included addition dog breeds in the definition. However, Rhineland-Palatinate – the state were Kaiserslautern, Ramstein-Miesenbach, Landstuhl and Baumholder are located – only includes the above-mentioned breeds. If you fly into Germany, you will not have to comply with the list of the state of the airport, but the list of the state you will live in.

These races and any dogs deriving from these races cannot be imported to Germany. Breeding, reproduction, and trade of dangerous dogs are prohibited. The responsible authority may order the dog to be neutered. Dogs may not be trained or bred to become dangerous dogs.

Permission by the local authority is required to keep a dangerous dog. The owner must justify the need to keep the dog, for example as a watch dog. Furthermore, the owner must be at least 18 years of age and personally qualified. Personal qualification requires passing an aptitude test administered by a person or office certified by the State Veterinarian Chamber. This test is only valid for 5 years and only connected to the dog that is tested together with the owner.

Certain criteria automatically disqualify persons to own dangerous dogs:

- final conviction for at least one crime committed with premeditation or twice for crimes committed while drunk within the last 5 years
- addiction to alcohol or drugs, or mental illness or impairment
- repeated violation of dangerous dog legal provisions

Dangerous dogs must be kept safely. They must be marked with an electronic chip applied by a veterinarian. The dog owner must show proof thereof to the local authority. Furthermore, if the dog is lost or given into somebody else's custody for more than 4 weeks the owner must notify the local authority.

In public areas, including common areas in multi-family housing such as stairwells, dangerous dogs must be on a leash and wear a muzzle. Dog owners may ask for an exemption to wear a muzzle if the dog poses no danger to public security. Persons walking dogs in public must be 18 years or older, physically able to control the dog and not disqualified. A person may only walk one dog at a time.

# 86TH AIRLIFT WING

STAY INFORMED - STAY CONNECTED



# PUBLIC AFFAIRS

## ENGAGING W/ MEDIA

Please coordinate through 86 AW/PA before engaging with media.

Media outlets may try contacting you over the phone, via social media, email or in person while off base.

If approached by a reporter without an 86 AW/PA rep present, please refer them to PA and respectfully decline to answer their questions (don't say no comment.)

## ONLINE CONDUCT

Please adhere to all applicable AF/DOW social media guidance. Certain guidance may apply to private accounts with no apparent military affiliation

Remember OPSEC. Avoid posting online, or discussing publicly, about sensitive operational information to include the current location or planned movements of military members. Taking pictures on base is only authorized with prior 86 AW/PA coordination

When in doubt, ask your supervisor or contact 86 AW/PA before posting.

## CONTACT US!



314-480-9199



RAMSTEIN.AF.MIL



86AW.PA@US.AF.MIL

### WEBSITE



### FACEBOOK



### INSTAGRAM



### AIR FORCE CONNECT APP



Android



iOS