



ARMY COMMUNITY SERVICE





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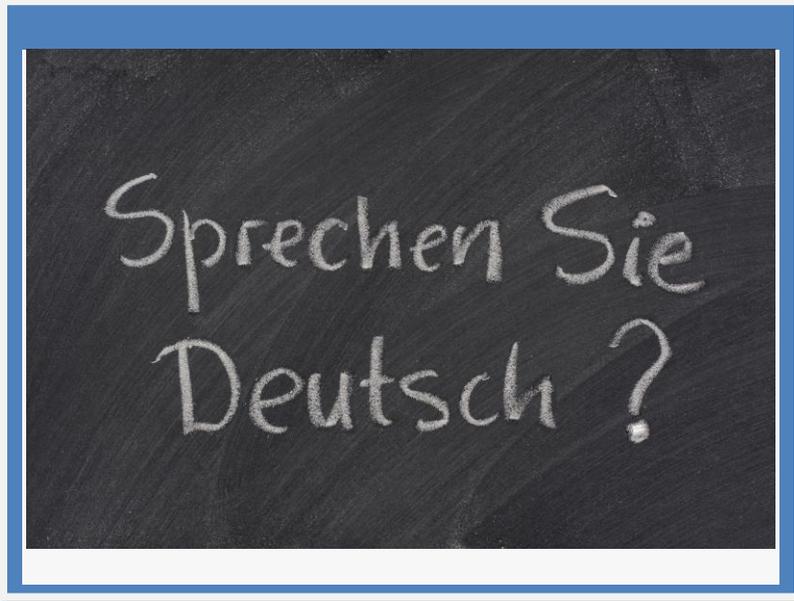


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WELCOME TO BAVARIA!

So you or your Soldier have orders to move to the Bavarian Military Community, now what?

Moving to Europe is an exciting adventure; an opportunity that fewer and fewer Soldiers and Families will get to experience! However, if you're not properly prepared, the move to Germany can be a very stressful one. We have provided some information and links to official information to make your PCS a smooth one.

AFTER RECEIVING ORDERS:

Some families have the luxury of receiving their orders six months out, but many do not.

Regardless of how much time you have to plan, there are a few key things that you need to do prior to PCSing to Germany. Among them, the two that will most likely help the most; visit www.planmymove.org to make sure all of your I's are dotted and T's are crossed for a big move, such as this. Secondly, fill out the appropriate paperwork to be assigned a sponsor. Your sponsor can help you navigate a lot of issues prior to arrival in-addition-to assisting upon arrival.

You can request a sponsor on-line by going through the EASI Gate system – CAC Login required at <https://www.updb.hqusareur.army.mil/portal/default.asp>.

Next you'll need to become familiar with a few key terms as they will affect your ability to reside in Germany and travel throughout Europe. You and your dependents will need to be Command Sponsored in order to move on orders to Germany. The steps for becoming Command Sponsored are below. As part of the Command Sponsorship process you will need to successfully complete all required EFMP screenings. **This process can be confusing and is often done *wrong* when Soldiers or Family**



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members try and go it alone. So it is important that you contact your local ACS or EFMP office for assistance. Successfully completing your EFMP screening is much too important to leave to chance. **The EFMP process can be lengthy – if registered in EFMP, it is important to submit command sponsorship/EFMP screening documents as soon as possible.** Contact the appropriate party on your CURRENT installation for assistance. You can find out more about the EFMP travel screening process by logging on to:

<http://efmp.amedd.army.mil/screening/travel.html>

WHAT IS COMMAND SPONSORSHIP?:

*** Must Read***

When a Soldier receives assignment orders to move overseas, he or she will receive orders which are either Accompanied (with dependents) or Unaccompanied (without dependents). Family members must be Command Sponsored to be eligible for a fully funded move overseas and to receive access to and support from installation facilities. The Soldiers new command must approve Command Sponsorship.

The following requirements are necessary for a family member to become command sponsored:

- a. Sponsor must be serving a 36-month tour (cannot be waived).
- b. Sponsor must have 12 months remaining on tour (can be waived by IMCOM-E).
- c. Family member must meet criteria to qualify as a dependent as indicated in Appendix A, Volume 1, Joint Federal Travel Regulation.
- d. Family member must be screened through the Exceptional Family Member Program and cleared to reside in the Soldier's community of assignment.

WHAT DOES COMMAND SPONSORSHIP PROVIDE?:

1. Housing Eligibility
2. Travel: Funded travel for all family members. Without Command Sponsorship, family members must pay all travel expenses. Approval of Command Sponsorship prior to the Soldiers arrival in Europe will allow for concurrent travel, in which family members will travel with the Soldier.



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3. Temporary Lodging Allowance (TLA): Funding provided for up to thirty days of lodging while the Family is searching for a house.
4. Household Goods Shipment: Accompanied Soldiers will have a greater weight allowance than single/unaccompanied Soldiers.
5. Employment: On post employment is only offered to command sponsored dependents.
6. Schooling: Dependent children must be command sponsored to attend DODDs schools.
7. Visas: Command Sponsorship guarantees SOFA status for immigrant residency. Without Command Sponsorship you must use a tourist visa and get permission from the host nation for residency.
8. Postal Service: Command sponsored families are eligible for on post mail delivery.
9. Post Facilities: Command sponsored family members are eligible to use post facilities, including the Commissary, Post Exchange, Gymnasiums, and Medical and Dental Clinics.

HOW DOES A SOLDIER APPLY FOR COMMAND SPONSORSHIP?:

1. Soldiers who arrive unaccompanied to Germany must coordinate with their S1 Section to submit a packet requesting Command Sponsorship. Unit level packet preparation should require no more than three weeks. Soldiers who are approved for Command Sponsorship must complete a 3-year accompanied tour in USAREUR, which starts on the day Command Sponsorship is approved. The following documents are required in the Command sponsorship packet:
 2. DA FORM 4187-1-R (signed and dated by the Battalion Commander with Recommended Endorsement checked)
 3. Enlisted Record brief (ERB)/Officer Record Brief (ORB): This document will be provided by the S1 Section.
 4. DA Form 5888 with EFMP Review Stamp
 5. Copy of PCS Orders
 6. Document(s) justifying Command Sponsorship (Marriage Certificate, Birth Certificate, custody documents, etc.)
 7. Completed request for family travel (4001)
 8. Copy of Passport (for non-US Citizens)
 9. Copy of IMCOM-Europe SOFA Card (for dependents from a VISA restricted country)



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HOW DO MY STATESIDE FAMILY MEMBERS COMPLETE THE REQUIRED HEALTH CARE SCREENINGS?:

1. Exceptional Family Member Program (EFMP) screenings for Command Sponsorship must be done properly to prevent unnecessary delay in completing the Command Sponsorship approval process.
2. Family members **MUST** complete medical screenings at the Army hospital/clinic (stateside) for completion of the Army EFMP Review and to receive an official stamp. **(Do not forward the documents to Germany. This is a common mistake and will delay the Command Sponsorship process. Medical paperwork will not be stamped in Germany and will be returned to a stateside medical facility for processing.)**
3. Contact the ACS EFMP Office at DSN 314-476-2650/2733 or commercial 1 (49) 9662-832650/2733 for any questions about the EFMP Screening process.

BOOKING TRAVEL FOR YOUR FAMILY:

Booking travel for your family does not have to be hard. However, there are some VERY important details that you **MUST** pay attention to. For example, there are a limited number of spaces available for pets on EACH flight and pets are only flown on certain days. In addition, shuttle buses do NOT run from Ramstein Airforce Base 7 days a week. Lack of planning could force you to leave Fido at home or have you stuck in Ramstein over the weekend.

It's important to bring food for you, your family and your pet. It will be a very long travel day and food is not always available. Sandwiches, wraps and granola bars are a good option as well as plenty of water once you are past security.

Click on the link to the USAG Grafenwoehr Patriot Express information site:

<http://www.grafenwoehr.army.mil/patriotexpress.asp>



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PATRIOT EXPRESS FAQs:

Q1: Who is eligible to use the PE?

A1: The PE is open to all DOD personnel and family members on assignment to Germany or currently in Germany with an assignment back to the Continental United States.

Q2: How do I schedule a PE flight?

A2: Contact your local SATO travel office to schedule a PE flight.

Q3: What is the flight schedule?

A3: Example: Flights will leave BWI on a Monday, arrive at RAB on Tuesday and return to BWI the same day. There is NO SHUTTLE SERVICE from Ramstein to your duty station on Saturday and Sunday.

Q4: Can I use the PE for TDY?

A4: Yes. The PE will be the first option of travel when making PCS or TDY arrangements to the Continental United States. When booking travel through SATO, the agent will first check the availability of the PE. If there are vacant seats and the date of the flight meets mission requirements, then the PE will be the mode of travel. If the PE is not an option, then customers will be booked on a commercial flight.

Q5: Will it be more convenient for me to fly into RAB than it was to Frankfurt?

A5: Yes. The team at RAB will track the flights from BWI and will know of any travel delays. They will meet you regardless of arrival time, help you clear customs, and arrange military transportation to your new duty station. The goal is for all new US Army in Europe employees to spend their first night in Germany in their new community.

Q6: Will my sponsor still pick me up from the airport when PCSing to Germany?

A6: No. Sponsors are not authorized to pick up incoming personnel from RAB, instead, transportation will be in place to bring you to your area of assignment so you can spend your first night in your new community.

Q7: Can the PE be used for space available travel?

A7: Yes. The PE will allow the Air mobility Command at RAB and BWI to use available seats for



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space-available travel, which will aid personnel on leave status with travel to and from Germany and the Baltimore and D.C. areas.

Q8: What if I am traveling with pets?

A8: People traveling with pets should notice significant savings; although cost for [pet travel](#) from the current duty station to BWI will vary based on airline and origin of travel. The cost for the international leg of the flight is expected to average approximately \$110 per pet. And, a veterinarian on duty at the Reception Operations at RAB will review documents to clear pets to enter Germany. There is a two pet limit when traveling on the Patriot Express. **Beginning Feb 1, 2013 a fee will be charged during arrivals at Ramstein Air Base and Frankfurt International Airport.** At Ramstein an examination fee of €55 per pet owner will be charged for all pets imported into Germany from outside the European Union. Kaiserslautern County officials said the fee is being levied in accordance with European Union regulations designed to prevent the introduction and dissemination of rabies. Upon arrival at Ramstein, pets will be examined by veterinary officials near the passenger terminal's baggage claim area. Owners may pay the fee by credit card only. Owners arriving with their pets at Frankfurt International Airport will also pay a fee. That fee is €35 per accompanied pet or €55 for an unaccompanied pet, and increases by 50 percent for pets that arrive on a weekend or holiday. Payment of the fee is the responsibility of the pet owner, and cannot be claimed for reimbursement on an official travel voucher, according to officials with the U.S. Army Europe Office of the Judge Advocate. However, while OJA experts said the fee is prohibited from reimbursement under the provisions of the DoD Joint Travel Regulations, pet owners may be able to claim the fee as a deductible moving expense on their federal income tax returns. While Ramstein and Frankfurt are the only locations currently slated to begin imposing the fee Feb. 1, because it is based on EU regulation other European Union ports of entry could enact similar fees in the future.

Q9: How many bags am I allowed and what is the weight allowance?

A9: Passengers authorized to check two pieces of baggage, each weighing up to 70 pounds

Q10: My Spouse is already stationed in Germany and I plan on going over there whenever my paperwork is ready, which should be soon. Does he have to fly with me in order for me to use the Patriot Express flight?



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A10: No, your Spouse does not have to fly with you in order to use the Patriot Express flight. Any military ID card holder can fly on the Patriot Express provided there are an adequate number of seats still available on a flight.

Q11: Will my cat be able to fly in the cabin with me?

A11: Recommend that you contact the Ramstein AB Passenger Terminal for further information about pet travel on the Patriot Express at DSN: (314) 479-4440, Comm. from Germany: 06371-46-4440, Comm. from USA: 011-49-6371-46-4440, or email address: spacea@ramstein.af.mil.

Q12. We can't get a pet reservation on PE, and according to United Airlines, we can only ship pets directly with the airline if the pet is small enough to be considered excess baggage and can travel in the cabin with the pet owner. But my pet is bigger than that, so what do I do?

A12. Commercial pet shipping companies are available. Price is usually determined by destination and volume, i.e. size of the transport box, not the weight of the animal. The transport box must be large enough for a dog to stand upright and to be able to lie down. The shipping company may have boxes for sale but you can use your own boxes as well. Shot records for the animal(s) and a very recent health certificate from a vet are required for shipping.

One company that has experience with U.S. service members is G.K. Airfreight Service (Gradlyn Kennels) at the Frankfurt and Munich airports:

Frankfurt Airport

Frachtzentrum Nord (Freight Center North)

Phone: 069 - 697 125 419

Munich's Franz Josef Strauss Airport

Phone: 089 - 975 914 81

<http://www.petshipping.com/en>

<http://www.petshipping.com/en/us-armed-forces/>



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* **Disclaimer:** The appearance of hyperlinks to external sites does not constitute endorsement by the Department of the U.S. Army of the linked web site or the information, products or services contained therein. For other than authorized activities such as military exchanges and Morale, Welfare and Recreation sites, the Department of the U.S. Army does not exercise any editorial control over the information you may find at these locations. Such links are provided consistent with the stated purpose of this DoD web site.

Q13. What options do I have for traveling with my pet?

A13. While Government funded pet transportation is not authorized, travelers are entitled to reimbursement for transportation expenses incurred between their old Permanent Duty Station (PDS) and their new PDS, to include the portion of travel in between. Additionally, when performing official travel from one PDS to the next PDS, per diem is authorized for the official portion of the travel. Per diem consists of lodging, meals, and incidental expenses. If there is no space available on the PE flight the traveler still has the option to ship the pet via commercial carrier or through air cargo (both unaccompanied).

Some additional options to off-set the cost of pet shipping include, but are not limited to:

Ship a POV to the port of Baltimore in advance of official travel (at least 45 days prior) and drive to PDS or leave address. This option requires coordination with the local transportation office. Source specific guidance is the JFTR, Chapter 5, U5435.

IAW JFTR para U5105, travelers may rent a car from BWI to PDS (Non-Reimbursable, except for the mileage @ \$.555 per mile).

Transport pet via commercial or Govt. air (PE) in advance of travel (non-reimbursable).

Q14. What is the Summer Heat Embargo?

A14. During the summer months, May through September, most airlines may impose a Summer Heat Embargo and will not allow individuals to transport pets in the cargo department.



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Pets will not be accepted by most US airlines when the current or forecasted temperature at the arrival or departure airport is above 84F (29C) at either location on the itinerary (75 degrees for snub-nosed dogs and cats).

Q15. What pets are restricted from travel?

A15. Some examples of restricted snub-nosed dogs and cats: American Bulldog, American Staffordshire Terrier, American Pit Bull Terrier, Boston Terrier, Boxer, Brussels Griffon, Bulldog, Chinese Pug, Chow Chow, Dutch Pug, English Bulldog, English Toy Spaniel, French Bulldog, Lhasa Apso, Japanese Boxer, Japanese Pug, Japanese Spaniel (Chin), Mastiff (all breeds), Pekinese, Pit Bull, Pug, Shar Pei, Shih Tzu, Staffordshire Bull Terrier, Tibetan Spaniel, Burmese, Exotic, Himalayan, Persian.

Q16. How many spaces for pets are there on the PE?

A16. **Currently there are 10 pet spaces**, cats and dogs only, available on the Tuesday Patriot Express flight primarily used for PCS transportation. Each week there are also three other Patriot Express flights, (formerly known as Cat B or “Freedom Bird” or “Rotator”) flying Soldiers from the CENTCOM AOR that transit through Ramstein AFB to BWI, and these often have temperature controlled spaces for pets, equating up to 40 pet allocations per week.

Q17. If my pet is small enough, can it travel with me in the cabin on the PE?

A17. A very limited quantity of small pets may be authorized to travel in cabin. Pets must be able to fit comfortably in a kennel (hard-sided or soft-sided) no larger than 20” long x 16” wide x 8” high in order to fit under the seat in front of you. Pets must be able to stand up, lie down, and turn around with normal posture and body movements. For more information on Patriot Express:

Email:

USARMY.KAISERSLAUTERN.USAREUR.LIST.DL-21TSC-PAO-USERS@MAIL.MIL

Phone:

DSN: (314) 479-4440

Commercial from Germany: 06371-46-4440



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Commercial from USA: 011-49-6371-46-4440

3. DA FORM 5888 (Family Medical Screening): This is one of the most crucial documents for Command Sponsorship approval. See below for more detailed information about medical screening of family members.

4. DD FORM 2792: This document extends the Soldier's tour to 36 months with approval of the Command Sponsorship.

5. Marriage Certificate/Birth Certificates for all family members: notarized copies. Copies can be notarized at the Legal Center or by the Unit S1.

6. Proof of Custody Court Documents (As required): Minor dependents must reside with the Soldier a minimum of six months per year.

7. PCS Orders for Assignment to Germany

WHAT TO SHIP:

Do not ship large appliances like washers and dryers. You will not be able to use them here due to the voltage difference. Many of these items are available to rent through housing at no charge or are provided if you live in Government leased quarters. If you might live off Post, many of your 110V appliances will NOT work. You should look at the Thrift Stores for transformers they usually have them and the price is much lower than what is sold at the PX.

Vilseck	Grafenwoehr
BLDG221 (1 st Floor)	BLD 508
09662-83-2649	0964 1926 0377
Tues-Thurs 1000-1400	Tue-Wed 1000-1400

UNACCOMPANIED BAGGAGE:

The Lending Closet at ACS does have items to assist you in temporarily setting up your household, as well. Contact ACS at 09662.83.2650 for more information.

When moving Conus to Oconus, or vice versa, you are allowed an "early" shipment of essential items to get you through until your household goods shipment arrives. This unaccompanied baggage is generally



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shipped via air, therefore it arrives much sooner than your household goods. It is recommended that you pack items such as a pot and pan or two, a few pieces of silverware and any other items that you wouldn't want to live without for a few weeks. This is especially true if you have children or infants.

Be prepared to wait 35 to 60 days for your unaccompanied baggage and 60 to 70 days for your household goods from the date of shipment.

SHIPPING VIA APO

Your Sponsor should set up an APO Box, prior to your arrival. If you need to set up your own APO Box there is information useful to incoming soldiers available on the USAG Grafenwoehr homepage. There are two different areas one can find info once at this site, one is by clicking on the Newcomer Tab and then Postal Services. The second is to click on the DHR tab located on the left of the Grafenwoehr homepage and then find the applicable Postal Service Center and click on the link. It is highly recommended that you go to the Postal Service Face Book pages for the most up to date and accurate info. Here are the links: <mailto:Usarmy.grafenwoehr.imcom.mbx.grafenwoehr-psc@mail.mil> for East Camp (Grafenwoehr PSC) and <mailto:usarmy.grafenwoehr.imcom.mbx.usag-grafenwoehr-vilseck-psc@mail.mil> for Rose Barracks (Vilseck).

STATUS OF FORCES AGREEMENT :

The legal status of Americans stationed in Germany is governed by special international agreements including the NATO Status of Forces Agreement. People stationed at overseas bases or posts must remember German laws apply to them, too. To protect yourself, know what rights you have as an American. Whether German authorities exercise their right of jurisdiction depends on the circumstances of the case. Law enforcement authorities in Germany have the right to require U.S. personnel to identify themselves. You and your family members must carry your military ID card with you at all times.

For more information, go to the USAG Grafenwoehr newcomers' page:

<http://www.grafenwoehr.army.mil/sites/newcomers/newcomers.asp>



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USEFUL INFORMATION ABOUT YOUR BAVARIAN MILITARY COMMUNITY:



Army Community Service (ACS) Information and Referral can help get you the information you need! We have maps, train and bus schedules, information about trips and local events, schedules for ACS Classes, community information, volunteer opportunities, and much more!!

We're here to help when you need us!

Visit us on Rose Barracks, Bldg 322 or on Grafenwoehr, Bldg 244 – or call us at (VIL) 09662.83.2650 or (GRAF) 09641.83.8371.

HELPFUL LINKS:

<http://www.grafenwoehr.army.mil/sites/newcomers/newcomers.asp>



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U.S. Army Garrison Grafenwoehr will be one of very few main operating areas left in USAREUR once current transition plans are completed. A billion-dollar construction program was launched a couple of years ago. As a result there is a new and spacious post exchange, new commissary, two news schools, a new dining facility, a new physical fitness center and brand new 830-unit housing area on Netzaberg near Eschenbach.

It is now one of the largest garrisons in Europe with a combined military and civilian population of more than 25,000. The Garrison consists of Rose Barracks at Vilseck and East Post at Grafenwoehr. These towns are in the German state of Bavaria about 60 miles east of Nürnberg.

The garrison's current mission is to provide quality base operations and to support the 7th Army's Joint Multinational Training Command (JMTC) and numerous other units. These include the 2nd Stryker Cavalry Regiment with some 4,200 soldiers.

The home of all this is a small town in a scenic, rural section of Northern Bavaria. Its landmark is the very picturesque, half-timbered water tower. Visitors are fascinated by it and the adjacent Forsthaus, both of which set the architectural style of the post. Despite its quaintness, the post has won several Community of Excellence awards. Soldiers from Canada, Germany, Netherlands, United Kingdom, France and even some Eastern countries train at Grafenwoehr. Which is also a NATO training area.

The town is just outside the gates of the training area and owes much of its prosperity to the soldiers training there. The Grafenwoehr area has a long history. In 1907, Prince Luitpold, regent of Bavaria, selected it as the place best suited for the Bavarian Army, and it was a major German training area until its capture by the Americans at the end of World War II.

Today, the German Army is present at Grafenwoehr with the Office of the Military Representative (DMV) and the German Army Installation Management Office. The DMV coordinates all German Army training in Grafenwoehr as well as German Army-led NATO exercises. Together both offices employ 16 officers and NCOs and about 100 civilians.

The quiet but friendly town of Vilseck has much to show about local history, with its "Erstes Deutsches Türmmuseum" and castle "Dagestein." The area now is devoted primarily to farming.



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TIPS FOR LIVING IN GERMANY:

Here are a few tips for getting around while you're in Germany. If you'd like to learn more about Bavarian customs, traditions, culture or language please contact ACS to inquire about our culture adaptation classes.

Euro Coins

In Europe you will be required to pay to use the restroom in gas stations and restaurants. You will want to keep a coin bag with some Euro coins in order to use the restrooms while you travel.

Additionally when you shop at German stores that provide shopping carts you will have to insert a Euro coin in order to use the cart. You will receive your coin back when you return the cart.

Shopping

On weekdays, stores may stay open until 8 p.m., though many close at 6 or 7 p.m. Most businesses close during lunch, sometime between noon and 3 p.m. Many small stores also close one afternoon a week, usually Wednesday. On Saturdays, stores may stay open until 8 p.m. but many close at noon or 2 p.m. ALL shops are closed on Sunday: gas stations, airports and railway stations and souvenir shops in resorts are the only places open. If you forgot to buy milk, coke, beer, and some packaged foods, you can buy it at the nearest gas station. Check out the grocery stores outside the post like Aldi; Netto; or Edeka. Even with the low exchange rate you are still able to save money by comparing the prices.

Bring a basket or bag to the store with you—these are not always provided—but if you forget you can buy a plastic bag for a small charge. **Everyone bags his/her own groceries.**

Usually you have to pay €1 coin deposit to use a shopping cart. You insert the coin in the slot in the handle of the shopping cart and you get your money back when you return the cart.

People may not form a line or take a number at many small shops such as bakeries and butchers, or at vegetable stands. Stand close to the counter. Clerks are pretty good at serving whoever came first but don't be shy about speaking up when it's your turn.



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Flea markets are great fun as are the antique markets. The markets are quite festive and have lots of good food and drinks as well as lots of "stuff" to see. They are usually held on the weekends and usually go until 4 p.m. There is a list of flea market dates and places in the community newsletter or Grafenwoehr Home page.

RESTAURANT ETTIQUETTE:

“Bavarian Nights”, a monthly program offered by ACS is a great chance to get your feet wet in a local restaurant, enjoy a good meal, and leave like you’ve been in and out of German restaurants for years!

Call ACS to sign up for this month’s class, today! 09662.83.2650

Each restaurant must post a menu “Speisekarte”, and price list on or near the door. Remember, tax is already included in the price of each dish. Unless there is a host or hostess to seat you, you may choose your own table. Do not sit at the table marked “Stammtisch”...it is reserved for regular customers. Tables are often shared; so if there are empty seats at your table, someone may sit down there. Likewise, don’t be afraid to take the vacant end of a table.

Since Germans eat the main meal at lunchtime, most restaurants are open from 1100-1400.

Be aware that credit cards are not accepted everywhere. Check on your way in the restaurant or the store if they have stickers for credit cards or not.

Dogs are allowed in some German restaurants, as long as they behave well (lying under the table and no barking).

Do not bring any food or drinks in the restaurant. EXCEPTIONS: Baby bottles and baby jars. There are “**no free**” refills and you will pay for as many drinks as you order. When ordering water, you most likely will get sparkling water. Do not expect ice in your drinks. If you order ice, it could be confused with eis, which means ice cream.

You are in a great place for BEER!! Beer is a Bavarian tradition and you will find a big variety of different kinds. Be aware that German beer is a lot stronger than American beer. Remember don’t drink and drive!



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Ordering and Eating

Ask for a “Speisekarte” for meals and a “Weinkarte” to see the wine list. If you ask for a “Menu,” you may be served the meal of the day—it means a set price meal of two or three courses. It is customary to eat as soon as your dish arrives at the table. It is not rude; it is practical. German restaurants serve **each** meal as soon as it’s finished cooking—fresh off the stove.

Paying

Eating in Germany is considered a social experience: the table is yours for as long as you want it, even after the dishes have been cleared. You pay the bill at the table. Signal your waiter/waitress when you are ready for the bill or say “die Rechnung, bitte”, which means, the check please.

Tipping

Unlike in some other countries, service staff is always paid by the hour (albeit not always that well). A tip is a matter of politeness and shows your appreciation. If you did not appreciate the service (e.g. bad, rude or ignoring service), reduce the tip accordingly or do not tip at all.

Since the introduction of the Euro, a tip (Trinkgeld, lit. "drink money") of about 5-10% is customary if you were satisfied with the service. Nonetheless, service charge and tip is already included in an item's unit price so what you see is what you pay.

Tipping in Germany is usually done by mentioning the total while paying. So if a waiter tells you the bill amounts to "€13.50", just state "15" and he will include a tip of €1.50. It is common to just round up when tipping.

TIPPING:

Taxi driver: 5%-10% (at least €1)

Housekeeping: €1-2 per day

Carrying luggage: €1 per piece

Public toilet attendants: €0.30-0.70



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PARKING:

Most city parking in Germany is paid or restricted to residents. Large cities have large signs to direct you to garages, and some show how many spaces are available at any given time. “**Besetzt**” means the garage is full, “Frei” means that spaces are available.

When you use the parking garages, drive through the entrance marked “Einfahrt.” Take the ticket from the automatic ticket dispenser by pushing the button marked “Drucken.” Keep the ticket with you when you leave the car, because you must **pay before returning to your car.**

Pay at the machine (Kassenautomat) or at a window (Kasse). If you want a receipt, push the “Quittung” button after your paid ticket comes back out of the machine. You have about 15 minutes to drive out. Drive to the machine to open the barrier.

If you park on the street or in a lot, look for the machine. It may not appear that there is one, but there generally is. You must pay when you park, leaving the prepaid ticket showing the time in the window, if you do not do this you will receive a fine. If a sign says “Werktags” with a time listed afterward it means that you must pay to park there on week days during those hours. After the posted hours it is generally free to park.

2nd Sat of the month 1000-1400 ? Thur 1400-1800 ?

1st Sat of the month 1000-1400 ?

LANGUAGE:

Germans will appreciate your efforts to learn their language. There are several sources to learn the German language. And there are many "friendship clubs," universities and German Volkshochschule (Adult Education Centers) willing to teach you. ACS offers German AS A Second Language Classes or you can also go to your local library and check out the language tapes or take a course at the Education Center.

German is a much more phonetically consistent language than English. German words almost always sound the way they are spelled.



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All nouns are capitalized and have a gender: masculine, feminine or neuter, so there are three German words for the English word “the”: “der”, “die” and “das”. Sometimes words can seem very long due to multiple compound nouns. You might see words like “das Bundesgesundheitsministerium” or “die Unbedenklichkeitsbescheinigung”. Their gender is determined by their last component.

“Umlaute” are important and cannot be ignored. If you are unable to type an Umlaut, you can replace it with the basic letter and type an “e” behind it, so the replacement for “ä” is “ae”, for “ö” is “oe” and for “ü” is “ue”. If you ignore the “Umlaut”, the word does not only sound different, it may also have a different meaning: “sagen” means “to say” while “sägen” means “to saw”, “schon” means “already” while “schön” means “pretty”

“Sharp S” is written in words with a double-S after a long vowel. To replace an “ß”, you can write “ss” instead. Words never start with double-S, so there is no capital “ß”. When you type in all caps, you HAVE to replace it with “SS”. Do not replace or confuse the “ß” with a B!

If your keyboard does not have “Umlaute” or “Sharp-S”, you may be able to use your function keys to type them. On Microsoft systems for example, there are Alt-Codes available to type special characters.

ä = Alt 132

ö = Alt 148

ü = Alt 129

Ä = Alt 142

Ö = Alt 153

Ü = Alt 154

ß = Alt 255



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To type one of the above letters, hold the “Alt” key, then type the three digit number, then let go of the Alt key.

Some smart phones also have special character options. On the iPhone for example, you can hold the “a” button and a list of special characters related to “a” will appear for you to select.

“Speedy” German

Good morning.	Guten Morgen.	(goo -tehn mohr -ghen)
Good afternoon.	Guten Tag.	(goo -tehn tahk)
Good evening!	Guten Abend!	(goo -tehn ah -bendt)
Good night!	Gute Nacht!	(goo -teh nahkht)
How are you?	Wie geht es Ihnen?	(vee gayt ehs ee -nen)
Pleased to know you.	Sehr erfreut.	(zehr eh- froyt)
Very well, thanks, and you?	Sehr gut, danke, und Ihnen?	(zehr goot, dahn -keh, undt ee -nen)
Do you speak English?	Sprechen Sie Englisch?	(shpreh -khen zee ehn -gleesh)
Yes.	Ja.	(yah)
No.	Nein.	(nine)
Please.	Bitte.	(bit -teh)
Thank you!	Danke schon!	(dahn-keh shuhn)
Hello!	Hallo!	(hollow)
Good-bye. / Bye!	Auf Wiedersehen! / Tschuss!	(al vee ter saine / chuce (rhymes with juice))
Excuse me!	Entschuldigun	(ent-shool-deh-gung)
Can you help me?	Können Sie mir helfen?	(coonan-zee-meer- helf-en?)

For more common German phrases go to:

<http://www.enchantedlearning.com/languages/german/subjects/commonphrases.shtml>



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QUICK REFERENCE RULES OF LIFE IN BAVARIA:

Quiet Time

Monday through Saturday from 1 p.m. to 3 p.m. there are lunchtime quiet hours. In the evening you are not permitted to mow the lawn after 8 p.m. General evening quiet time begins **at 10 p.m.** SUNDAY ALL DAY (includes lawn mowing, car washing, loud children, stereo or radio (loud)--If it can be heard outside your dwelling or vehicle it is too loud.) These times are to be observed in both on and off-post housing.

Barbecues

If you live in an apartment building, you cannot grill on the balcony, you must be at least 8 feet away from the building; depending on the direction of the wind, maybe further. Check with housing for policies for barbequing in on-post housing.

GARBAGE AND RECYCLING:

Sorting your garbage and recycling is REQUIRED by LAW. Housing and Self-Help can provide you additional information and pick-up schedules for your particular location.

Recycling (Grafenwoehr/Netzaberg residents only)

Paper Recycle Bin

Bergler (Order your blue bin)

www.die-blaue-tonne.de

Ms. Marion Bergler (09605)920255

Mr. Wilhelm Werner (09605)920211

The German household garbage recycling system is most impressive. **DO YOUR PART** and recycle. The Self Help Store in Vilseck and Grafenwoehr have recycling pick-up schedules for your area.

Self Help Stores

Vilseck

Building 103

09662-83-2577

Grafenwoehr

Building 394

09641-83-6331



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BRINGING FIREARMS TO GERMANY:

It is prohibited to bring firearms into the Federal Republic of Germany until they are properly registered with U.S. Forces and German authorities. This cannot be done prior to being stationed here and completing the German Firearms requirements. Firearms that were previously registered on a Firearms registration card (WBK) can be brought back if the German Federal Administration Office (BVA) reissues the WBK. This requires the owner to obtain liability insurance coverage for firearms usage and an importation permit (Verbringungsurlaubnis) from the BVA. Once this is completed and you are Stationed/Residing in Germany, it is then possible to bring your firearms.

For more information and frequently asked questions, please log onto:

<http://www.hqusareur.army.mil/rmv/> and click on the firearms link to the left.

TRAVEL OUTSIDE GERMANY:

To travel anywhere other than the US to Germany, personnel need a tourist passport. Passport requests can be made at www.uspassport123.com. EU does have open borders but you are still required to have your passport on you when coming back into Germany. You will also need to research the specific travel requirements, including those that cover car safety equipment and toll stickers for each country **prior** to visiting in order to avoid fines. Depending on the violation fines can range from small fees of 20 euro to large fees of 2500 euro.

Passport Office

Bldg. 244, Room 134B– East Post

USAG Grafenwoehr MPD,

Unit 28130, APO AE 09114

DSN: 475-8754/6202

Civ: 09641-83-8754/6202

Hours of Operation:

Walk-ins from 0800 - 1600

Appointments during the day

Email: usarmy.grafenwoehr.imcom.list.dl-imcom-e-grafenwoehr-pa@mail.mil

If driving outside of Germany you will need your international drivers license. You can obtain this by bringing your user license into:



ARMY COMMUNITY SERVICE

Amberg:

District Office of Amberg-Sulzbach
Regulatory Affairs
Beethoven Straße 7
92224 Amberg

Mon, Tues, Thurs
8:00 am- 4:00 pm
Wed & Friday
8:00am-12pm

link: <http://www.kreis-as.de/index.php?NavID=2026.348&La=1>

Tel: 09621/39-850
Fax: 09621/37605-334
eMail: zulassung@amberg-sulzbach.de
Url: www.amberg-sulzbach.de/zulassung/

You must bring in your actual user license, if you bring in your temporary one the international license will only be valid for 2 months. You will also need 20 euro and a passport photo. **If you smile in the passport photo they will send you back to retake it.** Depending on where you live, you might have to bring in paperwork to housing for a stamp or signature to prove your residency.

RATION CARDS FOR COFFEE AND LIQUOR:

Because of host nation tax laws, some items are rationed in the Commissaries and Post Exchanges (PX), especially gas. Other rationed items in Europe include cigarettes, distilled liquor and coffee. A ration card will be issued for civilian employees organization. (Note: Family member employees are not entitled to receive ration cards through their employment. Their sponsor will obtain authorized ration cards for the family.) The Government ID card is needed to obtain the ration card.

The Ration Card and ID card must be presented when buying a rationed item. Separate ration cards are issued for each adult family member with authorized privileges and should be more than adequate for



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his or her needs. DO NOT abuse the privilege. Using the Ration Card to purchase items for someone without authorized privileges (except as a bona fide gift) is a violation of both military regulations and Host Nation tax laws. A result of abuse may include the loss of privileges, fines and disciplinary action. This USAREUR Ration Card is issued by the sponsor's unit.

Civilian and Army Housing:

Housing East Post (Grafenwoehr)

Bldg. 244, East Post

DSN: 475-7091

Civ: 09641-83-5079

Int: +49-9641-83-5079

Housing Rose Barracks (Vilseck)

Bldg. 215, Rose Barracks

DSN: 476-2111

Civ: 09662-83-21111

Int: +49-9662-83-2111

Housing information: <http://www.grafenwoehr.army.mil/sites/newcomers/housing.asp>

Examples of Grafenwoehr housing:

<http://www.grafenwoehr.army.mil/pdfs/Leased%20Housing%20Presentation.pdf>



ARMY COMMUNITY SERVICE

EDUCATION/SCHOOLS :

<http://www.dodea.edu/Europe/Bavaria/Schools-By-District.cfm>

School Age and Youth Education Services

School Liaison Officer - 09641-83-1770

Vilseck Elementary School

09662-83-2812

Netzaberg Middle

09645-917-9229

Grafenwoehr Elementary School

09641-83-7133

Vilseck Teen Center

09662-83-3144

Vilseck School Age Center

09662-83-2556

Vilseck American High School (VAHS)

09662-83-2864 or 2554

Netzaberg Elementary

09641-83-9534

Grafenwoehr Middle School

09641-83-9500

Netzaberg Teen Center

09641-83-9393

Netzaberg School Age Center

09641-83-9490

There are also 4 colleges on-post which are always looking for qualified instructors and field representatives or if you are interested in work or in continuing your education:

University of Maryland - http://www.ed.umuc.edu/general_info/jobs/index.html

Central Texas Europe - <http://europe.ctcd.edu/jobs/>

University of Phoenix - http://www.phoenix.edu/colleges_divisions/military-overseas.html

University of Oklahoma - <http://goou.ou.edu/europe/vilseck.html>



ARMY COMMUNITY SERVICE

ARMY IN EUROPE CHILD-SUPERVISION GUIDELINES



It's Summer Time!

With the nicer weather upon us and the urge to be outdoors when the sun is shining, Army Community Service's Family Advocacy Team would like to remind our community of the child-supervision guidelines in place to keep our children safe!

Newborn thru 4 years old

Children in this age group may not be left home alone under any circumstances. They may not be left outside unattended, to include playing. They are also not allowed to be left unattended in a vehicle for any length of time, for any reason.

Kindergarten through 5th Grade

This age group may not be left alone at home or left over night alone under any circumstances. (See note 1). They are not permitted to babysit or supervise other children or their siblings.

Kindergarteners may not walk alone to or from school or other activities. 1st thru 5th Grade students may walk to and from school and other DOD sanctioned activities alone. (see note 2, 3, & 4).

Kindergarten thru 3rd grade children may play outside unattended if they have immediate access (sight or hearing distance) to adult supervision (see note 2 & 3). This age group is not permitted at any time to be left unattended in a vehicle for any reason.

4th and 5th graders may play outside unattended if they have ready access to adult supervision (see note 4). This age group may be left in a vehicle for up to 10 minutes if the keys have been removed from the car and the handbrake is applied. (see note 3 & 5)

Grades 6 & 7

This age group may not be left alone overnight under any circumstance.

6th and 7th Graders are permitted to be left home alone or left outside unattended for up to 6 hours in a 24-hour period with ready access to adult supervision. (See note 2, 3, 4 & 6). They may be left unattended in a vehicle. (See note 2, 3 & 5).

6th Graders are not permitted to babysit other children, but are allowed to babysit their siblings for up to 3 hours with ready access to adult supervision. (see notes 2, 3, 4, & 6)

7th Graders are permitted to babysit their siblings or other children for up to 6 hours, but not overnight, with ready access to adult supervision. (see notes 2, 3, 4, & 6)

Grades 8, 9, and 10

Children in this age group are permitted to be left home alone, but not overnight. They are allowed to be outside or in a vehicle unattended. These teens may also babysit their siblings or other children for up to 12 hours with ready access to adult supervision, but not overnight. (see notes 2, 3, 4, & 6)

Grades 11 and 12

This age group is permitted to be left home alone and over night for up to 48 hours. During that 48 hours, an adult neighbor or friend must check on them at least every 12 hours. Minors must have telephone access to a neighbor in case of emergency and must know where at least one parent is. (see note 2)

This age group is allowed to babysit siblings and other children.

NOTES:

1. Parents must make an informed choice (for example, regarding heat, level of danger, amount of time) when carrying groceries from the car to a stairwell apartment or when doing laundry and leave the child in a stairwell apartment.
2. Adult supervision is defined as "someone 18 or older who has or assume responsibility for the child (for example, a parent, guardian, care provider, friend).
3. Parents are responsible for assessing the individual capabilities of their children. Questions to answer may include "Can your child solve problems independently?" "Does your child think through to the consequences before choosing to behave a certain way?" "How does your child occupy him or herself when left with free time?"



ARMY COMMUNITY SERVICE

ASSISTANCE AGENCIES:

Child and Youth Services (CYS) and SAS Central Registration

CYS409Vilseck@cmtymail.100asg.army.mil

Serves as the “front door” to all CYS programs. CYS registers children and youth for Full-Time Care, Part-Day Pre-school, Before and After School Care, Summer Camps, Youth Sports, SKIES Unlimited Instructional Classes, Special Openings and FCC care.

Vilseck	Grafenwoehr
Building 2237	Building 508
09662-83-2256/2597	09641-83-6161

The CYSS Mobile Registration Team is on site at Army Lodging Facilities on Thursdays to register children for CYSS programs. Stop by the Kristall Inn lobby in Rose Barracks from noon - 2 p.m. or the Grafenwoehr Army Lodging lobby between 8 a.m. and 10 a.m. to complete CYSS registration. CYSS issues a voucher for 16 hours of free childcare to use while you inprocess. For more information, call our Parent Central Services office at DSN 476-2760, CIV 09662-83-2760.

CDC

Offers full-day, part-day pre-school, hourly and respite care programs for children ages 6 weeks to Kindergarten. You may pre-register your children by visiting:

<http://www.grafenwoehrmwr.com/cyss/cyss.html>

Vilseck	Grafenwoehr
Building 2234	Building 260
09662-83-2651	09641-83-7180



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WOMEN INFANTS & CHILDREN (WIC)

The Department of Defense (DoD) offers the WIC Overseas Program to eligible participants living overseas. The WIC Overseas Program provides you and your family with several important benefits: nutritious food, tips on how to prepare balanced meals, nutrition and health screenings and access to other resources that help you and your family lead healthier lives. The program is available to eligible participants living overseas, including: civilian employees, DoD contractors, family members, and members of the uniformed services. If you or your family member is pregnant, postpartum, breastfeeding an infant or a child up to 5 years of age, please call our Rose Barracks WIC Overseas Office (Bldg. 221) for eligibility screening at 09662-83-3790.

Outdoor Recreation (ODR)

Provides rental of various outdoor sporting equipment including tents, sleeping bags, coolers, lanterns, skis, etc. Outdoor Recreation also schedules various outdoor adventure trips to many popular recreational areas in Europe. ITR offers a wide variety of trips to nearby countries, express tours and day trips at reasonable prices. Tours can be chartered with a sufficient number of people.

<https://webtrac.mwr.army.mil/webtrac/Grafenwoehrrectrac.html>

Vilseck
Building 2236
09662-83-2563

Grafenwoehr
Building 600
09641-83-7402



ARMY COMMUNITY SERVICE

Army Community Service (ACS)

ACS offers a “Welcome to Bavaria” course which will help you get **acquainted with the area and local customs**. Additionally, they offer a large variety of courses to help adjust to military life and living in Europe.

ACS Rose Barracks

Bldg. 322

Mon-Fri 8 a.m. - 5 p.m.

Closed on US Holidays

DSN 476-2650

CIV 09662-83-2650

Int: +49-9662-83-2650

ACS Grafenwoehr

Bldg. 244, Room 113

Mon-Fri 7:30 am .- 4:30 p.m.

Closed on US Holidays

DSN 475-8371

CIV 09641-83-8371

Int: +49-9641-83-8371

EMPLOYMENT ASSISTANCE:

For employment information, contact Employment Readiness located in the ACS office at 09662-83-2650.

For Federal job listings, go to <http://www.usajobs.gov/>. For assistance with the website, Army Community Service offers a monthly class. For employment with the on post schools, go to <http://www.eu.dodea.edu/hr/vacancies.php>

HOME BASED BUSINESSES:

A Home-Based Business (HBB) can be many things. You may sell baskets, kitchen storage containers or even candles. Maybe a Finger Nail Salon or a Waxing Salon is your cup of tea? Whatever you desire, you will have to follow the Home-Based Business regulations outlined in AE Reg 210-70. If you do not follow the regulations you could end up with a very large fine. The steps, forms and checklist can be found here: <http://www.grafenwoehr.army.mil/hbb.asp>



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PETS & ANIMAL CARE:

General Information, registration, policies, etc, can be found at:

<http://www.grafenwoehr.army.mil/sites/vet/info.asp>

Vilseck Veterinary Clinic

Access: Privately owned animals of eligible military medical beneficiaries are authorized to receive veterinary care on a space available basis. The following categories of personnel are authorized to receive veterinary care for their privately owned animals:

Members of the Uniform Services on active duty and their family members.

Retired members of the Uniform Services and their family members.

Members of the Reserve Component who have been called to active duty and their family members.

U.S. citizens stationed outside the United States who are employees of the DOD or other Federal agencies paid from appropriated funds or nonappropriated funds and their family members.

Clinic Policies: The following policies are not all inclusive:

- All pets must be on a hand leash or in a transport kennel and under the owner's control at all times.
- An adult must accompany all pets seen for appointments.
- All pets must be registered with our clinic within 14 days of acquisition or arrival in country.

Registration is at no charge and may be done without an appointment but must be done in person.

Services: Our clinic provides preventive medical care (vaccination, deworming, examinations, etc.), microchipping, health certificates, sick call appointments, dental care, ECG diagnostics, x-ray diagnostics, elective surgical procedures and limited emergency care during clinic hours. We do routine in-house laboratory testing and use out-of-house testing (24-72 hour turn around). We do not have hospitalization, boarding, lodging or fostering capabilities. Pets are seen on an appointment only basis.



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Emergency Care: Emergencies are seen during normal operating hours when the veterinarian is available. Owners should make all attempts possible to contact our veterinary clinic prior to arrival to ensure non-appointment care is possible. Pets requiring care beyond the capabilities of our clinic or after duty hours will be referred to a US or host nation veterinarian (see list on the right under Useful Information).

Garrison policy requires every pet in government housing to be registered with our clinic and be up-to-date on all vaccinations. Be a responsible owner. Don't abandon your pet. If you require help placing your pet, we can provide you with a list of current local resources to assist you.

Vilseck Veterinary Clinic

(next to launderette)
Arty Str. 517, Bldg 222
Rose Barracks

Opening Hours:

Monday-Friday
0800-1700
(Occasionally closed due to mission.)

Closed on

- US Federal Holidays
- Last day of every month

Phone:

Military/DSN 314-476-2370
Civilian 09662-83-2370

COMMUNICATIONS:

Installation Phonebook

The phonebook for Vilseck can be access at the following site
<http://www.grafenwoehr.army.mil/info/VilseckQuickRef.pdf>.

International Calls

To the US 001 + area code + number
From the US 011 + 49 + City Code without the 0 + number

Country Codes

Every Country has a different country code, here are a few:

United States and Canada	001
Great Britain and Ireland	0044
Italy	0039
Belgium	0032
France	0033
Japan	0081
Netherlands	0031

Placing calls back to the states using an AT&T calling card with your cell phone or a residential line. Just follow these easy steps with placing a call from Germany:

Dial the AT&T access number (0800-225-5288).

An AT&T Operator or English-language voice prompt will ask you for the telephone number you are calling.

For calls to the U.S., dial the area code and 7-digit number you are calling

For calls to other countries, dial 01, the country code, city code and local number you are calling

After the tone, enter your regular AT&T Calling Card number located on the back of your calling card (not the international number).

If you need assistance or wish to call collect, press zero or stay on the line and an AT&T Operator will assist you.

Cell Phone, Residential Phone, Internet and Cable Providers

Cell Phone

There are multiple cellular providers available. Soldiers and family members are advised to do adequate research before entering into a contract to ensure all required services will be provided. A good suggestion is to purchase a prepaid cell phone (either in the satellite store or inside the PX) and see how much use you will get out of it prior to going into a contract. Some companies have been known in the



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past **NOT** to honor the “Soldier and Sailor’s Act” in regards to deployment. They have also been known not to break contract without penalties with PCS orders. Two year contracts also require a minimum of 4 months notice if you do not intend to renew your contract, otherwise, the contract automatically renews for another two years.

Residential Phone

Make sure to enquire about landline plans that offer free calls to all German landlines and **free unlimited** calls to the USA.

Cable

There are multiple cable and satellite companies available for TV and internet services. You will have to research what is available for you location.

Deutsche Telekom

Vilseck

Grafenwoehr

Alte Amberger Str. 28

Kurmreuther Str. 1 (Outside Gate #1, across from ice cream shop)

92249 Vilseck

92655 Grafenwoehr

(09641) 9260965

(09641) 920122

English Speaking

Residential Phone, Long Distance, DSL, Cable High-Speed and TV Satellite High-Speed and naturally all of the Mobile options available at Deutsche Telekom.

Bills and all correspondence are in “**German**” only! However, representatives at the PX locations can offer assistance.

TKS Cable TV (Located at PX in Vilseck and Grafenwoehr)

TKS Hotline (01804) 857762 (€.20/call)



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“FREE” Internet usage

Libraries (You will need to call ahead for hours)

Vilseck	Grafenwoehr
Building 2222	Building 445
09662-83-1740	09641-83-1740

ACS

Vilseck	Grafenwoehr
Building 322	Building 244, Room 113
09662-83-2650	09641-83-8371

BANKING/EXCHANGE INFORMATION:

USAA

USAA offers dedicated representatives for insurance (life, car and renters), banking and financial assistances for overseas.

USAA.com or call 00800.824.09250

Mobile phone users in Germany: Dial 0800.2255.288 then 800.824.0925 when prompted.

American Banks on Post

Vilseck: Community Bank (Bank of America) – 09662-83-2539
Service Credit Union - 09662-700280

Grafenwoehr: Community Bank (Bank of America) – 09641-83-6140
Service Credit Union - 09641-926790

You can pay your German bills at the bank and credit union on both Grafenwoehr and Vilseck; you will need to open an account with the bank and pay a nominal fee in order to use this service.



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Exchanging Money

You can exchange money at most banks; some have special windows marked “Change.” After hours and on weekends, you can find exchange offices or bank branches at the railway station or at airports. You can also get foreign currency at an ATM using your credit card, debit card or EC card. The PX cashier windows will also exchange currency for you. They will also cash some types of checks.

Just a quick note – the food concessions at both posts take US and Euro currency.

TAX RELIEF (VAT Form):

VAT Forms may be obtained on East Post, Grafenwoehr, Building 539, Mon-Fri 0730-1600. For more information or questions, call 09641-83-1780

Why use a VAT Form?? Virtually everything sold in German stores comes with a 19 percent tax (Value Added Tax) except food, magazines or books; which are 7 percent tax. As a member of the military, you can avoid this 19 percent tax by using “VAT Forms,” which can be purchased one at a time for \$4.00/ea or up to 10 forms at a time. They are good for two years from the original date of purchase.

Purchases under €2,500: Pick up an un-priced Purchase Order (AE Form 215-6A) and a German tax document (Abwicklungsschein) at the Tax Relief Office. Present the VAT Form to the merchant when you make your purchase, (inquire first what type of payment they accept and whether the merchant accepts these forms; German merchants are not obligated to honor them). You pay the stated or marked price minus the 19% Value Added Tax. You must sign the form. Return the original, white copy of the Purchase Order to the issuing VAT Office.

Purchases for €2,500 and more: First obtain a written cost estimate (Kostenvoranschlag). You must pay the VAT Office the tax-free amount. The Vat Office will process the transaction, providing you with a check to the vendor. Purchases for €2,500 or more must be processed at the Tax Relief Office. It is not allowed to use multiple VAT forms to circumvent the correct procedure!

Instructions to order your VAT Forms via Email.



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Beginning April 1, you can order your un-priced Tax Relief Forms by email.

1. Enroll **in** the VAT program by stopping by the Grafenwoehr VAT Office, Bldg. 539.
2. Order **your** forms by sending an email to the following address: grafmwr.vat@eur.army.mil.
3. You need to have access to a .mil computer. We cannot accept orders from a personal email account.
4. Your email needs to include the following information and should be digitally signed:
 - a. Subject line: VAT Form **Request**
 - b. Body of email:
 - i. Full **Name**
 - ii. Last four digits of sponsor's SSN
 - iii. Number **of** Forms requested
 - iv. Complete APO Mailing **Address**
 - v. Contact **information** – Phone number
5. VAT Office **staff** will telephonically contact you for order confirmation and credit card payment information.
6. Order will be mailed to your APO address. Expect arrival within 5-7 days.

For questions contact the Grafenwoehr VAT office at DSN: 475-1780 or CIV: 09641-83-1780.

LOCAL NEWS & INFORMATION:

News Paper

Bavarian News (Local paper) 09641-83-7113

The local, a local paper written in English with loads of helpful information

<http://www.thelocal.de/>

Stars and Stripes (Covers all of Germany) Home Delivery of paper for only \$1.00 per week

www.stripes.com 0172-6707342



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LINK Quarterly, a “free” quarterly magazine with current events, sponsored by MWR. Pick one up at the Post-Office, PX or Shoppette/gas station.

LOCAL COMMUNITY WEATHER:

The climate is moderate. The temperature range is from 60-85 Degrees Fahrenheit in the summer and 0-40 Degrees Fahrenheit in the winter. Annual precipitation is much like that of the Northwestern US. Weather can change at any time. Usual weather consists of cloudy skies and chance of rain. Spring and summer bring more sunshine but still have the possibility of rain. Grafenwoehr/Vilseck’s weather is ever changing. We have been known to have snow at Easter. Usually it snows from November to April. Please bring warm clothes even in the summer. Snowsuits for children, hats, scarves, gloves and heavy coats are a must for everyone.

Local weather: <http://ows.public.sembach.af.mil/index.cfm?section=5day&loc=etic>

Road Conditions/Closures: http://www.hqusareur.army.mil/g3/road_conditions/default.asp or call CIV: 09641-83-7623 DSN: 475-7623 (ROAD) for updates 24/7.

Military OneSource:

A “free” 24 hour DOD service for Active Duty, Guard and Reserve member and their families. Whether it’s help with child care, personal finances, emotional support during deployments, relocation information, or resources needed for special circumstances, Military OneSource is there for military personnel and their families....24/7/365!

The service is available by phone at 1-800-342-9647 and online at www.militaryonesource.com (available in English and Espanol). The Military OneSource Web site includes locators for education, child care and elder care, online articles, referrals to military and community resources, financial calculator, live online workshops called Webinars and “E-mail a consultant.” Additional resources include brief videos of consultants addressing common issues such as communicating as a couple, budgeting and managing anger.

Counseling sessions focus on issues such as normal reactions to abnormal situations (e.g. combat), couples concerns, work/life balance, grief and loss, adjustment to deployment, stress management and



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parenting. Persons seeking counseling will receive up to six counseling sessions per issue at no cost to them. Military OneSource is provided by the Department of Defense at no cost to Active Duty, Guard and Reserve (regardless of activation status) and their families.

TRANSPORTATION & GETTING AROUND:

Base Transportation

There is a shuttle bus available between the communities of Vilseck, Grafenwoehr, Netzaberg and Amberg with stops in the various housing areas. Please refer to the bus schedule that you can pick up at your local Army Community Service (ACS) or by calling the number below. OPSEC measures prevent this schedule from being published online.

ACS Rose Barracks

Building 322

ACS East Post, Grafenwoehr

Building 244

Sixt Car Rental (located just outside of Rose Barracks) 09662-40289

Enterprise Car Rental (located on East Post, Grafenwoehr 09641-1503

Driver's Testing Station (USAREUR)

Hours: Monday and Wednesday 0800-1530. Driver's Orientation to Germany on Mondays 0830hrs. You must have a valid ID card (or passport) and valid US drivers license to apply for a USAREUR driver's license. This also applies to teenagers. After the orientation, you will be given a written test for your USAREUR driver's license. This test includes your knowledge of German and European traffic regulations, International road signs, and a test of your vision. You can pick up a study guide at either testing station location or follow the link below. To apply for a motorcycle license, you must have a stateside license (class M) to operate a motorcycle. Then you must go through another orientation and written test (30 questions), and take a performance test on the motorcycle.

Drivers Training and Testing Station

Bldg. 151, Rose Barracks

DSN: 476-2886 / 2887 / 2992 / 2993 Civ: 09662-83-2886 / 2887 / 2992 / 2993



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DRIVERS LICENSE STUDY GUIDE:

<http://www.grafenwoehr.army.mil/sites/newcomers/driverslicense.html>

<http://www.usareurpracticetest.com>

PRIVATELY OWNED VEHICLE (POV):

The number of POVs a person may register at any one time is limited as follows: (1) Accompanied Personnel. Accompanied personnel are limited to three POVs and two recreational vehicles. (2) Unaccompanied Personnel. Unaccompanied personnel are limited to two POVs and one recreational POV. Ref: AER 190-1 Ch. 3-2 (a)

Those wishing to register a vehicle shipped overseas will receive a checklist outlining the procedures from the transportation office. To receive temporary plates, you arrive at the office before 1400 hours. To register a vehicle, you will need a check, money order or credit card. They DO NOT accept cash. If you just arrived from CONUS, you will need your shipping document 788, stateside registration or title, double white insurance card (issued from your insurance company), your ID card and your driver's license.

Vehicle Registration Office

Bldg. 301, 2nd Floor, Room 101,
East Post
DSN: 475-7254 / 6477
CIV: 09641-83-7254 / 6477
Int: +49-9641-83-7254 / 6477

Hours of operation:
Monday to Friday: 0800 –1545
Closed all U.S. Holidays and
German Holidays

Esso Fuel Card: <http://www.shopmyexchange.com/ExchangeStores/GermanyFuelRation/>



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Department of Defense affiliated motorists in Germany can obtain an Army and Air Force Exchange Service fuel ration card. Drivers will load a cash balance onto their fuel ration card, similar in appearance to a credit card, at any AAFES shoppette/gas station, Post Exchange, by bank allotment, online or by phone transfer. Once money is loaded onto the card, it can be used to pay for fuel on-post or off- post at ESSO stations. The cardholder will present the card, along with the vehicle registration, to the cashier. Once the card is swiped, the liter-cash balance will be automatically deducted from the pre-paid balance loaded on the card. You are responsible for keeping track of how many liters you have on your card. If the ration balance on the card does not cover the full amount pumped, motorist will **NOT** be allowed to pay part of the fuel in cash and part of the fuel with the card. They will be required to pay the full amount of gas pumped, if off-base in Euro or on-base with cash, debit or credit. Motorists can track their card balance online at the AAFES Website and on their receipt each time they use their fuel ration card. Take your vehicle registration and military I.D. to the main PX to be issued a POV Ration Card.

Customers with any questions or issues should contact EU ESSO Fuel Card Program. Keep in mind the Esso card only works in Germany, once outside of Germany; you will pay the posted price for gas in Euro. Go to the Esso website for more information.

<http://www.shopmyexchange.com/ExchangeStores/GermanyFuelRation/>

OTHER IMPORTANT LAWS AND INFORMATION:

If you have the unfortunate event of a car accident which entails hitting another vehicle, pole, animal, parked car, mailbox or anything at all for that matter; The Police Must Be Called! If you do not call the police you might be charged with a leaving the scene of the accident and could possibly be charged with both the American and German police. If you are on post you must report it with the military police. If you are off post you must report it to both the military and German police.

Before driving a user registered vehicle you also must have user license. If you or anyone that you allow to drive your car does not have a user license, you and that person could be charged or fined.

Research the US army in Europe regulations, not only traffic accidents, but unattended children, leaving vehicle unlocked, idling cars, allowing a drunk person to drive, good Samaritan act (must stop if you see an accident or see someone in need)

<http://www.grafenwoehr.army.mil/policies.asp>

<http://www.hqusareur.army.mil/rmv/regulations/190-1/190-1.pdf>



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TRAINS (Bahnhof)

You can access the German train schedule information at <http://www.bahn.com/i/view/index.shtml>
When purchasing your tickets look for the little German flag on the page to change the language to English.

AIRPORTS

Frankfurt The Frankfurt International Airport is approximately 3-1/2 hours from Grafenwoehr/Vilseck.

01805-372-4636 / 069-6903051

www.airportcity-frankfurt.de

Munich The Munich Airport is approximately 2-1/2 hours from Grafenwoehr/Vilseck.

89-9752-1313/089-97500

www.munich-airport.de

Nuernberg The Nurnberg Airport is approximately 1-1/2 hours from Grafenwoehr/Vilseck.

0911-93700

www.airport-nuernberg.de

AREA ATTRACTIONS:

Mega Play (Great place for birthday parties) Grafenwoehr, 09641-92-6789, www.megaplay.info

Bavaria's family-friendly indoor playground! Jumping castle, trampoline, multi-court, cart track, mega playground, mega slide, 60+ different vehicles, toddler area, table tennis, food booths and a restaurant and much more. Fees are €6 per child and €3 per adult.

Playmobil Fun Park, Zindorf, Germany, 0911-96660 GPS Address: Brandstatter Str. 2-10, 90513 Zirndorf, www.playmobil-funpark.de



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The Frankisches Wunderland Fun Park, www.wunderland.de Enjoy a Western Theme, a few rides and an area for smaller kids to play, horse riding, gold washing, a fairytale tour and much more! They are open from March through the end of October from 9:00 through 18:00. Its €12 per person, kids with a height from 1 m to 1.40 m (40 to 55 inches), are €10, 50; smaller than that are “free.” The website is in German. If you click on “Kontakt” on the top of the web page, a link named “Anfahrt” will pop up which shows a map and directions. Address: Zum Herrlesgrund 13, 91287 Plech. Phone: 09244-9890.

Nuremberg Zoo Nuremberg, Germany, www.tiergarten.nuernberg.de They have animal displays of course and a large aquarium facility (Delphinarium), and also a large playground facility for the children to enjoy. Zoo entrance is €7 per adult and €3,50 per child ages 3-13. Delphinarium entrance is €4,50 per adult and €2 per child. Address: Am Tiergarten 30, 90480 Nuerenberg Phone: 0911-54546

Castle Neuhaus, Germany, GPS Address: Burgstraße 12, 91284 Neuhaus / Pegnitz.

www.burghotel-veldenstein.de, 09156-633-634. There is no entry fee, you can go into the tower and walk around. It’s about 1000 years old. When you click on the link “Bilder,” you can see some pictures. When you click on “Kontakt,” you will see the map and directions.

Cave Tours, www.maximiliansgrotte.de A very large cave, with the biggest stalagmite in Europe. Not stroller friendly!!

Indoor swimming pool Amberg, Germany, www.kurfuerstenbad-amberg.de A big indoor swimming pool with a long slide, an outdoor area, sauna, etc. Click on “Bilder” and you can see some pictures. Hours are Mon-Wed 9:00 -21:00, Thur-Fri 9:00-22:00, Sat-Sun 9:00-20:00. Go to “Spas-Bad”, then “Eintrittspreise”/”Offnungszeiten”, there you will find fees. It goes by how long you stay. “Std” means...hours.

Adventure Dresden, Dresden is the old capital city of the Kingdom of Saxony and despite the bombing of WWII, much of the royal city has been rebuilt in all of its glory. And because of the war damage, the communist regime surrounded the old city with lots of wide streets and tall buildings giving Dresden the atmosphere of a modern city, too.

Cost: The drive itself will take a tank of gas or more, so put money on the fuel ration card. Museums are not expensive but there are several good ones that could cost you several Euros. A combination ticket is available.



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Holiday Park, www.holidaypark.de, 20 minutes from Mannheim, Germany Open daily from March 15 until Nov. 2, except April 7-11, 14-18 and 21-25 and Sept 15-19 and 22-26. Adults €25,50; Children €21,50 and under 55 inches “Free.” Birthday children, for all ages, upon presentation of ID are “FREE”

Europa Park, Freizeit-und Familienpark Mack Kg, Europa-Park-Straße 277977

Rust near Freiburg, www.europa-park.de. Open from March 15 until Nov 2. Adults €31,50; Children 4-11 years €28, Children under 4 “free,” Birthday children, for all ages, upon presentation of ID is “FREE!” This theme park is broken down into the European countries with an adventure land and water park section as well as the new region of Portugal. The rides in each region stay true to the culture of that country while offering a bit of whimsy.

Disneyland Paris, www.disneylandparis.com Keep in mind the Esso card only works in Germany. Once outside of Germany, you will pay the posted price for gas in Euro. Go to the Esso website for more information. <http://www.shopmyexchange.com/ExchangeStores/GermanyFuelRation/>

Nachtmann Crystal Factory and Outlet, F.X. Nachtmann Bleikristallwerke GmbH. Factory sales center Neustadt Zacharias-Frank-Straße 7, 92660 Neustadt a. d. Waldnaab, Germany
Tel.: +49 (0) 96 02 / 30 11 76 Fax: +49 (0) 96 02 / 30 11 00

Lovers of luxurious Crystal will find a large choice of gift ideas at bargain prices. The warehouse has fantastic sales – visit the website in English for more information and driving directions. <http://www.nachtmann.com/en/factory-outlet/>

The Monte Kaolino, Rathausplatz 1, 92242 Hirschau 09622/81-51, www.montekaolino.eu

The Monte Kaolino is definitely the most exceptional place for summer skiing in Germany. It offers unusual skiing slopes for sand skiing, sand boarding and Bigfoot lovers with its 120 meters high dune landscape, centered in the forest area of the Oberpfalz (Upper Palatinate).

This unique white sand hill developed to a new recreation park, opening May 2007. A heated outdoor pool, equipped with a 50 m slide, a big play and “mud” area for kids and many other possibilities to avoid boredom. A large camping area, as well as assorted cuisine and several hiking trails turn this recreation park into an experience for all ages.



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For more restaurants, shopping, events and more get the AWAG book, “Never a Dull Moment” available at the PX.

DISCLAIMER

(This publication is in no way an endorsement by the Army or the US Government of any business or activity listed. Its sole purpose is to make the new families to USAG Grafenwoehr aware of what is within the community and local area. All local businesses had the opportunity to participate in this effort. However, this guide does not represent every local business, nor does it encourage readers to patronize any one business over another. It is simply intended as a starting point to help new families understand their new location better. Due to language, location, and currency barriers, new Army families need assistance to understand what their new location is, what it has and how to more effectively survive within it.)



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EMERGENCY NUMBERS:

Important information for those living Off-Base/Off-Post!

Have necessary information written down **before** an emergency!

Emergency Services	On-Post	Off-Post
<u>Ambulance</u>	116	112
<u>Police</u>	114	110

To dial a DSN number from a civilian phone:

Grafenwoehr (475) = 09541-83-XXXX; Vilseck (476) = 09662-83-XXXX

	Grafenwoehr	Vilseck
Ambulance	09641-83-116	09662-83-116
Police	09641-83-114	09662-83-114
Fire	09641-83-117	09662-83-117

NOTE: NO coins or phone cards are needed at pay phones to call German emergency numbers.



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Local Hospitals All addresses below are GPS compatible. (There are several Host Nation Medical Facilities in the area)

Klinikum **Amberg**

Mariahilfbergweg 7

92224 Amberg

096621-3800

Krankenhaus **Eschenbach**

Jahn-Str. 18

92676 Eschenbach

09645-850

St. Anna Krankenhaus

Krankenhaus-Str. 16

92237 Sulzbach **Rosenberg**

09661-5200

Klinikum **Weiden**

Soellner-Str. 16

92637 Weiden

0961-3030

For more information and a list of additional hospitals, please call the patient liaison at DSN 475-7425 or Civilian 09641-83-7425. Maps are available at the Vilseck and Grafenwöhr clinics and ACS.