



## Great Lakes MWR Ticket and Travel Office, Bldg. 13 (Appointment Only)

- **Appointments are open to** eligible Tickets and Travel Office patrons including active duty, dependents, DoD civilians, reservists, retirees, and eligible veterans.
- **Appointments will be available** between 9am – 4pm, Monday through Friday. Appointments will be scheduled on first come, first serve basis.
- **To schedule an appointment** email us at [grlkmwrreccdivisi.fct@navy.mil](mailto:grlkmwrreccdivisi.fct@navy.mil) or call 847-688-5417.
- **Be sure to provide** your name, phone number, email address, and specific need to you wish to address. We'll contact you as soon as we are able to confirm your appointment. Please do not visit the Tickets and Travel Office until your appointment has been confirmed.
- **Cloth Face Coverings:** Per base guidance, all customers must wear a cloth face covering while visiting the Tickets and Travel Office (Bldg. 13).
- **Reduced Capacity:** Only (2) people maximum will be allowed at each appointment. Children may attend appointments as necessary.
- **Physical Distancing** will be enforced. Please stay (6) feet apart from other patrons and employees during your appointment.
- **Cashless Transactions:** Only Debit/Credit will be accepted for payment. MWR Bucks will also be accepted.
- **Refunds of Tickets:** Refunds for tickets previously purchased are no longer authorized.
- **Booking Travel:** MWR now supports travel booking via [www.AmericanForcesTravel.com](http://www.AmericanForcesTravel.com). All MWR patrons are eligible to utilize this site from home and obtain military discounts for commercial travel and lodging. Patrons can call the Tickets and Travel Office for assistance with registering on the site or booking their travel without an in person appointment. Call 847-688-5417 for additional information.
- **Ticket Availability:** Please keep in mind many vendors may be closed due to COVID, and several standard military ticket vendors are still restricting the sale of tickets through 3<sup>rd</sup> parties. MWR will be sure to let you know whether or not the tickets you wish to purchase are available prior to scheduling your appointment.
- **Disney Parks and Universal Studios:** These attractions have very specific rules for purchasing tickets, creating reservations, and processing any changes to tickets that were already purchased. Please see this document for more specific information: <https://www.navylifegl.com/modules/media/?do=inline&id=5e0850e7-39a4-446d-9910-f1ae417a0ca1>
- **Frequent Sanitization:** Additional health and safety procedures have been implemented to protect both customers and employees at the Tickets and Travel Office.

For additional information please call 847-688-5417 or email [grlkmwrreccdivisi.fct@navy.mil](mailto:grlkmwrreccdivisi.fct@navy.mil)

MWR's Website: <http://www.NavyLifeGL.com/covid-19>

***Updated May 2021***