



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

### HPCON LEVEL: BRAVO

- **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 Saturday. Appointments will be scheduled on first come, first serve basis.
- **To schedule an appointment** email us at [grlkmwrrecreation@us.navy.mil](mailto:grlkmwrrecreation@us.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.
- **Reduced Capacity:** Only (3) 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 not 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 still be experiencing challenges and mitigations related to COVID. MWR will do their best to provide you information related to the availability of the tickets you are requesting in advance of your appointment. It is recommend you visit the vendor or attraction's website prior to your appointment for information related to your destination.
- **Frequent Sanitization:** Additional health and safety procedures have been implemented to protect both customers and employees at the Tickets and Travel Office.
- **Health Screening:** All personnel entering the Tickets and Travel Office must be well and free of fever. Personnel should physically distance wherever possible.
- **All COVID mitigations will be enforced. Any complaints about a customer's actions or disregard for the health and safety of others will result in immediate removal from the facility.**

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

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

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