

# SAMA (82) SPONSORED VETERANS CONCESSIONARY FLIGHT INFORMATION



THIS INFORMATION HAS BEEN COMPILED TO ASSIST YOU IN COMPLETING YOUR VETERANS CONCESSIONARY FLIGHT APPLICATION AND PLANNING YOUR VISIT TO THE FALKLAND ISLANDS (FI)

## CONTENTS

- Veterans Concessionary Flight Application Form
- Food and Plant Material Importation Notice
- SAMA (82) Membership Application Form (if applicable).

## VETERANS CONCESSIONARY FLIGHT APPLICATION PROCESS

- ◆ The enclosed Flight Application Form must be completed in full and returned to the SAMA (82) Office.
- ◆ Once your Flight Application Form is received by the SAMA (82) Office/Sponsor, and your eligibility is checked, it will be forwarded to the MoD for processing.
- ◆ Once accepted for a flight the MoD will email the SAMA (82) Office/Sponsor who in turn will inform the applicant and a Passenger Information Itinerary will be issued. This will also act as your ticket. Please Note: This may only be issued up to 8 days prior to your flight date.
- ◆ Once your flight has been confirmed you should arrange your travel to RAF Brize Norton. Please remember to have sufficient funds (credit/debit card or cheque) to pay for your flight at the airport.
- ◆ The SAMA (82) Office should always be your first point of contact for any enquiries in relation to your Veterans Concessionary Flight Application and they will endeavour to answer any questions you may have. Please email [confight@sama82.org.uk](mailto:confight@sama82.org.uk) or if urgent please telephone between 1000hrs – 1300hrs, Monday to Friday. Emergencies only: telephone the Sponsor on 07986 103035.
- ◆ If for some unforeseen circumstances you are unable to return from the FI using this scheme you MUST have access to sufficient funds to cover the cost of a commercial flight to the United Kingdom (UK). The cost of a single scheduled flight from Mount Pleasant Airport (MPA) to the UK with LATAM Airlines is currently £1600 (June 2016), plus the cost of hotel accommodation, transfers and food for an overnight stop in Chile.

## VETERANS CONCESSIONARY FLIGHT COSTS

The current (Oct 2018) cost of a return flight is **£248** which you pay at RAF Brize Norton before departure. Payment must be by credit/debit card or cheque (accompanied by a cheque guarantee card).

## SOUTH ATLANTIC FLIGHT SCHEDULE

Flights to and from the FI are operated by the RAF on a Voyager aircraft with two scheduled flights per week both Southbound and Northbound.

### These flights operate as follows:

#### DEPARTURES

**Southbound:** Each Wednesday and Sunday from RAF Brize Norton to MPA.

- ◆ Flights normally depart RAF Brize Norton at approx. 0110 refuelling at Cape Verde. Your ticket will confirm time.
- ◆ Passengers are to report to the Main Gate at least 3 and a half hrs prior to flight departure. You will then wait in the Visitors Reception Area until 3hours before departure when you will be taken by bus to the terminal for check in and pass straight through to the departure lounge

**Northbound:** Each Tuesday and Friday from Mount Pleasant to RAF Brize Norton at approx. 1040HRS

- ◆ You will be required to arrive at the MPA Terminal Building at least 2hrs before your departure.

#### ARRIVALS

##### Southbound:

Weds Flight : Arrive MPA approx 1600hrs Thurs  
Sun Flight : Arrive MPA approx 1600 hrs Mon

##### Northbound:

Tues Flight : Arrive Brize Norton approx 0900hrs Weds  
Fri Flight : Arrive Brize Norton approx 0900hrs Sat

#### BOOKING YOUR FLIGHT DATES

Once you have decided upon your choice of dates you wish to travel, both Southbound and Northbound, insert these onto the Flight Application Form. The dates chosen MUST be at least 8 weeks after the date of application.

#### ACCOMMODATION BOOKINGS

All applications for flights to the FI must have a '**Confirmed Accommodation Address**' with contact telephone number before submitting the Flight Application to the SAMA (82) Office. This information is to be entered on Page 2 of the Application Form. Please also provide an email address for your hosts/accommodation provider.

Applicants are responsible for booking their own accommodation. The Sponsor will not make these arrangements on your behalf.

To book accommodation at Liberty Lodge please visit the Falklands Veterans Foundation's (FVF) website: <http://www.falklandsveterans.org.uk>. The FVF raise funds to assist in the running and maintenance costs of Liberty Lodge, which is for the use of Veterans, their families and NoK of those Killed in Action. It is a self-catering facility with fantastic views and is maintained to a very high standard. There are many benefits in staying at Liberty Lodge, to name a few, the FVF will arrange your transfers from/to MPA, organise a 'Round Robin' which includes Goose Green, San Carlos, Blue Beach Cemetery, North Camp, Douglas, Teal Inlet, and Estancia (weather dependent). On this trip, mountain tops can be viewed from the road (using binoculars). If you require guaranteed mountain/wildlife tours or any 'off road' trips, to include Volunteer Point, then you would need to contact a Tour Operator based in the Falklands. The FVF will provide this list when your accommodation booking is confirmed. To save disappointment, these tours should be booked well in advance as the Tour Operators become extremely busy during the tourist season. The FVF will also arrange a visit to Government House.

#### Alternative Accommodation

If you are booking your own accommodation, please visit the following website: <http://www.falklandislands.com/> and click '**Accommodation**'

Or contact:

The Falkland Islands Tourist Board, Stanley Email:  
info@falklandislands.com Tel: +(500) 22215

**Please Note:** If you book your own accommodation you will also have to arrange your own transfers from/to MPA and any battlefield tours.

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### RAF BRIZE NORTON INFORMATION

#### AIR TERMINAL INFORMATION

The services and facilities available include:

- ◆ Check-in desks and Passenger Information Desk
- ◆ Coffee shop and snacks/drinks vending machine
- ◆ Children's soft play area
- ◆ Short term and long term car parking – NOT AVAILABLE
- ◆ Car rental desks
- ◆ Newsagent kiosk (open for most scheduled flight departures)
- ◆ Internet access kiosks & free WIFI for passengers
- ◆ Television and gaming machines
- ◆ Cash machine (fee payable)
- ◆ Public telephones and post box

If you are disabled or have difficulty walking and require a wheelchair, please ask for assistance at the Information Desk or Check-In Desk 1. **Please Note:** All passengers must be able to climb the steps of the aircraft without assistance.

#### LONG TERM CAR PARKING AT RAF BRIZE NORTON

Information on parking within Brize Norton will be forwarded from the SAMA82 office on flight confirmation.

Charlie's Taxis (Carterton) can offer park and ride. For further information please contact 01993 845253.

#### IN FLIGHT CATERING

4 types of onboard meals are offered:

Standard, Vegetarian, Salad, Childs Meal

If you have other dietary requirements or food allergies you will be permitted to carry your own food. Please let the SAMA office know if you have any food allergens.

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### GENERAL INFORMATION

#### FALKLAND ISLANDS IMMIGRATION FORM

You should complete this form in full and present it to Immigration Control on arrival at MPA. These forms should be issued to you before the aircraft is due to land at the FI.

#### LENGTH OF STAY ON THE ISLANDS

There is no restriction on the length of your stay, but the final decision rests with the FI Immigration Officer at MPA on arrival.

#### CURRENCY ON THE ISLANDS

The currency is the Falkland Island Pound, but Sterling (GB Pound) is accepted everywhere.

The Bank and Treasury in Stanley have confirmed that they will accept all UK Bank notes, unless they are totally illegible, very badly damaged, out of circulation or with the security strip missing. This is no different practice to the UK

#### COST OF LIVING ON THE FI

The cost of living is similar to the UK.

#### SOME TYPICAL COSTS

Hire a 4 x 4 vehicle, with driver for the day	£75.00
Meal out (per person) from	£10.00

#### RESPECTING THE LAWS AND CUSTOMS OF THE FI

While in the FI you are subject to and expected to comply with the laws of the FI.

#### BLOCK OUT DATES

During the changeover of the Force Infantry Company or other planned or unplanned exercises taking place, some periods will be blocked out for flights. These dates will be notified to all Applicants by the Sponsor if their Flight Application coincides with any of these activities and alternative dates will be offered.

#### Q & A TO CONCESSIONARY FLIGHTS

##### WHO IS ELIGIBLE FOR A CONCESSIONARY FLIGHT?

Only Veterans of the Falklands Conflict who hold the South Atlantic Medal [SAM] are eligible to use the Concessionary Flight Scheme.

##### HOW DO I APPLY FOR FLIGHTS

Complete the Flight Application Form and return it to the SAMA (82) Office.

##### WHEN WILL I KNOW IF I HAVE A SEAT?

Confirmation will be sent out by email in the form of a Passenger Information Itinerary and will confirm the flight and act as your ticket. Please Note: This may only be issued 1 week prior to your flight date.

##### WILL THE FLIGHT BE JUST LIKE A CIVILIAN FLIGHT?

The flight is operated by the RAF but just like a civilian long haul flight. All meals, soft drinks and in-flight entertainment are included in the ticket price. However, all military flights are 'dry'. Anyone attempting to check in for a flight under the influence of alcohol will be turned away.

##### WHAT IS MY BAGGAGE ALLOWANCE?

Passengers are entitled to 20kgs of hold luggage and 9kgs hand baggage. If your luggage weighs more than this you may not be allowed to take it on board, or there may be an excess baggage charge.

##### IF I AM TRAVELLING TO THE FI, WHICH IS BRITISH, WHY DO I NEED TO TAKE MY PASSPORT?

The Falkland Islands are 8000 miles from the UK and the aircraft may have to divert to another country due to weather conditions, or if the aircraft was to become unserviceable. It is also possible that a return flight might not be available and you may need to return on a commercial flight. For that reason passengers without a valid UK passport will not be allowed to fly.

##### DO I NEED TRAVEL INSURANCE?

Yes. You will need to have suitable travel insurance in place, including full medical repatriation cover for your trip to the FI. Medical facilities are limited on the FI and it may be necessary to medically evacuate you in the case of serious illness or injury. The current cost of medical evacuation is in excess of £30,000. It is therefore very important that you obtain worldwide travel insurance for the duration of your stay and it is advisable to extend the period of insurance for at least one week past your planned arrival back in the UK. This is because your aircraft may have to divert to another country on route back to the UK.

##### HOW LONG IS THE JOURNEY AND IS IT NON STOP?

Your journey will be split into two legs. The first is from RAF Brize Norton to the Cape Verde due to Ascension being unavailable at present and will be approximately 6hrs in length. Following a stop to refuel and drop off or collect more

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passengers (approx 2hrs) you will travel for a further 9hrs to reach MPA.

### How Do I Get To RAF Brize Norton?

There is a regular bus service from Oxford and Swindon Bus Stations to RAF Brize Norton. The responsibility and cost for getting to RAF Brize Norton lies with the passenger. RAF Brize Norton has its own website which offers travel information and travel directions.

### What Do I Do When I Arrive At RAF Brize Norton?

You are to report to the Main Gate Guardroom and with your passport, book in and you will be directed to the Main Terminal Building Departure Lounge.

### How Do I Get From MPA To Stanley & Stanley To MPA?

There are passenger transfers. A bus service exists to meet all flights. This service is available at a cost of £10 each way and will be booked by your accommodation on request. Once booked, failure to travel on the bus will still incur a £10.00 cost.

Passengers must contact Falkland Islands Tour and Travel [FITT] to request a transfer back to MPA. Tele No: (00 500) 21775

### Will My Mobile Phone Work In The FI

Some do and some do not. You can purchase a Cable & Wireless Sim Card in the FI to enable you to keep in contact with the UK.

### Can I Take Food And Plant Stuff Into The FI

There are strict importation rules for food stuff and plant material into the Falkland Islands. Read the leaflet carefully and if in any doubt ASK before you arrive at Brize Norton.

### Useful Contact Details

SAMA (82) email address for all enquiries:

[conflight@sama82.org.uk](mailto:conflight@sama82.org.uk)

SAMA (82) Office: **01495 741592**

SAMA (82) Sponsor: (Emergencies Only 07967 514859)

RAF Brize Norton Passenger Information Desk:  
Telephone 01993 895861 or Military Telephone 95461 6050

JABC Mount Pleasant: (00 500) 76434

Falklands Veterans Foundation incorporating Liberty Lodge:  
<http://www.falklandsveterans.org.uk>

The Gateway House Hotel: 01993 897320/897321 (24hrs)

Getting to and from RAF Brize Norton:

[www.raf.mod.uk/rafbrizenorton/flyinginfo/gettingtoandfromrafbrizenorton.cfm](http://www.raf.mod.uk/rafbrizenorton/flyinginfo/gettingtoandfromrafbrizenorton.cfm)

Brize Norton Flight Information:

[www.raf.mod.uk/rafbrizenorton/flyinginfo/airterminal.cfm](http://www.raf.mod.uk/rafbrizenorton/flyinginfo/airterminal.cfm)

Price comparison website which may help you find travel insurance:

[www.moneysupermarket.com](http://www.moneysupermarket.com)

Route Planner:

[www.rac.co.uk/route-planner](http://www.rac.co.uk/route-planner)

### Car Rental

There is a range of car rental facilities available at RAF Brize Norton.

Vehicles should be pre-booked using the contact details given below to ensure availability (AVIS, Europcar and Hertz only provide vehicles for pre-arranged bookings – National and Brize Self Drive keep vehicles on-site for rental). Information on accepted payment methods and full rental terms should be obtained when making booking enquiries. Brize Self Drive can only provide one-way rental by pre-arrangement; telephone for further details.

#### National Car Rental

Tel: 01993 846118

#### AVIS Car Rental

Tel: 01865 727573 (Oxford Office)  
or 08445 445566 (24hrs)

#### Europcar Car Rental

Tel: 0870 6075000 (24hrs)

#### Hertz Car Rental

Tel: 0870 5996699 (24hrs)

#### Brize Self Drive

Tel: 01993 867366

### Transfers

Transfers to and from RAF Brize Norton, Oxford and Swindon Railway Stations and Heathrow Airport.

The following offer transfers to all passengers and have access to RAF Brize Norton for pick-ups and drop offs.

**Charlie's Taxis:** 01993 845253 (also provides secure parking if no parking available in RAF Brize Norton – ring for details).

**Excel Cars:** 01993 775198