

# Luke AFB ITT F.A.Q'S

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*Military ID provides access to discounts and savings through ITT*

## Office Hours

**Monday 8am to 5pm**

**Tuesday 8am to 5pm**

**Wednesday 8am-1pm**

**Thursday 8am to 5pm**

**Friday 8am to 5pm**

Closed **Weekends**, all **Federal holidays** and Base **Family Days**.

**\*\*We close at 12pm on the 1<sup>st</sup> Duty day of every month for inventory.**

## Where are you located?

We are located in BLDG 1500, directly across from the commissary, in the same building as the Armed Forces Bank. (Not in the Blockhouse)

Physical address: 13877 Thunderbird St. Bldg. 1500 Glendale, AZ 85307

## Who is eligible for ITT Services?

\*Must have Base Access and Valid ID (not expired) ITT services are available to:

- Active-duty, National Guard and Reserve Service Members and Spouses
- Retired Service Members and Spouses
- Department of Defense civilians (appropriated fund and non-appropriated fund)
- Non-Retired Veterans, service-connected, with VHIC (Veteran Health ID Card)

### **Veterans with a Veterans Health Identification Card (VHIC):**

All veterans with a service-connected disability, Former POW, Purple Heart recipients, and Medal of Honor recipients with a Veterans Health Identification Card issued by the Veterans Affairs Office are eligible to purchase most discounted and tax-free tickets.

\*There are some exceptions and promotional tickets not eligible under this identification card per Theme Park Contracts. Paperwork is not accepted; you must have the physical identification card issued to you.

**Veterans with a DD214:** Paperwork is not accepted; we cannot assist any Veterans without a service-connected disability and VHIC issued by the VA.

**Dependents:**

A dependent spouse is eligible to purchase tickets using a current Military ID card. Child dependents are eligible to purchase tickets or their legal guardian as long as the child is present, and the identification card is current.

Child dependents and former spouses with DOD benefits DO NOT qualify for some promotional tickets but may purchase any other discounted and tax-free tickets.

Deceased with Benefits (DB)/Widow, become the sponsor, therefore are/is eligible for the promotional tickets.

**Foreign Service Members:** Military personnel of foreign nations and their family members are eligible to purchase tickets from us only if assigned or attached to a U.S. military unit or installation or on U.S. Travel Orders.

**What forms of Payment do you accept?**

We accept Visa, MasterCard, and good old-fashioned Cash. Only the SPONSOR or SPOUSE may pay. If your civilian guests or family would like to pay, they can only do so by transferring the money over to the eligible service member or spouse before the purchase. We accept cash if you are making your purchase in office. We CANNOT accept a family member or friend credit card.

(We do not accept Military Star at this time.)

**ALL ticket sales are Final. We do not offer Exchanges, Modifications or Refunds.**

**How long does it take to get my tickets?**

No appointment necessary. We process most In Office ticket orders at the time of purchase on a first-come, first-served basis.

Due to the high volume of Seasonal sales occasionally, you may need to come back to pick up your tickets. Orders may take up to 48 hours to process.

We cannot guarantee same-day service after 4pm.

**Can I place an online order?**

Tickets cannot be ordered online. If you are unable to come into the office we can process an email request for you. You will need to submit your request via email and we can FedEx (\$20 service fee) the order to you. [ticketsandtours@lukeevents.com](mailto:ticketsandtours@lukeevents.com).

The majority of Tickets are printed at the time of purchase and must be paid for in **FULL**.

If you cannot come into the office we can do an email order and FedEx your tickets. We DO NOT send tickets electronically. We process orders on a first-come, first-serve basis.

### [Are my tickets date specific?](#)

Many of our tickets **Require Reservations** and a ticket for Theme Park entry. Some tickets require us to make the reservation at the time of purchase; others require the guest to make reservations. Each Attraction is unique and has its own restrictions. Some tickets are **Date Specific** and are only valid on the date they are purchased for.

### [When I purchase my tickets from ITT, am I guaranteed a Theme Park reservation?](#)

Each Theme Park has its own guidelines for reservations. Some Parks require reservations, others do not. Theme Park entry is not guaranteed regardless of where tickets are purchased. Each theme park has its own set of safety guidelines and capacity restrictions. ITT cannot guarantee theme park reservations for ANY park entry for a specific date. We do not have a separate reservations calendar.

### [When do my tickets expire?](#)

Each ticket we sell has unique expiration dates and restrictions. Tickets are subject to Blackout days and other restrictions per venue. Please be aware of any restrictions prior to purchase.

### [Do you book travel?](#)

We have several resources to assist you with Travel. Our most popular requests are Disney World, Disneyland, Disney Cruise Line and Universal Orlando Vacations.

We Book all major cruise lines including: Royal Caribbean, Celebrity, NCL, Princess, Carnival, Disney, Holland America, Viking, Virgin Voyages.

Travel requests are accepted in office and by email: [TicketsandTours@LukeEvents.com](mailto:TicketsandTours@LukeEvents.com). Please include **where** you would like to travel, **dates** of travel and **number** of adults and children with ages if under 18 yrs. We will research and send you a quote to review. Typically, you will receive a response within 2-3 business days. We do not book travel after 3pm.

