



Luke AFB ITT – Frequently Asked Questions (FAQ)

What is Information, Tickets & Travel (ITT)?

Your Military ID provides access to exclusive discounts and savings through the Luke AFB Information, Tickets & Travel (ITT) Office. We offer discounted, tax-free tickets and travel services for eligible patrons.

What are your office hours?

Monday: 8:00 AM – 5:00 PM

Tuesday: 8:00 AM – 5:00 PM

Wednesday: 8:00 AM – 1:00 PM

Thursday: 8:00 AM – 5:00 PM

Friday: 8:00 AM – 5:00 PM

- We do **not** close for lunch
 - Closed on all **Federal Holidays** and **Base Family Days**
 - **Inventory Closure:** We close at **12:00 PM on the 1st Duty Day of every month**
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What are your scheduled Family Day closures?

- Friday, May 22, 2026 (Memorial Day weekend)
 - Friday, November 27, 2026 (Thanksgiving weekend)
 - Thursday, December 24, 2026 (Christmas)
 - Thursday, December 31, 2026 (New Year's)
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Where are you located?

Building 700 – Community Commons (Not in the Blockhouse)

Physical Address:

14037 Phantom St. Bldg. 700

Glendale, AZ 85309

Who is eligible to use ITT services?

Must have a valid (**not expired**) ID.

Eligible patrons include:

- Active Duty, National Guard & Reserve Service Members and Spouses
- Retired Service Members and Spouses
- Department of Defense Civilians (APF & NAF)
- Veterans with a **Veterans Health Identification Card (VHIC)** with service-connected disability, Former POW, Purple Heart recipients, and Medal of Honor recipients
- Veteran's with Government issued ID with designation

Veterans with VHIC

Veterans with a service-connected disability, Former POW, Purple Heart recipients, and Medal of Honor recipients with a **physical VHIC card** may purchase most discounted and tax-free tickets.

- **Paperwork is NOT accepted**
- Some promotional tickets may not be available for non-retired veterans per theme park contracts.



Veterans with DD214

- **DD214 paperwork is NOT accepted**
- A physical photo ID such as Driver's License showing Veteran status is required
- Promotional tickets are not available for this category.

Are dependents eligible?

- Dependent Spouses may purchase with a current valid (not expired) Military ID
 - Child dependents may purchase tickets **if present** and ID is current. Legal guardians may purchase for child dependents.
 - Child dependents and former spouses with benefits (DOD BENEFICIARY) do not qualify for the promotional tickets but may purchase any other discounted and tax-free tickets
 - Deceased with Benefits/Widow becomes the sponsor and is eligible for promotional tickets such as military salute tickets.
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Are Foreign Affiliate Service members eligible?

Yes, if assigned or attached to a U.S. military unit or installation, or traveling on U.S. Travel Orders. With valid military ID.

What forms of payment do you accept?

We accept:

- Visa
- MasterCard
- Military Star Card
- Cash (in-office only)

Payment Rules:

- Only the **Sponsor or Spouse** may pay
 - Friends/family **cannot** use their credit cards
 - Money must be transferred to the eligible sponsor/spouse prior to purchase
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Are ticket sales final?

Yes. **ALL ticket sales are FINAL.**

No exchanges, modifications, or refunds.

What if my plans change, or I need to change my tickets?

We do not provide refunds or exchanges.

Please make sure of your dates and plans before you purchase your tickets. In some cases, you may be able to have your tickets changed at the park. Contact our office for assistance.

I have tickets I didn't use from a prior trip. Can I exchange them?

We do not provide refunds or exchanges.

In some cases, you may be able to have your tickets changed at the park.

How long does it take to get my tickets?

- Most in-office orders are processed at time of purchase
 - Same-day service is **not guaranteed after 4:00 PM**
 - During peak/seasonal times, orders may take up to **48 hours**
 - Holidays and office closures may increase wait times and delay processing
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Can I place an online order?

Tickets cannot be ordered directly online. To place a digital order please email your request:

 Email: TicketsandTours@LukeEvents.com

- Tickets must be paid in FULL
 - Most Tickets can be sent electronically \$10 Service fee
 - Orders are processed first-come, first-served basis
 - Some local tickets are physical tickets and need to be purchased in office. These can be sent via FedEx for \$20 service fee
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Are tickets date specific?

Some tickets are date-specific and **cannot be changed**.

Many attractions require reservations. Each attraction has its own rules and restrictions.

Am I guaranteed a theme park reservation?

No. Luke ITT **cannot guarantee** theme park reservations and availability.

Each park controls capacity and reservation requirements. Luke ITT does not have access to separate reservation calendars.

When do my tickets expire?

Expiration dates, blackout dates, and restrictions vary by attraction. Please review all details prior to purchase.

Do you book travel?

Yes! We assist with:

- Walt Disney World Vacation Packages
- Disneyland
- Disney Cruise Line
- Universal Orlando Vacation Packages
- All major cruise lines including:
Royal Caribbean, Celebrity, NCL, Princess, Carnival, Disney, Holland America, Viking, Virgin Voyages

 Travel Requests: TicketsandTours@LukeEvents.com

Please include:

- Destination
- Travel dates
- Number of adults and children (with ages if under 18)

You will typically receive a quote within **2–3 business days**.

We do not book travel after 3:00 PM.

Do you book Airfare?

Yes, we assist with Airfare. The website we use is www.AmericanForcesTravel.com, Service members and dependents are also eligible to use this website. There is no standard military discount on airfare.

- By booking your next trip or event through ITT's online site, American Forces Travel, you'll save money and help your installation; every booking on American Forces Travels generates revenue to support critical quality of life programs for service members and families.
- If we book your flights there is a \$25 booking fee per ticket for domestic air and \$50 per ticket booking fee for International flights. Booking fees are payable directly to the office and support the MWR program at Luke AFB.

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