

Q: "Who can use your services?"

A: All Active Duty, Retirees, Reserves, Guard, DoD Civilians and DoD Contractors working full time on the installation are able to use our facilities.

Q: "Why doesn't MWR Central have a number system?"

A: We do not offer a number system, however we have a sign in sheet. This roster is mainly to keep track of our customer demographics, but also allows us to serve customers in order of arrival during busier times. We ask that customers be courteous and wait for the next available travel clerk.

MWR Central agents are driven by the needs of the customer regardless of their location at the time of request. Services are not only face-to-face but also via email, internet and telephone. All customers are provided with courteous and quality service.

Q: "Do you have packages?"

A: MWR Central can create a custom package to suit your individual needs and wants. Just let us know your travel dates and where you want to go and we will be happy to “build” you a package.

Q: "What forms of payment do you accept?"

A: We take cash, check, Visa, MasterCard, Discover, and American Express. Unfortunately we do not have the ability to accept the Military Star Card.

Q: "What do you have for "FREE"?"

A: MWR Central does from time to time offer complimentary tickets for Military Appreciation to various events. Please check with us periodically for any Military Appreciation tickets we may have to offer. These complimentary tickets are handled as per Standard Operating Procedures for Distribution of Complimentary Tickets.

Q: "Do you sell concert tickets or event tickets?"

A: We offer special military discounts for a few regional events; however most concerts and shows will only be available through the venue or third party ticketing website. Please check with us for any possible discounts.

Q: "Why don't you put out event information sooner?"

A: We do our best to get information out as quickly as possible through social media and our website.

Q: "Do you book packages for units, FRG's or other groups?"

A: We are glad to work with your Unit, FRG, and any other group for day trips, bus charters, attraction tickets or packages. We will work hard to get you a great deal.

Q: "Why can we sometimes get a better rate if we deal with the vendor directly rather than going through MWR Central? If you are here for the soldier why are we, at times, charged more?"

A: MWR Central strives to offer our Military community the best pricing available. It is possible some vendors may have a "better deal" however, we encourage our clients to research all components of the package and all policies involved. Our office is open from 0830 – 1630 to answer any questions regarding your booking and handle any issues that may come up. Also, some attractions may have a better Military discount at the door rather than through our office. We do let our clients know how to get the best rate for them.

Q: "Is my purchasing through the MWR Central Office really better for the military family?"

A: Purchasing through the MWR Central Office ensures you have someone working to get the best rate and all details of your purchase are accurate.

Q: "Does MWR Central sell tickets to any sporting events?"

A: We are currently negotiating with the NBA teams Atlanta Hawks and New Orleans Pelicans for game options during the upcoming seasons. Check with us periodically because our office is anticipating being able to offer select baseball, college football and NFL game tickets.

Q: "Does MWR Central offer rental car services?"

A: Rental car options can be included in a vacation package quote to suite your transportation needs, but not as a singular option.

Q. "Do you book our Cruises, Hotels and/or All Inclusive Resorts?"

A: Yes, we have access to all of the major cruise lines and all-inclusive properties, which include Sandals and Beaches Resorts which are only the beginning of the list. We can book hotel rooms as well as book Walt Disney World and Universal Orlando Resorts packages (with **or** without dining plans) the choice is up to you! Please call or come by the office with your travel dates so we can work on getting you a price quote.

Q: "We are only looking to purchase an airline ticket. Do you book airfare?"

A: Currently, we do not book airline reservations, however we are researching the possibility of bringing that service to the Ft. Rucker community. For the time being, you can contact Sato Vacations at 877-698-2554 to assist you in finding the best rates, or with the airlines directly. There are also third party ticketing websites that can be used to secure airline tickets for your vacation.

Q: "I want to sell my car on the Lemon Lot, what office should I go to for assistance?"

A: As of 1 October 2018, MWR Central is now the office in charge of registering all privately owned

vehicles to be sold on Ft. Rucker.

Q: “If I am listing my POV on the Lemon Lot, what information should I bring with me?”

A: New Registrants must have the following with them when listing their vehicle at MWR Central:

- Your ID
- Vehicle Registration/Copy of Title/Bill of Sale (Proof of Ownership)
- Proof of Insurance

The name on all POV documents must match the name of the individual who is in person registering the vehicle at the time of listing unless the registrant has a power of attorney on hand.