

Posted (Sep 2017)

1. When will my Airman graduate?

Please continue to monitor your mailbox as your trainee should have sent you a ***Family Welcome Letter*** in the early weeks of training that states the graduation date, event times, and other pertinent information that will help you plan accordingly. Until then, the best way to calculate a graduation date is to not count the arrival week as we consider this week "zero" week, then count 7 Thursdays after the arrival week and that will give you the Retreat/Coin Ceremony date with the Graduation day on Friday.

2. How do I get my Airman's mailing address?

For the protection of our trainees we are not allowed to provide any information of this type. In the past we would give out or confirm a mailing address, but found some trainees did not want certain individuals to have their address, not saying this is your case. For this reason though, all trainees are aware they must provide their address themselves whether it is via Post Card, Family Welcome Letter, Postal or Phone Call. We can assure you your trainee has made a phone call by now and has provided this information to someone. If you happen to know the Squadron and Flight Number of your trainee, you can verify the mailing address yourself at the USAF Basic Military Training Facebook Page. We apologize for any inconvenience this may cause, but we want to ensure our trainees are kept safe first and foremost.

3. I haven't heard from my Airman, how do I contact him/her?

An Airman is required by regulation to call upon arrival to the Airport in San Antonio. Additionally, they get another phone call within 72 hours to give you his/her address and to let you know that they are fine. Other phone calls during training are strictly up to the individual training instructor. If you have not received a call within 2 weeks, you can call (210) 671-3024. Keep in mind that your Airman may have opted to call a friend or spouse.

4. Am I allowed to visit my trainee during Basic Training?

Basic Military Trainees are not authorized visitors until Thursday of the seventh week of training (again, not counting week of arrival – zero week). In order to preserve the integrity of the basic training environment, family members of trainees assigned to Air Force Basic Military training are asked not to make arrangements to meet or observe their trainees who are currently in BMT. This includes visits to Lackland AFB to coincide with the trainee's use of the installation's chapel or other base facilities. Trainees who do not comply with this policy are subject to disciplinary action and are sent back a minimum one week in training.

5. How do I get graduation pictures and/or videos?

To find out how to purchase graduation pictures and/or videos, please call (210) 695-4979. Non-endorsement: Reference herein to any specific commercial products, process, or service by trade name, trademark, manufacturer, or otherwise, does not necessarily constitute or imply its endorsement, recommendation, or favoring by the United States Government. The views and opinions of authors expressed herein do not necessarily state or reflect those of the United States Government, and shall not be used for advertising or product endorsement purposes

6. In case of an emergency, how can I contact my Airman?

Contact your local Red Cross office.

7. We need to get a Visitor Access Pass. How do we get on base?

Due to heightened security measures, all visitors to Lackland AFB must be properly cleared before they are allowed on base. Please be aware that security personnel will conduct criminal background checks on everyone over the age of 18 who DOES NOT currently possess a valid DoD ID card (CAC or retired military ID). You should anticipate receiving a Visitor Access Pass around the end of your trainee's fifth week of training. If you have not received your pass, contact your trainee via mail or during authorized weekly telephone call to ensure your trainee has completed the Visitor Access Request Letter and has mailed your Visitor Access Pass home for your visitation. If you do not have a Visitor Access Pass or a valid DoD ID (CAC or retired military ID), you will be denied access to the base. However, any questions regarding passes should be addressed to the Visitor Control Center at 210-671-6174.

8. Will the Air Force provide transportation from the airport to and from hotels?

No. You can use your own vehicle, taxis or rental cars. Some hotels provide shuttle services.

9. What is open house?

This is an opportunity for visitors to view the graduating Airman's dormitory. It takes place after the parade and is for one hour. Whether Airmen or their families wish to attend Open House the Airmen is required after Parade to go back to their Squadrons for a mandatory safety briefing. If the Airmen do not return for their safety briefing they will possibly lose their liberties for the rest of the weekend.

10. If I am a spouse or child of an Airman, how do I get a dependent ID card?

Dependents requiring an ID can have their Airman get the required form from the appropriate base agency, sign it and send it to the family member. Dependents can get the ID card at Lackland or any ID card processing center. If time permits with your Airman's schedule, you can have him/her go with you to get the ID when you arrive.

11. What can I do while I'm on base until my Airman shows up?

You can shop in the General Store or snack bar located at the reception center. Civilians can enter the BX but cannot purchase without a military ID card. We have several museums on base as well, including one in the BMT Reception Center. The reception center staff will provide a map of the main attractions.

12. Do I have to attend a visitor's briefing?

The briefings are optional but HIGHLY encouraged. These briefings are designed to give visitors an overview of the weekend events, explain what you should and should not do, what your Airman can and cannot do, etc.

13. Can I get a room at an on-base hotel or other base housing?

We do have lodging facilities on base. In order to stay, you must call 24 hours in advance to request a room. These rooms are rented on a space available basis; however, active duty military members with specific business on Lackland take precedence. Unfortunately, most times the rooms are unavailable. The number for the Gateway Inn is (210) 671-2556/3622.

14. Are there limits to how many friends/family can attend the graduation?

Trainees are authorized 10 Guest.

15. Can I take my Airman to his/her technical training school?

It is RARE that permission is granted for this. Only an Airman with very specific circumstances is allowed to go with his/her parents to tech training and must have Command approval to do so. This is an issue that needs to be discussed with your Airman's commander when you arrive. The commander will have the final say. An Airman not accompanying his/her family to technical school (99.9%) will travel via government provided transportation. Family members cannot travel with the Airman in this case.

16. Where is the nearest bus stop to the reception center?

The stop is down the street from the reception center. It provides transportation around the base for free.

17. Is there a phone I can use at the reception center?

Only for emergencies at the front desk. This phone does not allow long distance calls.

18. Where can I park at the reception center?

We have designated parking adjacent to our building and across the street. Parking is also allowed at the buildings around the reception center. Please ensure you park only in designated areas and not in those reserved for others.

19. Where can I smoke?

There are designated smoking areas/receptacles behind the larger bleachers on the Retreat pad located at the Pfingston Reception Center. Additionally, we request you refrain from smoking at the Parade Grounds, in the squadron areas, parking lots, and while walking on JBSA Lackland.

Useful/Helpful Sites

- AF Basic Military Training - <http://www.basictraining.af.mil>
- Facebook - USAF Basic Military Training
- Family Travel - <http://www.bmtfamilytravel.com> or call (855) 676-4574 *This program gives back a portion of the booking fee/commission to the Air Force's Morale, Welfare and Recreation (MWR) fund.
- San Antonio Convention & Visitors Bureau - <http://www.visitsanantonio.com/military>
- San Antonio Chamber of Commerce - <http://www.sachamber.org>
- BMT Pfingston Reception Center - (210) 671-3069