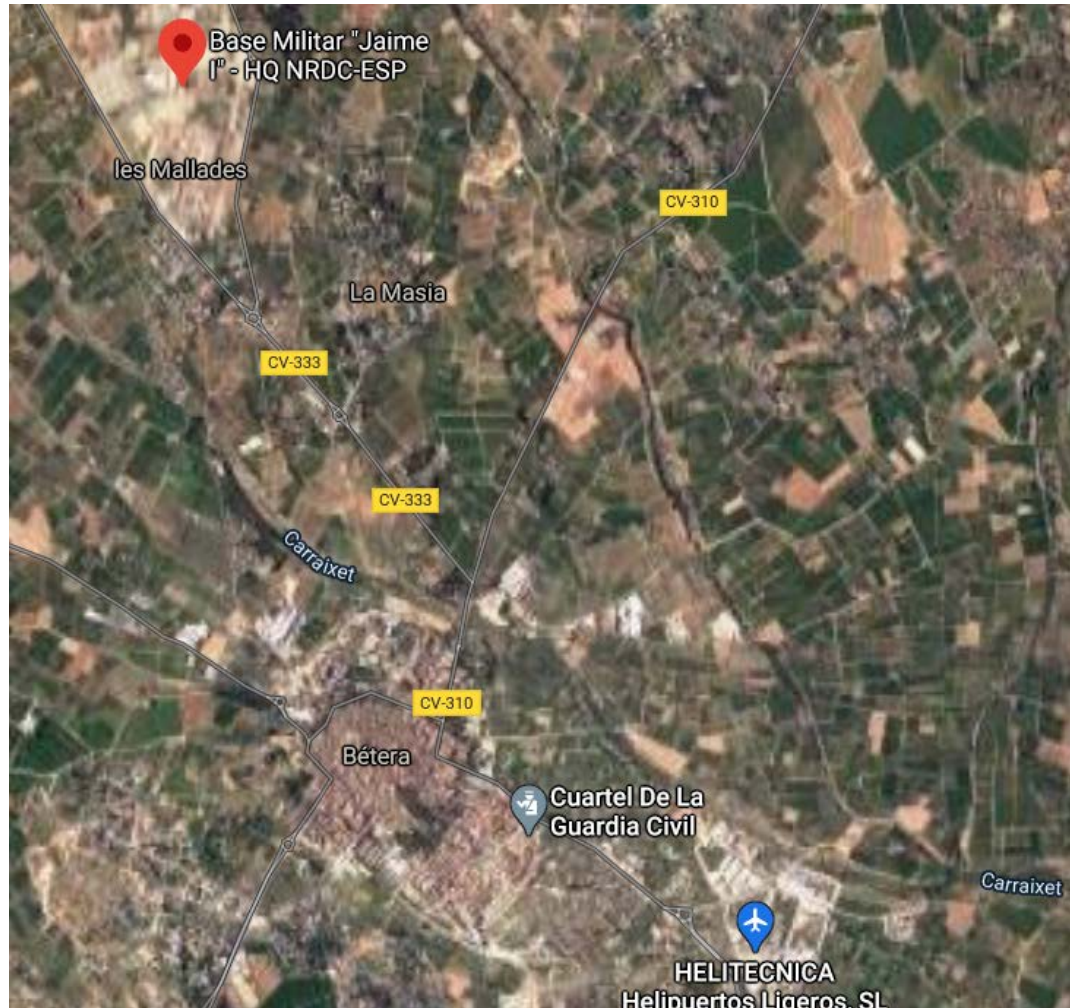


HHC, AFSOUTH BN, USANATO BDE

NATO RAPID DEP CORPS-SP

(Last updated March 2021)



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July 2, 2020

Greetings from REGULATOR 6!

It gives me great pleasure to welcome you to the Headquarters and Headquarters Company (HHC), Allied Forces South (AFSOUTH) Battalion. I am your HHC Commander; also known as REGULATOR 6! I began serving the Soldiers of HHC in July 2020, and it has been the most rewarding assignment of my career to date. I love what I do, and I thoroughly enjoy supporting the over 120 REGULATORS, and enabling my Team to provide you with the best customer service.

Our company is unique to say the least. The HHC is headquartered out of Naples, Italy; however, our company is dispersed across seven locations and five countries: Portugal, Spain, Italy, Greece, Romania, and Bulgaria. My responsibility as your company commander is to develop and execute programs and procedures that reinforce the AFSOUTH Battalion's mission as the Army's premier Southern Europe Region Strategic Support organization.

Whether you are serving as a NATO Soldier in a Peacetime Establishment (PE) billet or as a member of our battalion support staff, you are a part of the AFSOUTH Battalion. AFSOUTH supports NATO and USAREUR's mission by ensuring individual Soldier and Family Readiness through training, logistics, human resources support, and service-specific support across our area of operations in southern Europe (and Norfolk, VA), to provide ready and resilient Soldiers to NATO, maintain our joint and multinational partnerships, and strengthen the Alliance.

AFSOUTH's vision focuses on the Soldier serving as a Uniformed Ambassador in the NATO environment. HHC supports AFSOUTH's vision by building relationships through **personal engagements**, communicating through **multiple platforms and to multiple audiences**, and providing superior customer service to ensure **Soldier Readiness**.

You will soon become part of a great organization. I am extremely excited to have you join the HHC, and have the opportunity to serve with you and your Family. My door is always open. Please feel free to reach out to me via email if you need assistance or just want to say hello!

Welcome to the REGULATOR Family,

Captain, Adjutant General
Commanding

United States National Support Element Valencia, Spain

Welcome Packet 2021



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INTRODUCTION

Congratulations on your orders to NATO Rapid Deployable Corps – Spain (NRDC-SP)! This guide was created by the U.S. National Support Element (NSE) Valencia, the organization that provides administrative agent support to NRDC-SP troops and their families. It provides information to help you prepare for your new assignment to reduce uncertainty and complications upon arrival as much as possible. It includes “I wish I knew” recommendations and information that we hope will be useful throughout your tour. This guide is always a work in progress, so once you’re settled, if you have suggested changes or additions, please provide them to the NSE.

For several reasons, this is a very unique assignment. Not only will you be working in a multinational environment, but you will truly be living in Spain, as **THERE ARE NO U.S. MILITARY FACILITIES HERE**. In fact, the American presence is very small—less than 25 families. Your fellow Americans, especially your sponsor, will be your greatest source of information and assistance as you prepare for and embark upon this assignment. The only on-site American support activity is the 5-person U.S. National Support Element (NSE), which reports to U.S. Naval Activities Spain, and the one-person Army Support Element, co-located with the NSE. However reach-back support is provided by U.S. Naval Station Rota, located on the Atlantic Ocean in southwestern Spain, and by Headquarters and Headquarters Company, Allied Forces South in Naples, Italy.

The small Spanish Army base on which NRDC-SP is located, Base Militar Jaime I, lacks the amenities that overseas U.S. military bases offer. There is no family housing, no Commissary or Exchange, no Department of Defense Education Activity dependent schools, and no Child Development Center. Because there is no U.S. medical treatment facility, you and your family will be seen by Spanish doctors and dentists who contract with TRICARE Overseas Program contractor International SOS (ISOS). Dependent children must either attend private schools or Spanish public schools. (The Non-DoD Schools Program pays for most—but not all—of the costs of private schools.) Also, under the Status of Forces Agreement (SOFA), spouses of U.S. military members may not work on the Spanish economy.

SPAIN IS DIFFERENT! The Spanish culture is quite different from American culture, so be prepared for a culture shock when you arrive. The American “do it now!” ethos doesn’t exist here. There is a much lower sense of urgency in Spain than in the U.S., and many things take significantly longer to accomplish, and require more paperwork or steps than in the United States. The Spanish work hours and meal hours are not what you’re accustomed to, either. If you don’t speak Spanish, your culture shock will be even greater, as English is not as widely spoken in Valencia as it is in many European cities. (Be sure to download GoogleTranslate or a similar app on your phone.) Driving can be intimidating at first, as well, as many Spanish roads are narrow, as are the parking spaces. There are many, many roundabouts, and the ones in the city of Valencia are several lanes wide—although the lane markers are only suggestions! So be aware that you are in for a LOT of changes that at first will seem very challenging, or even frustrating, but you will soon accept them as just part of life in beautiful Valencia, Spain.

The Army O-6 U.S. Senior National Representative has assigned a sponsor who is the primary person responsible for assisting you during your transition. You should expect the following from your sponsor:

- Pre-departure contact and answers to questions and, if needed, assistance with arranging temporary lodging and transportation
- Meeting you upon your arrival
- An escort onto base and introduction to the ASE and SOFA Office for in-processing, and to the NRDC-SP office to which you’re assigned
- Introductions to the U. S. Senior National Representative (SNR) and the NSE Director, and coordination of your NSE indoc, normally given with the first week of arrival.

BEFORE YOU ARRIVE

The following information is provided to help you prepare for your move. Please also review and use the Appendix A checklist as a guide.

Some Basics You Should Know -

Headquarters NATO Rapid Deployable Corps – Spain: HQ-NRDC-SP is a NATO Corps HQ that deploys for NATO crisis response and collective defense missions. It is comprised primarily of members of the Spanish Army, and the Spanish Army provides administrative and funding support. Nine NATO countries are represented in NRDC-SP. The authorized strength of the U.S. contingent is 12 U.S. Army officers, 1 U.S. Air Force officer, and 4 U.S. Army NCOs.

Base Militar Jaime I: NRDC-SP and the NSE are located on the small Spanish Army base Base Militar Jaime I, near the town of Bétera, approximately 20 km northwest of the city of Valencia. NRDC-SP is located on the “NATO side” of the base, and the NSE building is on the “Spanish side” of the base. The base facilities are old, and because the water on the base is non-potable, bottled water is available in all offices. The base is very secure, and visitors require pre-approval to enter.

Valencia: The city of Valencia is the third largest city in Spain, with a population of 800,000 in the city limits, and 1.5 million in the entire metropolitan area. The port of Valencia is the fifth busiest container port in Europe, and the busiest on the Mediterranean Sea. The city is located in the province of Valencia, one of three provinces in the Valencian Autonomous Community, which is one of seventeen autonomous communities in Spain. There are two official languages in Valencia, Spanish and Valenciano, which is similar to Catalan. In the city of Valencia and parts of the province of Valencia, signs for roads, streets, and attractions are in Valenciano. The city is a tourist destination due to its mild climate, fine beaches, night life, attractions such as museums, a zoo, and the largest aquarium in Europe, and its famous Fallas festival in March. The city of Valencia has an excellent public transportation system, including an extensive metro system that extends into the suburbs, including a station in Bétera.

Prepare Financially: Transferring to Spain can pose a financial challenge to anyone who is not prepared, as temporary living and move-in costs are high—as much as €8,000-10,000. If you are bringing pets, the cost of arranging their transportation could exceed \$1,000. We suggest requesting advanced pay and, when preparing to sign a lease, advanced Overseas Housing Allowance, to help offset these expenses. There are no U. S. banking facilities available and it will take a few weeks to establish a local Spanish bank account, so consider exchanging dollars for euros before arriving in Valencia. ATMs are abundant but there are limits (typically €600 for Spanish banks) on daily withdrawals, and transaction fees usually apply. If your credit card charges a foreign transaction fee, usually 1%, consider obtaining one that does not charge.

Some ***initial expenses to anticipate*** are:

- Travel: meals, souvenirs, luggage handling, tips, etc.
- Rental car and fuel (€400-1,000/month, depending on the season)
- Temporary lodging (€50-200/day)
- Dining out and grocery purchases
- First month's rent (€1800-2500)
- Security deposit (one month's rent, two months for furnished)
- Realtor fee (one month's rent plus a 21% IVA tax)
- Moving-in expenses: cleaning supplies, adapters, toiletries, etc.
- Car license plate fees
- The unexpected: car repair, vacation opportunities, entertainment activities, etc.

While you will be reimbursed or receive entitlements for many of these expenses, it is impossible to predict how long it will take for Finance to process your vouchers for reimbursement. For more information about your DLA, Travel, Per Diem, TLA, OHA, Utilities, MIHA, COLA and other entitlements/allowances, visit www.defensetravel.dod.mil.

Items to Hand Carry:

For in-processing at the NSE you will need:

- Copies of PCS orders and all amendments
- Copies of entire household's birth certificates
- Passports (your PCS orders should clearly state passport requirements)
- Children's school records: report cards, transcripts, immunizations, test scores (e.g., SAT, special programs (e.g., ESL, Gifted and Talented), awards, etc.
- Auto insurance, vehicle registration, original vehicle title, shipping documents, and completed auto data form (Appendix B) if you shipped a vehicle
- Paper and/or electronic copies of photos of all vehicle data plates (windshield VIN plate, door jamb plate, engine bay plate, trunkplate)
- Driver's licenses
- Pet documents, if applicable
- Personal firearms information (model and serial number), if applicable
- Book(s) of stamps (see mail services later in this Guide)
- Required medicines to last at least a month
- All needed uniform items and appropriate seasonal clothing – overnight lows can get be 30-40°F in November through April
- Children's favorite toys/games

Administration Support: All admin support such as actions, awards, evaluations, DD Forms 93, SGLV, leave and passes, SRB updates, rating scheme, MEDPROS updates, FVAP, and all other routing HR related actions are handled by the National Support Element (NSE) at Valencia. NSE supports their assigned personnel and BN's mission by ensuring individual Soldier and Family Readiness through administrative, HR, logistics, operations, and communications support. They receive direct guidance from company leadership. NSE personnel will coordinate with the local Admin Agent and the supporting Company and BN headquarters for all national support requirements for Army personnel. In the event there is not a local NSE NCO available, personnel will route all administrative actions directly to the HQ Company NSE.

Reassignments

When a SM out-processes from HHC their main POC is the Valencia NSE. The HQ Company coordinates issuance of PCS orders from the BN MPD/S1 at Naples, Italy. Valencia NSE coordinates all out-processing requirements such as transportation, housing and request for replacement of PE personnel is coordinated between the Senior National Representative (SNR) / the Senior Army Officer (SAO) with ECJ1 Strength Management Division.

Clearance: The NATO Secret, SF86 renewals, and other clearances are process by the AFSOUTH BN S2 in Naples, Italy through the Valencia NSE. If fingerprints are required, the Service member must travel to Naples, Italy on TDY.

Hand Receipts The property books are controlled by the Company Commander HHC HQ in Naples, Italy

UCMJ: UCMJ Company Grade is held by the Company Commander at HHC HQ in Naples, Italy
UCMJ Field Grade is held by the AFSOUTH Battalion Commander at Naples, Italy.

IT Support: IT support is not available at Valencia, Spain. Instead this service is found at the HHC HQ at Naples, Italy. The company NSE will process NIPR account requests and issue NIPR computers and hotspot devices. VPN access can also be requested from the Company NSE if needed. Most of your emails will be on NATO Secret servers; the VPN can be used to access your .mil emails.

Temporary Lodging: We recommend you consult with your sponsor before arranging temporary accommodations, as he will have information on other service member's experiences, possible discounts for U.S. military, and lodging that allows pets. Valencia is a holiday destination, especially in the summer months, so hotel reservations may be difficult to find -- reserve early! TLA rates change and vary depending on family size, so confirm your TLA rate before making reservations, and keep all receipts. Be advised that Spanish hotels may require non-refundable advance deposits.

Immediate Transportation: It is important to coordinate your transportation from the airport with your sponsor before you arrive. If your sponsor requests NSE assistance in advance and the NSE van is available, the NSE can assist with airport pick up. If you are arranging your own transportation from the airport, consider hiring a taxi to help with the initial load rather than renting a vehicle larger than you'll need day-to-day.

Permanent Housing: There is no military housing in the Bétera/Valencia area, so you'll be fully embedded in the local economy. The rental market is very active, as there is more demand than properties available, and most rental properties are leased quickly. Therefore, there is no listing of homes available. Storage in houses/apartments tends to be limited, so try not to bring items you may not use.

You don't need to start looking for permanent housing before you arrive, but if you'd like to do so, consult the websites listed below. Be advised, however, that most rentals are leased quickly, and many listings remain on the websites after they are no longer available. It is important to avoid unrealistic expectations regarding housing. The housing stock that is actually available when you arrive may be quite different from what you see online before you arrive. After your arrival, the Housing Management Assistant will show you what's currently available on the market that is within your housing allowance and meets mandatory U.S. housing standards.

www.spainhouses.net
www.idealista.com
www.enalquiler.com

www.pisos.com
www.fotocasa.es

Please fill out the housing questionnaire (Appendix C) and email it to the NSE Valencia Housing Management Assistant as soon as possible so Housing will know in advance your preferences for housing location, size, and amenities.

Dependent Education: There are no Department of Defense Education Activity schools, so children must either attend private schools, Spanish schools, or boarding schools, or be homeschooled. All families with school age children must register in the Non-DoD Schools Program (NDSP), which will pay school tuition and transportation costs and provide other services. It is very important that parents clearly understand NDSP requirements and benefits before arriving, and they should familiarize themselves with the program by visiting <https://www.dodea.edu/nonDoD/ndspOrientation.cfm>.

- **Enroll in NDSP** at <https://registration.dodea.edu/NDSP/privacy-act.cfm> **prior to arrival in Spain!** Register with NDSP now, buy do not pre-register for a specific school prior to arrival. Under "school," type "dummy," as this allows you to enroll with NDSP and you can edit the school section later (after arrival).
- Browse school websites and contact them to see if they have special admissions requirements such as entrance exams, space available (as some grades can get full), or acceptance restrictions.
- If possible, based on arrival date and urgency needs for enrollment, develop and coordinate a plan for you to visit the schools that seem promising.
- Some questions to consider based on U. S. family experiences:
 - What are the itemized costs in order to compare how much will be covered? *For instance, lunch and uniforms are not authorized expenses, yet most schools require you to pay for their school lunch and some require uniforms.* (View the DoDEA website so see authorized expenses

and rates).

- What is the ratio of local Spanish students to international students? *Some U. S. dependents have had difficulties when there are few other international students.*
- Is there flexibility in course selection? *Many schools require students take a Valenciano language class, which you may not deem valuable.*
- Is bussing available? Extra-curricular activities? Can your child bring a bag lunch?

Below is an alphabetical short list of known English language schools within commutable distance to Bétera to help you get started. Currently, most students attend American School of Valencia or Caxton College (NOTE: The title “College” is also used for elementary, middle and high school).

- American School of Valencia (ASV): (American-based English school)
Urbanización Los Monasterios, Avenida de la Sierra Calderona 29, 46530 Puzol, Tel: 961 405 412
- British Schools of Alzira: (British-based English school) Alzira Tavernes Road, KM 12, 46792 Alzira
Tel: 962 589 368
- British School of Valencia: (British-based English school) Avda. Peris y Valero 57, 46006 Valencia, Tel: 963 742 930
- Cambridge House Community College: (British-based English school) Calle Conde de Cirat 6, Rocafort, 46111, Tel: 963 905 019
- Caxton College: (British-based English school) Barcelona Road, 46530 Puzol, Tel: 961 424 500
- Colegio Aleman De Valencia/Deutsche Schule Valencia (DSV): (German International school)
14-16 Jaime Roig Street, 46010 Valencia, Tel: 963 690 100
- Colegio Iale (pronounced E-all-ay): (Spanish-based English school) Calle Campoamor, 24, 46183 L'Eliana, Valencia, Tel: 962 740 272
- El Plantio ISV: (British-based English school) Carrer 233, 36, 46182 La Canyada
Tel: 961 321 410
- English School Los Olivos: (British-based English school)
 - (Primary) 25 Pino Panera Ave 46110 Godella (Campolivar) Tel: 963 639 938
 - (Secondary) Av. los Almendros, 13, 46110 Campolivar, Valencia Tel: 963 631 409

NOTE: DoD does not fund education before the age of 5. A child must be 5 years old by 1 September of that year in order for the DoD to reimburse tuition and/or fees. However, your children are eligible to be enrolled in Spanish public schools beginning at age 3, at your expense, if you choose to enroll them.

Day Care: Day care centers in Spain are for use only by local residents registered at the Ayuntamiento (town hall) and are normally only Spanish-speaking.

Pets: Pet ownership is widely accepted in Spain. There are ample, quality vets, kennels, and pet supply stores. There is no quarantine requirement, however a certificate that states that the animal is in good health and has a current rabies vaccination is required. The main source of frustration concerning pets stems from arranging transportation for animals into the country. Consult with your vet and transportation office several months before your planned departure if you plan to bring pets. Some questions you may want to ask are:

- What is the timing required (prior to travel) for shots/inoculations the animal may need?
- Any breed/size restrictions? (Some airlines won't transport breeds with flat noses – pugs, bulldogs, Persians, etc.)
- Will your transport company bring the animal all the way to Valencia? (*Depending on routing, some companies may only bring them to a major connection hub in Europe; for example, Madrid.*)
- Are there temperature restrictions?
- What are the travel carrier/container requirements?

Although it occurs infrequently, all animals are subject to examination by the Customs veterinarian upon arrival; therefore, to prevent delays, try to plan your trip to avoid pet arrival on weekends, holidays, or off-hours. Once in the country, you may be required to get a pet passport if you wish to travel to other European countries with your pet. A local vet will help you obtain a pet passport at a minimal charge.

Note: All pet expenses are the owner's responsibility. There are no pet reimbursement entitlements.

Weapons (Firearms and Bows): Valencia is a location where you are authorized to import firearms and bows, however, it is strongly discouraged. Authorization to possess weapons while in Spain is a cumbersome process, which ultimately goes to the Spanish Ministry of the Interior. Your weapon will most likely have to be stored in Madrid or Rota while you are awaiting authorization to possess the weapons in Spain (known as GUIA). This process can take months to be completed. Additionally, there are mandates imposed by the Ministry that require a hardened storage container and child-proof locks. ***It is imperative that weapons are shipped separately from your household goods.*** While the moving companies may incorrectly state that weapons can be shipped with HHG, Spanish regulations and the Commander, Naval Activities Spain require weapons to be shipped separately while awaiting clearance and authorization from the Spanish authorities. Contact your transportation office for specific details.

Additional Things to Consider:

- Ensure all family members are properly enrolled in DEERS.
- Read the NRDC-SP Newcomer's Guide (NATO) (Appendix D)
- Consider bringing a GPS with European maps (at least Spain) installed.
- Purchase electric adapter plugs for dual-voltage appliances/electronics. Your lamps will work with an adapter plug and 220V light bulbs purchased in Spain.
- You may check out from the NSE transformers (300, 500, 1000, or 2000 watt) up to 5000 watts in any combination of denominations for the duration of your tour from the NSE, but if you need more or larger transformers, best to purchase in the U. S. prior to moving.
- Most 110V/60Hz items have motors that don't work well even through a transformer, so consult the owner's guide. Even items that do work well such as coffee machines, may wear out faster when using a transformer (see Housing services in this Guide for additional info.).
- Consider shipping in your HHG extra quantities of favorite U.S. grocery items, toiletries or products that may not be easily available in Spain, such as cooking spray, canned soup, crackers, muffin mix, dietary supplements, face or body lotions, and peanut butter. The Spanish economy has most products you'll seek, but not all your familiar brands. The nearest military Commissary and Exchange is an 8-hour drive away, and you cannot mail order some products due to shipping restrictions, such as on aerosol cans.
- Submit a change of address card to your local post office or online with www.usps.com.
- Make sure your ID, passport, driver's license and any other documents with an expiration date are up to date. If possible, get them renewed so expiration date lasts past your DEROS.
- Conduct a thorough maintenance check on your vehicle before you ship it and purchase/ship extra vehicle consumables (light bulbs, filters, wipers, etc.) you may need.
- Ship carpets/rugs, as most floors in Valencia are tile/marble. Carpeted houses are very rare.
- Establish a video network account, such as Skype, or download WhatsApp or Messenger for free video or voice calls and/or purchase a computer based phone service such as MagicJack to reduce expensive calls to the United States. WhatsApp is widely used by American NRDC-SP personnel and spouses to communicate with each other. Some Americans also use a VPN in order to watch Netflix with more options.
- If you plan to use your U.S. cell phone to make calls here, verify that it is unlocked, works in both the U. S. and Europe, and has an exchangeable SIM card. Some U.S. cell plans allow unlimited free international texting and data. There are many options available for Spanish mobile phones, both contract and pre-pay options are available.

ARRIVAL (THE FIRST 24/48 HOURS)

Unless you declined the offer, you will be met by your sponsor upon your arrival to Valencia. It may take several days for you to become accustomed to the time zone change. There are only two stops you have to make in the first 24-48 hours, although you likely will start on some of the other in-processing requirements

right away, too.

In-Process with the Army Support Element (ASE): Provide the ASE with the documents listed in the previous chapter under “Items to Hand Carry.” Your sponsor should make an appointment time for you and escort you to the ASE. The ASE phone numbers are +34 961 605 794 or +34 961 605 795.

Schedule Your National Support Element (NSE) Newcomers Indoc: As soon as possible after your arrival, your sponsor should introduce you to the NSE Director in order to schedule the NSE Indoc, which will last approximately five hours, including the Housing portion. Spouses should attend NSE Indoc.

THE NEXT FEW DAYS

The following are additional in-processing requirements and basic information you might need or use during your next week.

Attend NSE Valencia Newcomers Indoc: Most of your Garrison-like support services are provided by the NSE, so it is important that you and your spouse attend NSE Indoc to learn what services are (and are not) available in this remote location. During Indoc, you will also view a DVD of recorded sessions on Spanish history and culture from the U.S. Naval Station Rota Intercultural Relations course which NAVSTA Rota personnel attend. Your sponsor should help you schedule your NSE Indoc and escort you and your spouse to the NSE to attend.

- **Indoc Handouts:** During the NSE Indoc, you will be provided a folder that contains: a copy of the Indoc PowerPoint brief, which explains the NSE’s role and services and contains helpful information on living and shopping in Spain; your mailbox combination and a Change of Address card to fill out; and information on TRICARE Overseas Prime (TOP) Remote International SOS network medical and dental providers.
- **Housing:** The Housing Management Assistant will brief you on the services offered by Housing to include: TLA claims, OHA, utilities, and MIHA authorizations; the signing of the lease; and mediation between you and the landlord (*many landlords do not speak English*). This meeting is held directly after the NSE INDOC and typically lasts about 1 1/2 hours.

The Housing Management Assistant works closely with area realtors/landlords because he understands what Americans might look for in a home. He will show you a number of available homes and/or apartments in different areas that are within your OHA price range. This will take place only during normal NSE working hours, as overtime is not authorized. You may choose to do additional house-hunting on your own after hours. Please bear in mind that in Spain, things tend to happen more slowly than in the U.S., so it will likely take more time to arrange appointments for showings with rental agents than it would in the States. You will need to be patient as you adjust to the local pace.

The housing market fluctuates, and housing availability can be very limited, especially in the summer. If you have specific “wants” or “must haves,” it may take longer to find a home you are willing to rent. On average, families visit 10 homes before making a decision, and are in temporary lodging for 4-6 weeks after arrival (sometimes longer if arriving in July or August).

The Housing Management Assistant will help negotiate a rental price, verify the presence of the Military Clause in the lease, ensure compliance with the law, help identify/negotiate improvements that should be made, explain your responsibilities and those of the landlord, and arrange loaner appliances/furniture, if needed.

NOTE: Verbal agreements in Spain are legally binding, so please understand what you are committing to before making any verbal agreements!

Once you decide on a home, the Housing Management Assistant will work with you and the landlord to negotiate and try to reach an agreement on rent and any services to be included and any improvements to be done to the home, such as adding air conditioning units or screens. It is wise to have a second choice selected in case negotiations fail. When an agreement is reached, the Housing Management Assistant will prepare the precontract and the lease. You must use the lease prepared by the Housing office. Please note that only agreements reached in the precontract will be in the final lease – there will be no negotiation at the signing of the lease. At signing, be prepared to pay the first month's rent & deposit (equal to one month's rent or more if furnished). If a realtor helped to find the home, as is common, you must also pay a realtor fee (one month's rent + 21%). The realtor fee will be reimbursed to you when the MIHA paperwork is submitted. The Housing Management Assistant will assist you with all paperwork.

Housing is also responsible to help supply loaner appliances (full-tour) and loaner furniture (90-days/or until your HHG shipment is delivered) if needed. Most of the items available for full-tour loan come from Rota and include a refrigerator, microwave, portable air conditioner, freezer, washer, dryer and dishwasher. Fans, heaters, and transformers are available for full-tour loan from the Valencia loaner closet. Other items that may be available from the short-term (90-day) loaner closet at NSE Valencia include: dishes, irons, utensils, pots/pans, etc., to get you started when you first arrive and until your HHG shipment arrives.

After occupancy, the Housing Management Assistant will aid you with certain aspects of landlord mediation, landlord disputes, maintenance service scheduling, lease amendments and termination of lease. However, this assistance can only be provided during working hours – the Housing Management assistant is not authorized to work overtime.

Note: The government only pays for your arrival and departure moves -- if you move houses during your tour here, you must bear the costs of that move.

- **Overseas Housing Allowance (OHA):** You will receive an OHA for rent and you and a monthly allowance for utilities. OHA rates are available at <http://perdiem.hqda.pentagon.mil/perdiem>.
Note: Rent costs that exceed your OHA cap must be paid out-of-pocket by you, so you are cautioned against signing a lease for rent that can be expected to exceed your OHA. Beware of currency fluctuations!
- **Household Goods:** It normally takes 60-70 days from the East Coast, 70-80 days from West Coast to receive your personal property. The Housing Liaison can assist with coordinating your HHG delivery or pick-up if requested. All incoming/outgoing HHG's go thru NAVSTA Rota, Spain. The NSE recommends calling Rota upon arrival to see if your HHG's have arrived in Spain. Please coordinate with the Housing Management Assistant and do not make an express shipment or HHG delivery appointment before your rental contract is signed/completed. Personal Property (Rota) will provide information concerning your weapons, if applicable.
- **Personally Owned Vehicle:** If you shipped a POV, check the status at <http://www.pcsmypov.com> or via email at rota.vpc@ialpov.us. Upon arrival your vehicle will be transported to Base Militar Jaime I. You will need:
 - DD Form 788, the original privately owned vehicle (POV) shipping document
 - Valid stateside registration and original title
 - Overseas vehicle insurance (the green card)
 - Military ID
 - Paper and/or electronic copies of photos of all vehicle data plates (windshield VIN plate, door jamb plate, engine bay plate, trunkplate)
- **Mail:** Once you receive orders, you may mail items to your new mailing address to be held until

your arrival. You will receive your permanent mailing address in your “Welcome Letter” email. The NSE post office is **not full-service** and space is limited, so don’t send large items the NSE must store for long periods. The NSE post office conducts **no monetary transactions** (no stamps, money orders, supplies, express delivery or registered mail). It is advised to purchase several books of stamps before arrival and create a click-n-ship account at www.usps.com. At the USPS website, you can order supplies or pay for postage on bulk mail. The NSE provides a variety of sizes of flat rate boxes for your use, and has a scale to use to weigh your items so you can purchase the correct postage online. During the NSE Indoc brief, you will learn more about NSE postal operations and DoD and USPS postal regulations. Your FPO box is a privilege that can be revoked if misused.

NSE staff normally makes the mail run to the airport on Monday, Wednesday, and Friday. Mail room hours for customer service are 1130-1430 Monday through Friday except U.S. federal holidays. Mail from the U.S. is often delayed and sometimes misrouted, so a delivery that would take days in the U.S. may take weeks to arrive in Valencia—two weeks is average. Recommend to friends and family who will be sending you packages that they use bubble wrap and place items in plastic bags within the box in case the box is exposed to the elements during shipment.

- **TRICARE:** Due to our remote location, you must enroll in TRICARE Overseas Prime (TOP) Remote after your arrival in Valencia, and you must enroll command-sponsored dependents. Partnering with International SOS (ISOS), TRICARE offers TOP Remote beneficiaries quality host nation health care that is “cashless, claimless” – with no up-front payments or claims required when ISOS network providers are used. The NSE TRICARE Liaison will advise you on how to enroll online and will provide you with information on ISOS network providers during the NSE Indoc.

All of your non-emergency medical care (and for sponsors, dental care) must be pre-approved and coordinated via ISOS; if you do not get an ISOS referral in advance, you may have to pay 50% of the healthcare cost, a deductible of \$300 or \$600 (depending on family status) and excess charges up to 15%. Of course, emergency care can be coordinated after the emergency has passed.

- **Dependent Education:** Mandatory NDSP online enrollment of dependents must be completed after arrival to enroll in a specific school or in homeschooling. Online re-enrollment is done only once per new school-year, unless a student changes schools mid-year.
- **Community Center:** The NSE building serves as a community center, and contains the following rooms to make your tour in Valencia as convenient as possible: a computer room with both general internet access and access to the Navy OneNet for access to official email and DoD and Service training websites; the mail room/post office; a small library with books and DVDs available for check-out; and a community room with sofas, TV, video game consoles, and bottled water. The building also contains the NSE and ASE staff offices.
- **Morale, Welfare and Recreation:** The NSE manages an austere Morale, Welfare, and Recreation (MWR) program. Services provided through the MWR program include check-out of: movie and TV series DVDs, board/video games, camping, sports, and exercise equipment, including bicycles, kayaks, and paddleboards, coolers, and holiday decorations. The NSE also provides information on events sponsored by the NATO Morale and Welfare Activities Committee. Navy MWR has also provided LifeFitness equipment in the base gym for servicemember use. Because of the small size of the NSE staff—5 personnel—the NSE is unable to offer MWR travel and tours.

Visit the Status of Forces Agreement (SOFA) Office: See the NRDC-SP Newcomer’s Guide at Appendix D for additional information. The NSE will prepare the memo required for you/family to obtain the following documents and IDs. Your sponsor should escort you to the SOFA office to apply for these documents:

- **Numero de Identidad de Extranjero (NIE)** – Apply for your NIE as soon as possible, as it may take up to two weeks for the application to be processed. The NIE is an essential Spanish government-assigned registration number for foreigners (extranjeros) that is required to conduct most business in Spain. Every family member must get one. Without your NIE, you cannot open a Spanish bank account, contract for mobile phone service, register children in school, sign a lease, etc.
- **NATO Identification Card**
- **Vehicle Registration:** You will need to turn in your completed vehicle data form (Appendix B) to receive your vehicle registration and license plates, which may take several weeks. You are authorized to use your non-Spanish license plates and registration for up to six months but switching to NATO or Spanish plates as soon as possible is highly recommended.
 - **NATO-assigned plates** are yellow and are considered diplomatic – they are often called **TA plates** (Tecnico-Administrativo) because they all begin with TA. They cost €18. Outside of Spain, you must use TA plates.
 - **Cover plates** are white and look like ordinary Spanish plates. You may request them for free from the SOFA office.
 - **Fuel Card:** The SOFA office will explain the procedures for applying for one of the two available fuel cards, which can save money on fuel tax, but require online quarterly filing for refunds. You will need to have a local bank account and license plates before you may apply for a card, since it is linked to the license plate.

Visit Your Office of Assignment: Your sponsor will escort you to your office of assignment and introduce you to your new NATO supervisor and branch personnel. They will begin your specific NRDC-SP in-processing such as setting up your computer (you'll need your security clearance documents), introducing you to the other offices, and showing you how to apply for your permanent base parking card. They will also escort you to the Policia Militar and Guardia Civil Offices.

Visit the Base Security Office: Base Security will issue your parking permit.

Visit the Policía Militar Office: The Policía Militar will issue the electronic security ID badges required to get on base and into the NATO compound. Family members can also receive a security ID badge, however it is not electronic, and must be shown to gate guards for base entry.

Visit the Guardia Civil Office: This office is on base and your sponsor should accompany you to the GC office.

- Driver's License - The Guardia Civil will take your U. S. driver's license and have it translated into a Spanish license. Both cards must be presented if requested by authorities. The Spanish translation copies the expiration date of your regular license, so try to extend that expiration date through your tour before arrival, if possible.
- TA and Cover Plates - The Guardia Civil produces the license plates you applied for at the SOFA Office.
- Home Address – Once you sign for permanent housing, the NSE will provide the Guardia Civil with your address. They will periodically (usually twice a week) drive by your premises as a security service for you and your family.

Other Handy Things to Know

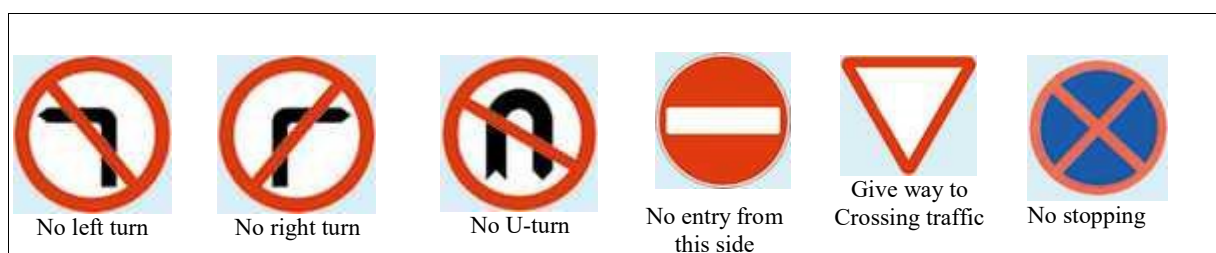
- Driving in Spain: Before you arrive in Spain, make sure you have familiarized yourself with the rules of the road and the road signs.
 - Look out for pedestrians and stop at crosswalks! Pedestrians always have the right-of-way, and may not look or wait for cars to pass before entering crosswalks--you must stop until they cross.
 - Bicycles have the right-of-way on the road and by law do not have to move out of the way or to the side in order for you to pass them. Be patient, as this can be frustrating when you are in a hurry.
 - Seatbelts for all passengers are required by law. Also, pets are required to be in a pet car seat or special pet seatbelt (fines can be hefty - approximately €50 or more).

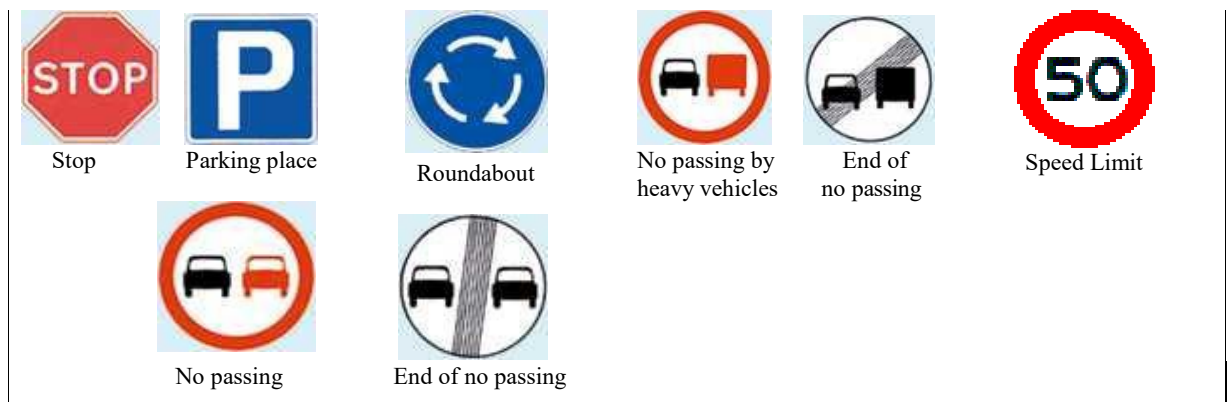
- There are several rules for car seats, depending on weight, for all children up to 12 years old and under 36 kg; check the web for specific details. Also, children under age 12 are not legally allowed to travel in front passenger seat, but must instead travel in the rear.
- The minimum driving age in Spain is 18 years.
- Roundabouts are everywhere; vehicles in the roundabout have the right-of-way unless otherwise indicated.
- Speed limits are enforced, often through radar/camera checkpoints from which you'll receive your ticket in the mail, usually months later. The Spanish authorities are also authorized to issue on-the-spot fines; ensure you get an official receipt if this happens. It is prudent to pay all speeding fines within 20 days, as they will generally only charge you for half of the ticketed fine amount listed. Radar detectors are illegal.
- Drinking and driving incurs heavy fines or prison sentences. The limit is 0.05% blood-alcohol or 5mg per 1ml of blood, which is less than in the U.S., so best not to drive after drinking!
- Use of hand-held cellular phones while driving is prohibited. (This is a €200 fine).
- If pulled over and ticketed, you can pay on the spot with a credit or debit card, and will only be assessed half of the full fine amount and will be given a receipt.
- On-street parking spaces with a white border are free. Yellow borders are used for no-parking zones. Colored borders are used for on-street parking for which you must pay at the nearby caja (box) with the large "P" sign.
- Parking tickets have instructions for paying a reduced rate at the caja. (Take a picture with GoggleTranslate for the directions.)

You are required to maintain your vehicle registration, insurance documents, road-side reflective triangles and a reflective vest in your vehicle at all times while driving in Europe. These safety items must be used if you break down on the side of the road. You and all passengers are required to wear reflective vests while outside the vehicle and the reflective triangles must be placed on the roadside to warn other drivers.

You must carry at least one spare bulb of the different types used by the vehicle and the tools required to change them if necessary. Failure to fix a light on the spot, if stopped by Spanish traffic enforcement officials may result in the obligation to take the vehicle for an inspection.

Vehicles must meet the minimum standards of exterior appearance that are considered acceptable in the military and civilian community. The importation of vehicles whose body or motor structure has been modified is prohibited.





Only active duty members, DoD civilian employees, and their family members in Spain are allowed to operate duty-free imported vehicles. This prohibition applies to all visitors, including family members of personnel stationed in Spain.

For vehicles registered through the NRDC-SP SOFA Office, an annual vehicle inspection is not required. However, if you own a vehicle that is registered through the Spanish government you will have to annually get your car inspected at an ITV station. An appointment is required, and the process can take an hour. This rigorous inspection is performed at ITV establishments scattered throughout Valencia and surrounding areas.

You may want to apply for an International Driver's License before your departure from your current duty station. Some European countries impose very heavy fines if you do not have the proper license and there is no guarantee they will honor your Spanish translation.

- **Fuel:** Most gas stations are open from 0700 to 2200, some from 0700 to 2400, and even fewer are open 24 hours. Unleaded (95 octane) is called "Sin Plomo," Super Unleaded (98 octane) is "Super Sin Plomo," and diesel is "Diesel" or Gasoil. Spare fuel may be legally carried in properly designed fuel containers. It's financially prudent to get a fuel card through the SOFA office to save on taxes. However, the card only works in Spain, so you may not use it when driving in other European countries. In addition, although the card can be used throughout Spain, only gas purchased in the Valencia province will receive the tax discount.

Note: Always check before filling your car or a rental vehicle to see whether you need unleaded or diesel. If you make a mistake and fill with the wrong type fuel DO NOT start the vehicle. Tell the attendant and arrangements can be made to drain the fuel from your tank before damage is done.

- **Public Transportation:** Valencia has a very well developed, safe and relatively inexpensive public transportation system of Metrorail and Bus. Visit www.valenciavalencia.com/travel/public.htm. Local and inter-European trains are also very easy to access in Valencia, with numerous ticket options. Additionally, Valencia has an airport that hosts several airlines who offer extremely low rates for travel around Europe, including the United Kingdom and even into Northern Africa.
- **Banking:** While no one is obligated to open a local bank account, without one, life in Spain is almost impossible. Paying rent, utilities, phone, cable, internet, and fuel card, etc. is typically done by granting the ability to directly debit your bank account. Checks are rarely ever used in Spain. You will need your NIE and the Assignment Certificate (Certificado de Destino) from the SOFA office to open your account and another form of photo identification. You will also need a valid mailing address. Since you have just arrived and probably have not had time to sign a contract for a house, you can use your military address (Carretera Porta Coeli S/N, Bétera, Valencia 46117). Once you are in your new home, you can go back to the bank and request an address change/update.

You are free to choose any bank, but we suggest you consider the BBVA branch in Bétera. The NSE has brokered an agreement with this branch to waive account maintenance fees for NATO members, and allow them to deposit a check written to themselves that will post to their account that day, rather than the 10+ hold time typically required by other banks or other branches of BBVA. In Spain, branches of the same bank are not always linked to each other, so services may be limited at branches other than your “home” branch.

- **Visiting U.S. Naval Station Rota:** Unless you receive an ISOS referral or need to renew your CAC/ID card, there is no requirement for you to go to Rota. However, most people desire at least one trip to buy American foods and products from the Commissary and Navy Exchange. The drive takes eight hours, or you can book an inexpensive flight to Sevilla (1.5 hour from Rota) and rent a car, or take the train.

The first time you drive to Rota you will need your PCS orders and will be required to obtain a vehicle pass. It will allow you access to the post and use of the gas station. The pass will have an expiration date that coincides with your car insurance expiration. Retain this pass in order to get on base in the future. It can be easily renewed at the Security Building. At Security, you and family members can acquire a Tarjeta Especial de Identificación (TEI), the Spanish military ID card required for entry in the Commissary and Exchange. The TEI will allow you to get on base and get gas at the base gas station in the future without orders.

- **Cell Phones:** There are several cell phone companies and plan options, including packages with landline and internet, to choose from if desired. You also have the option of prepaid cards or a contract. Prepaid cards usually require a passport and contracts will require a bank account, NIE and possibly your passport as well. If you plan on using a mobile that you purchased in the U. S., call your U.S. provider to get it unblocked or it may not work in Europe with a local provider.

THE REST OF YOUR TOUR

First, a little background...

Valencia: The Valencia Community has a long history forged over the millennia. Many cultures left their mark in these lands from primitive cave paintings and rock shelters to Iberian, Roman, Visigoth and Moorish creations. Valencia was given its name when the Romans founded it in the year 138 BC. The roots of modern Valencia can be traced back to James I of Aragon conquering the region from the Moors in 1238, establishing a set of laws to govern what was then called the “Kingdom of Valencia”. Since then, history brought Gothic, Baroque and Modernist styles which are still reflected in many buildings and works of art in the region.

The city is at the center of the Spanish Mediterranean coast and an ideal centralized location on the western side of the Mediterranean Sea. From a historical point of view, Valencia has always been and still is, a natural bridgehead between the mainland and the Mediterranean islands and other nations. As a matter of fact, Spain supports its troops deployed in the Western Balkans from Valencia.

Valencia and its metropolitan area have a Subtropical Mediterranean climate, with very mild winters and long warm-to-hot summers. With its mild climate, it is the ideal site for holidays year-round. The average annual temperature is 72.1 °F during the day and 56.1 °F at night. In the coldest month – January, typically the temperature ranges from 40 to 58 °F during the day and 36 to 54 °F at night. In the warmest month – August, the temperature ranges from 81 to 93 °F during the day and about 72 °F at night. Large fluctuations in temperature are rare; this is one reason the coasts here are main holiday destinations for people from Spain and many other countries around the world.

Valencia's industry is very diverse and includes the manufacture of automobiles, textiles, agriculture, footwear, furniture, and ceramics. Also, Valencia is one of the main ports on the Spanish Mediterranean.

Another aspect that should not be overlooked is the high number of foreigners who live in Valencia. There

are numerous French, German, Dutch, Italian, and Swedish communities, both in the tourist areas as well as in the city itself, due to the traditional hospitality of the region and the high number of multi-national businesses that are set up in Valencia. Due to this, most foreign personnel posted in a multinational HQ like Valencia may be able to enjoy a cultural environment similar to their own, the support of their fellow countrymen, as well as religious services, etc., in addition to the help which their Spanish colleagues will undoubtedly offer them.

The Spanish Language: A pocket dictionary or phrase book can be a valuable tool to acquire before your arrival. Also, a basic familiarity with words and phrases may help make your transition into the local community much easier. If you can take a formal course or check out some language CDs from your local library, you will certainly benefit from this investment in language training. It flatters people to know that a foreigner has made an attempt to learn their language. You don't need to become a seasoned linguist to be understood. No matter how fractured your Spanish, the host will be patient and appreciative of your attempts. You will be more successful in any situation - shopping, traveling, meeting neighbors - if you try to speak Spanish.

Culture Shock: Culture shock expresses the feeling of not knowing what or how to do things in a new environment. This is a normal and predictable phenomenon that most people experience when relocating to a foreign country. Some people deal with the culture differences quickly and easily. Others need more time. Here are some positive strategies for helping to combat stress produced by culture shock:

- Include a regular form of physical activity in your routine. This may help combat the sadness and loneliness in a constructive manner. Exercise, swim, or just walk and enjoy the scenery and sunshine Spain has to offer.
- Relaxation and meditation have proven to be positive activities for people who are experiencing periods of stress. Allow yourself to feel sad about the things that you have left behind, but maintain contact with your friends and family. This helps keep a feeling of belonging, and helps reduce feelings of loneliness.
- Begin to integrate into your new culture, including learning some Spanish. This will help to reduce stress about the communication barrier, as well as be very useful.

If you're having problems dealing with culture shock and the stresses caused by this move, consider calling Military OneSource at 900-99-0013 or 00-800-3429-6477, or calling the NAVSTA Rota Duty Chaplain at 639 101 864. These numbers are manned 24/7, so there's always someone available to help you!

Spanish Hours:

- NATO Workday Hours: *Typically* summer (mid-Jun to mid-Sep): 0900–1330 and winter: 0900–1430, except Monday 0900-1745. All Spanish national and local holidays off. The NSE hours are 0800-1630, however doors are closed to customers at 1600.
- **Restaurants:** The fast-foods types: McDonald's and Burger King are usually open from 1200–2300 and *most* sit-down restaurants don't open until 1400 (the normal lunch time for Spain) and some close again at 1600 only to open again around 2000 for dinner. Other restaurants don't open at all until dinner at 2000. When dining out, keep these hours in mind or you may be disappointed when you arrive for an early dinner at a restaurant only to find it's not open yet.

"American-style" restaurants such as Fosters of Hollywood, The Good Burger, Ribs, and Domino's Pizza open earlier in the afternoon/evening. Also, many bars (which in Spain serve meals as well as alcohol) are open from early morning to late at night, although food options may be limited during typical American meal times.

- **Grocery stores:** Grocery stores typically open between 0900 and 1000, and close between 2100 and 2200. Most are closed on Sunday, although many Carrefours and SuperCor Express are open on Sunday, as are some bakeries that offer items such as milk, eggs and water.

Register at Your Local Town Hall: Although you are not required to do so, there are a number of reasons you

will want to register at your local city town hall (ayuntamiento) as a resident of your neighborhood.

To register, you will need to visit the ayuntamiento with both the original and a copy of your lease, your (and dependents if applicable) passport(s) and copies of your and your landlord's NIE/DNI, and a small fee. Once you are there with your copies, you fill out a form with information about all the members in your family. Pay the small fee and then you are registered in your local town community.

Being registered, you can now take advantage of the city services such as: classes offered for both adults and children, register your child for public pre-school, or attend some local sporting events free of charge.

**** Note:** Registration is typically required in order to purchase a vehicle from an auto dealership in Spain.

Visit the website of your local ayuntamiento to see specifically what they offer/the advantages of registering.

Applying for Tax Reimbursements: For NRDC-SP members of NATO - the Spanish government allows for reimbursement of taxes for certain purchases, such as fuel, large household furnishings and appliances, and some electronics. The Guide at Appendix D provides more information.

LIVING IN VALENCIA:

Airports:

- Alicante Airport – 966 919 000
- Valencia Airport – 963 709 500
- Rota AMC Terminal – 956 822 411

Emergencies:

Emergency (Police, Fire)	112 (can request English)
To make a police report	902 102 112 (option for 2 English)
Guardia Civil	062
Local Police	092

The information provided below is strictly an informal guide comprised of input from service members and families--it does not imply any official endorsement by the U. S. authorities of any of the services identified.

Bakeries: Bakeries do not operate until a set time, they simply open until their inventory is gone. It is a point of pride when they sell out quickly; therefore you should pre-order or arrive early. Some recommendations:

- Pan de la Barraca - Very welcoming family in Puzol, which offer fresh breads and pastries. They make a delicious triple chocolate birthday cake for about 20 Euros. Located just north of Avenida Alfinach, next to the Bar Mediterrania.
- Forn Loreto - Family owned and operated whose specialty is “fartons”, a similar version of the éclair. Located at 35 Avenida de Valencia (also known as Bank's street).
- Notre Dame Pastelería – (Puzol or Valencia locations). Offers fancy, homemade French chocolates. In addition, they make big, fancy ice cream cakes (40€). Calle Ingeniero Font de Mora, 25, 46530 Puzol. www.pastelerianotredame.com Tel: 961 424 087 or email: notredamepedidos@gmail.com

Beautician: Centro de Estetica Feminino - Located in Rocafort. Lucy is Australian and offers waxing, facial treatments, electrolysis, massage and much more. Mobile: 690 630 170

Basic vocabulary:

Armpits – Axilas	Bikini line - Same in Spanish
Eyebrows – Cejas	Facial - Facial
Half leg - Medias piernas	Manicure - Manicura
Wax – Cera	Do you depilate with wax? Hacer depilacones con cera
Can I make an appointment to wax my legs? Puedo pedir una cita para depilacion de piernas?	

Bedding: Bon Drap is a very small factory/shop on the edge of La Pobla da Valbona. They sell towels, sheets, curtains, duvets, and baby clothes at 1/2 price of El Cortes Ingles. Take CV35, exit #14, go over the bridge, then straight across the 1st roundabout, turn immediately right in front of the garage. The shop is about 200 meters on the left.

Children's Football Club: 'Cracks' registration fee (1 year) includes uniform for summer/winter. Training is two nights a week. Saturday games are not obligatory. Monthly fees are extra. CV35, exit 10 behind the Esso garage. For more information contact Rafa (Spanish only); Tel +34 96 135 0454

Children's Rugby Club: Rugby held Saturday mornings at Campo de Rugby in the River Turia. Call Maxi (some English) for more details; Tel 96 338 1152

Children's Medicines: (always check at pharmacy)

- | | |
|--|---|
| • Junifen suspension - <i>fever reducer</i> | * Dalsy - <i>ibuprofen</i> |
| • Zintos - <i>sore throat</i> | * Flumil - <i>congestive & wet coughs</i> |
| • Frenadol - <i>cold symptoms</i> | * Dastosin - <i>dry cough</i> |
| • Bisoltus - <i>cough syrup with codeine</i> | * Jarabe - <i>syrup</i> |
| • Pastillas - <i>tablets</i> | * Gotas - <i>drops</i> |
| • Talquistina - <i>excellent powder for prickly heat, chicken pox or an itchy rash</i> | |

Cinemas: A few cinemas in Valencia show films in English: (Original version w/Spanish subtitles).

- Cines Babel | Cines Albatros - Calle Vicente Sancho Tello, 10; Tel. 963 626 795. Questions? Call the office at 963 694 530, 0900-1500, www.cinesalbatrosbabel.com
- UGC Cine - City Centro ESPAI Campanar, Avda Tirso de Molina, 16, Valencia (near Nuevo Centro and the River Turia), sometimes show movies in English. Check their website at www.ugc.es
- Cines Kinopolis (Heron City) - (off CV-35 between L'Eliana & Valencia) Pista Ademuz, Salidas 6-7, Paterna; <http://heroncity.com/valencia/heron-city-paterna/cines-kinopolis/>

Computer Printer Cartridges: You can have your empty cartridges refilled at much less cost than buying a new one (not available for Epson Inkjet cartridges). Contact Alba (speaks perfect English); Tel: 961 060 970 or Cell: 658 721 769. ("La Javura" Synagogue - Calle Baro de Patraix, 13, Door #3 46018)

Essential Oils: Good quality! Farmacia next to German School in Valencia. C/ Jamie Roig 18. Tel: 963 690 377

Foodstores/Supermarkets: Buy chicken limpio not entero unless you want the entire chicken (including feet and head). Powdered sugar is called azucar glace (azucarera para decorar y reposteria).

Basic vocabulary:

- | | |
|---|---------------------------------------|
| • Pork - cerdo | * Beef/veal - carne de vacuno/ternera |
| • Lamb - cordero | * Mutton – carnero |
| • Ham - jamon | * Pork sausages - salchichas |
| • Chicken - pollo | |
| • Cream - nata (comes in cartons). Nata para montar is whipping cream. You must keep it in the fridge and chill well before you whisk it. For cooking, use nata para cocinar. Cream goes bad VERY QUICKLY, so use it or throw it out within 2 days! | |
- Consum has many locations, and many offer free parking. Delivery is free for purchases over €60.
 - Mercadona is everywhere, and many offer free parking. The Mercadona website www.mercadona.es has an English translation. They deliver for about €7. They also supply turkeys;

order 5 days before required and go in early the day you want them in case the ordering system has not worked!

- Carrefours – carries some U.S. brands and offer the convenience of being inside a mall-type setting with many other stores under the same roof. Some in the city of Valencia are open on Sunday. Like a Super WalMart, Carrefours stores carry clothes, home goods, auto supplies, etc. in addition to groceries. A peanut butter they carry, Capitan Mani, tastes very American. They also offer delivery service.
- La Huerta – a fresh produce stand down the street and to the left of the BBVA branch in Bétera that offers a full range of in-season produce, and upon request will also have blueberries & raspberries.
- Estellas – excellent meat shop. Entrance next to Jardiland on the CV35. They sell cheese and eggs and larger quantities for BBQ's. For more info on meat, ask for manager Augustine (speaks English).
- Hipercor – (part of the El Cortes Ingles Group) is in Centro Ademuz on the right of the CV35 before the Nuevo Centro; has free car parking and a large food hall with an excellent range of products including fresh fish, vegetables, maple syrup, coconut milk, tomato puree (concentrate), Bisto, Chinese noodles for chow mien, different Chinese sauces, chutney and other speciality items.
- El Corte Ingles – department stores that also have a food hall and some specialty foods e.g. horseradish (not the sauce).
- Sweet Home Liria (Formerly Sainsbury's) – Delivery of English, Romanian, Polish and vegetarian foods within 20km or pick-up in Liria store Mon-Friday 1000-1500, Saturday 1000-1930, Sunday 1000-1400 Tel: 620 291 855 or order via online catalog (available 24/7) at www.sweethomelliria.com
Also have special orders for special dates such as Christmas, etc.

Health Food Shops:

- Bio Compra - L' Eliana, Ave Cortes Valencianas #9, 46183 Tel: 962 743 843 www.glutenfreeroads.com
- Herboristeria Navarro - is a large health food shop in Valencia on Calle Arzobispo Mayoral 20, behind the ajuntamiento; it sells everything including tofu and Chinese noodles. 963 522 851 www.herbolarionavarro.es

Home Improvement Stores: (compare to Home Depot)

- Leroy Merlin - at Bonaire Shopping Centre off A3 or Port Saplaya or in L'Eliana at El Osito (off CV35).
- Brico - Paterna CV35, exit 10
- Ferreteria Alfinach (hardware store) - very friendly husband & wife owners who provide personalized assistance in finding anything for your home. Tel. 636 399 748

Flower Shop:

Floristeria De Viri - Family owned flower shop in Bétera (less than 2 blocks to the right of the BBVA). The owners will prepare very nice flower arrangements in support of your official function. You need to pre-order roses or arrangements prior to special days (Valentine's Day, etc.). Carrer de les Alfabegues, 14.

Football (Soccer): Valencia cf established premier league team. You can buy tickets in advance from the official Valencia cf shop located in Calle Soralla, Valencia (opposite the entrance to the toy department of El Corte Ingles, Colon). They have a printout of the stadium with the seat numbers and prices; open from 1000. Alternatively buy tickets before, or the day of a match at the Maestalla Stadium, Avda del Aragon.

Furniture:

- Alfajar shopping centre - on the N430, south of the Turia canal. Huge number of furniture shops of different types.
- IKEA – Calle Alqueria Nova, 12, 46910 Alfajar, Valencia 900 400 922 www.ikia.com/es/store/Valencia/

Hairdressers:

- Fernando's - Finest Beauty/Barber Shop in Puzol. *Fernando* cuts hair for €10. You must make an appt., because he is always booked. *Gema and Sylvia* run the ladies side of the shop and offer full

service, including fingernails. (Avenida Alfinach, at the west entrance of Puzol). Tel: 961 423 135

- Paco Romeral - Calle Grabador Esteve 24, Valencia (nearest metro is Colon). Paco speaks very good English, but his staff members do not. Tel: 963 529 148

Basic hairdressing vocabulary:

hair : pelo

straighten : alisar

fine hair : pelo fino

straight hair : pelo liso

curly hair : pelo rizado

shampoo and set : lavar y marcar

to blow dry : marcar/secar a mano

hair mask : mascarilla

hair up : pelo recogido

brush : cepillo

to put up your hair : recoger el pelo

mid-length : media melena

frizzy hair : pelo crispado

wavy hair : pelo ondulado

to dye permanently : teñir

split ends : puntas abiertas

leave to dry naturally : secar al aire

hair extensions : extensiones

hair loose : pelo suelto

to brush : cepillar

part : la raya

long hair : melena

to bleach : decolorar

braids : trenzas

a bun : un moño

to comb : peinar

ponytail : coleta

to wash : lavar

comb : peine

fringe : flequillo

to rinse : aclarar	to condition : suavizar	hairspray : laca
moisturise : hidratar	shampoo : champu	bald : calvo
conditioner : suavizante	hairband : diadema	dandruff ; caspa
hairgrips : horquilla	treatment : tratamiento	wig : peluca
hairslide : pasador	rollers : rulos	soft : suave
bald patch : calva	trim : cortar las puntas	brown : castaño
scalp : cuero cabelludo	blonde : rubio	spiky : puntiagud
black : negro	redhead : pelirrojo	natural : naturalto
highlight : hacer mechas	short hair : pelo corto	to thin out : escalar
cut with scissors : cortar con tijeras	to colour (washes out over time) : baño de color	
Can I make an appointment? : Puedo hacer una cita?	to layer around the face - desfilas	
Can you do highlights? : puede hacer mechas?	to have fine highlights : hacer reflejos	

Homeopathic: Homeopathic pharmacy, L'Elia Tel: 962 740 118

Horseback Riding: Hípica del Sol - Moncada/Naquera, Km 5 (by-pass Barcelona, exit Moncada–Naquera)
Lessons for children and adults, English spoken Tel: 640 059 709 Hours: 0900-1400 & 1700-2200

Lice – “piojos”: If infested, use Parasitrin shampoo or lotion (Pharmacy). NOTE: Lice is a common problem with school-aged children here and is consistently an issue throughout the school year.

Mosquito Bites: Use Polaramine cream or tablets for mosquito bites. (Available at any pharmacy)

Music Academy:

- Allegro Int'l Music Academy - Pl Beato Galvez 9, Valencia (near Plaza Espana metro station)
Tel: 963 419 725 E- mail: allegro@provicom.com

Passport Photos: Photo booths are in Heron City by the cinema ticket booths.

Pets:

- **Pet Passports:** If traveling in Europe with your pet, you must get a pet passport. This can be done through your vet.
- **Pet Regulations:** Pets must always be kept on a leash or chain in public places. Dogs must wear a muzzle if they are known to have bitten someone before, or if they are dangerous or animal health circumstances so recommend. Nevertheless, they may be let loose in designated parks. Animals may not be transported in public transport services, except in the case of guide dogs for the visually impaired.

Pet Stores:

- Alfican - Offering dog grooming, flea collars, and food. (Across from Ferreteria Alfinach in Puzol).
- Kiwoko - Animal supplies, food, and live animals/reptiles/fish. Tel: 962 741 169 1000-2200 (on side of the Leroy Merlin store in El Osito Park area of L'Elia – online says La Pobla de Vallbona as address)

Pharmacy: Every town or city neighborhood will have a pharmacy that is open 24 hours. Pharmacies that are not open 24 hours will have a sign in the window with the address of the closest 24-hour pharmacy.

Photo ID: If paying by credit or debit card anywhere, even gas stations and restaurants, you may be asked to produce a photo ID, so it's a good idea to carry your passport with you.

Pilates Classes:

- Yoga & Pilates studio in Mas Camarenas – Claude is a French Pilates teacher fluent in French, English, and Spanish. The Yoga teacher is an American. Tel: 650 493 325
- Pilates Estudio – Christina Bargues, Calle Cami de la Cossa, 1-A, Rocafort Tel: 670 919 745 (Spanish)

Religious Services: Catholicism is Spain's main religion, and there are a large number of local parishes and churches throughout the city of Valencia and surrounding towns. There are very few English-speaking churches of any denomination in the Valencia area. Below is a list of known churches that are English-speaking and or of non-Catholic denomination. Contact the church prior to attending to verify times of services.

Evangelical:

Iglesia Cristiana Evangélica	Agustina de Aragón, 53 46017 Valencia Ph: 963 77 661
El Faro / International Evangelical Church of Valencia	Carrer de Torres, 33, 46018 Valencia http://www.elfarovalencia.es/en/index.html Ph: Pastor Paul Godfrey, 667 095 306 Services at 1100 on Sunday in English and Spanish (simultaneous translation), small group meeting on weeknights
Iglesia Bautista Calvario	Carrer del Metge Esteve, 21, 46007 Valencia Ph: 963 974 585
Iglesia Evangélica Bautista	Felipe Vives Cañamas, 3, 46011 Valencia Ph: 963 714 667 or pastor: 609 781 816 Email: i.elsalvador@ctv.es www.iglesiaelsalvador.com

Roman Catholic Church:

Iglesia de San Juan del Hospital	Trinquete de los Caballeros, 5, 46003 Valencia Ph: 963 922 965 www.sanjuandelhospital.es/ Mass in English Saturday at noon
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Synagogues:

Comunidad Israelita de Valencia (Orthodox-Sephardic)	Ingeniero Joaquin Benlloch, 29-2, 46008 Valencia
Comunitat Jueva de Valencia (Conservative)	Pasaje de la Sangre, 5-24, 46001 Valencia Ph: 963 413 279
Sinagoga "La Javurá" (conservative) POC: Alba Toscano Calle Baro de Patraix, 13, Door #3 46018	Uruguay, 59-13, 46007 Valencia Ph: 961 060 970 or cell: 658 721 769 www.uscj.org/world/valencia

Sales (Rebajas): Spain has fantastic 1st and 2nd annual sales with huge reductions January-February and again in July-August. You will see signs everywhere in Valencia during these times.

Satellite Television Company: (Will install AFN) Rastronic Telecomunicaciones - L'Eliana (Ana speaks English). Call for details on **AFN**, Canal Plus or Sky Satellite Systems, Tel: 962 740 279 or WhatsApp Ana 615 443 751 (Her ex-husband does the installation but she sets the appointment since he does not speak English). AFN box/dish installation is a one-time fee of approximately 150€.

School Textbooks: Papeleria Amparo - best place to buy textbooks in Pucol, you may also buy paper products, envelopes and notebooks. (Next door to the Ferreteria Alfinach, along Avenida Alfinach).

School Uniform:

- ASV – No uniform required, but must buy P.E. uniforms at El Cortes Ingles in Valencia.
- Caxton College –uniform shop in the school; must buy P.E. gear at El Cortes Ingles in Valencia.

LANGUAGE SCHOOLS: There are many language schools available, especially in the city of Valencia.

They may offer cultural visits, excursions, and sports and leisure activities in addition to Spanish lessons. They may also offer special courses to prepare exams corresponding to the three levels (beginner, intermediate and proficient) of the Diploma de español como lengua extranjera DELE (Diploma in Spanish as a foreign language) granted by Instituto Cervantes.

- AIP Language Institute – Avda Jaume Roig, 25, 46010 Valencia Ph: 963 391 566 or 672 406 931. Email: advisers@spanish-programs.com Web: www.spanishinvalencia.com
- CampusLenguajes Academia de idiomas en Valencia – Pesaje residencias Luz, 8 46010 Valencia Ph: 963 602 007 www.campuslenguajes.com Email: Info@costadevalencia.com

SHOPPING

- **Municipal Markets** - Valencia is known for the quality and variety of its municipal food markets. First among these is the Valencia Central Market, located in the heart of the city—a fantastic place in Valencia to go shopping for fresh food. This market provides visitors with wonderful display of the freshest, most varied quality products. Listed are some of the biggest municipal markets.
 - Mercado Central, Pl Mercado, 6, Ph: 963 829 101
 - Mercado de Castilla –Avda del Cid, Lombay, 4, 46018 Valencia
 - Mercado de Colón, Conde de Salvatierra, 9, 46004 Valencia
 - Mercado Ruzafa, Rojas Clemente, s/n, 46008 Valencia
- **Shopping Centers & Malls:** Plenty of shopping centers w/car parking and a selection of shops:
 - Shops in Valencia generally open at 1000 and close for lunch at 1400. They reopen from 1600 until 2000/2100. Note: many shopping centers & larger shops do not close at midday. Also most shops, all department stores and shopping centers are open Saturday afternoons, while most shops close on Sundays (excluding before Christmas or during major sales) except in malls in the city.
 - Centro Comercial BonAire - Crta. Nacional III salida 345, 46960 Aldaia.
 - Off the A3 (near the airport) Al Campo supermarket, H&M, Decathlon, Leroy Merlin, PC World and a separate outlet shopping center behind, with a very good mango outlet shop.
 - Centro Ademuz - Junction of CV35 and Avenida General Aviles
 - Centro Comercial El Osito - Autovia Valencia-Llíria, km 16, 46183 L' Elia.
 - Centro Comercial El Saler – Av. Del Profesor Lopez Pinero, 16, 46013 Valencia. Near Museo de la Ciencias (in the Turia next to Puente Mirador)
 - La Galeria Jorge Juan – Carrer de Cirilo Amoros, 62, 46004 Valencia. 963 524 966
 - Centro Comercial Gran Turia - Plaza de Europa, 46950 Xirivella. 963 503 222 (off CV-30)
 - Mercado de Colón - Jorge Juan, 19, 46004 Valencia
 - Nuevo Centro - Junction of CV35 and Avenida Menendez Pidal Centro Comercial Nuevo Centro Avda. De Pio XII, 2,4 y 6, 46009 Valencia. 963 471 642
- **Street Markets** – (NOTE: information below has not been recently verified)

Market	Day	Streets
Algirós	Monday	Actor Llorens, Rugat, Puebla de Farnals, Luis Milán and San Felipe Neri Square
Benaguasil	Sunday	Metro to Llíria, second Benaguasil stop
Benicalap-La Parreta	Saturday	Miguel Servet, P.F. Casanova Beniloch, Sierra Martes Mirasol, Tenor Lauri Volpi
Benimaclet	Friday	Reverendo Rafael Tramoyeres junction with Juan Giner
Benimámet	Wednesday	Onda, Carpintero and Alborache Square
Cabanayal	Thursday	Justo Vilar, Marino Sirera, Vicente Brull, Av. Mediterráneo, Pl. Cruz del Canyameler, Rosario and Martí Grajales
Castilla-Avda. Del Cid	Wednesday	José Maestre, Angel del Alcázar Músico Ayllón, Miguel

		Paredes, Llomboy and Pl. Mercado
Central	Monday	Palafox, En Gay, Calabazas and Mercado Square
Jerusalen-Pelayo	Tuesday	Convento Jerusalén, Julio Antonio, Ermita, Estrella, San Vicente, Matemático Marzal and Vives Liern
Malvarrosa	Friday	Berenguer de Montoliu and Lanzarote
Rastro (Flea Market)	Sundays / bank holidays	Luis Casanova Square
Ruzafa	Monday	Baron de Cortes Square, Padre Perera, Dr. Serrano, Carlos Cervera, Cura Femenía and dels Tomasos

- **Open Air Markets:** (Open in mornings until about 1300)
 - Monday:* Moncada
 - Tuesday:* Huge market selling all types of clothes fabrics, shoes, bags etc in central Valencia by the Stacion del Norte , metro stop Xativa. Also a good local market in Bétera on Tuesdays.
 - Wednesday:* L’Elia - good for towels and same range as Carrefour but cheaper.
 - Saturday:* Rocafort Plaza - small fruit and vegetable market with some clothes stalls.
 - Sunday:* Rastro (next to Valencia Football Stadium - in Rotonda near the Central Mercado).
 - The Central Mercado in Valencia is open every day except Sunday until 1400 for all types of fresh food. Food can be delivered. www.mercadocentralvalencia.es
 - The Malvarosa Beach Market - open summers Thursday – Sunday, late afternoon to evening.

Sun Cream:

- Anthelios - For sensitive skin and does a very good facial lotion Factor 60.
- Aveene sun screen - Comes highly recommended by dermatologist. (Can be purchased at Pharmacia)

Tailor:

- Hilo y Dedal - Opposite side of the road of Mercadona, in small row of shops further down the hill. M-F 1000-1330 & 1700-2030. Excellent work, Calle 029, #53 Local 2, La Canada (Spanish only).
- Carrefour (El Osito in L’Elia) - has a tailor outside of main store entrance (Spanish only).
- Centronet - A Tintoria (Laundry & Dry Cleaner) providing quality service, including a full-time seamstress/tailor. North of Avenida Alfinach at the traffic light.

Teeth:

- Colutorio Fluor - Children’s fluoride mouthwash (5+ years old)
- Pasta Dentifrica con fluor Infantil - Children’s fluoride toothpaste (2-7 years old)

Telephone:

- 1004 - Movistar Information Services
- In Spain there is no tone to indicate busy signal. If you get a call and you are already on the line you will hear a series of beeps coming in over your conversation. To take the new call hang up on the current call, or ignore the beeps if you want to continue the original call.
- Instructions for converting Telefonica answer phone language from Spanish to English
 - Listen. It says you have a message/or no messages. Wait for ‘there are no more messages’
 - Dial 1 (Personal options)
 - Dial 4 (Change language)
 - Dial 0000 (Personal code - unless it has been changed, the default code is 0000)
 - Dial 3 (Other languages)
 - Dial 1 (English)
 - Dial 1 again (To confirm selection and exit program)

- Telephone Cards - Telephone bills are high in Spain, especially when calling a mobile. Telephone cards can be bought in tobacco shops to help reduce the cost. Eurocards cost €6 and Carrefour in Paterna has Fortuna cards, which cost €20. (Most people use WhatsApp or Messenger for free calls.)

Theme Parks: Terra Mitica, near Benidorm, A7, exit 65A; Tel 902 020 220 website www.terramiticapark.com

Tourist Office & Local Information:

- Valencia tourist offices: Plaza del Ayuntamiento 1 www.turisvalencia.es; Tourism Foundation Avda Cortes Valencianas, 41 46015 Valencia 963 606 353 or 963 390 390 www.visitvalencia.com, or email visitvalencia@visitvalencia.com
- Local information in English www.24-7valencia.com (www.thisisvalencia.com)

Tow Truck: Daniel 648 105 501, will provide a receipt for insurance purposes.

Veterinary clinics: There are many veterinary clinics throughout the area, some with 24-hour emergency services. To find a clinic in your postal code, visit the Colegio Oficial de Veterinarios de Valencia website at www.icovv.com

- TuriaVet – Clara is an English speaking vet whose clinic has a surgeon and a dog groomer with reasonable prices. The groomer, Cassandra, also dog-sits. Located at Avinguda del País Valencià 7, 46117 Bétera, Tel: 961 046 801
- VeterSalud – Juan - English speaking vet, Calle 110, No 21, La Cañada; 961 323 188, ishybaq@terr.es
- Clinica Veterinaria Merbru - Dr. Mercedes Bosch Bru and staff are very kind with reasonable prices. Mercedes speaks good English. Tel: 961 465 122 1000-1330 & 1600-1930. Carrer Pare Buenaventura, 22, 46530 Puzol (East central Puzol, behind the Chinese restaurant).

Waste Disposal and Recycling: Residents must take their waste to the colored bins on the street. Spain is no. 2 in Europe for recycling, so please do your part for the environment! There are up to six types of containers for waste material:

- Gray bins: garbage
- Green bins: organic waste
- Yellow bins: cans, milk/juice/soup cartons, plastic containers and bags, and similar packaging
- Blue bins: paper and cardboard
- Round green bins: glass
- Orange bins: cooking oil
- Collection of old furniture - There is a service to collect old furniture or home appliances that can't be collected by the normal service due to their size or shape. Call 963 942 766 to schedule pick-up.

Water Parks: Water parks are open from April/May and close in early September for the winter.

- Aquapolis - Cullera, (on the coast, about half-hour south of Valencia)
- Aquarama - Benicasim (on the coast, a little under one hour north of Valencia) A7, exit 46, B-340

Water Service:

- Aqua Service - Provides cooler and monthly water delivery (with choice of boxes of bottled water and/or jugs for cooler). Various service plans are available. Average family usage is about 4 cooler bottles per month (approx. 34€). 961 415 501 www.aquaservice.com

VALENCIA INCOMING PCS CHECKLIST

1	Apply for no-fee passports for entire family (including service member).	
2	Entire family conducts Overseas Medical and Dental Screening to ensure living in a remote site will not create an unmanageable living situation. Contact the NSE if you have questions about available support facilities in Valencia. Notify assignment manager and sponsor if service member cannot deploy.	
3	Separate and hand carry all ASE In-processing documents: Leave form, Orders and amendments, DD93, SGLI, ID card, ID tags, Finance documents, Training records, CIF records, Security clearance documents, OER/NCOER/AER, birth certificates and passports.	
4	Ensure driver's licenses are current. Try to update so they won't expire before your tour ends.	
5	If shipping a vehicle, complete and have a dealer sign and stamp the vehicle data form- Appendix B.	
6	Hand-carry shipping and insurance documents and ship extra consumables for your vehicle.	
7	Ensure family is enrolled in DEERS.	
8	If applicable, research and contact schools for information. Hand carry school documents.	
9	Strongly recommended to request advance pay.	
10	Convert dollars to Euros to cover anticipated initial expenses.	
11	Complete and return Housing Questionnaire at Appendix C to the NSE or your sponsor.	
12	If you plan on using a credit card, research for a card that does not charge foreign transaction fees.	
13	Purchase European adapters and extra transformers if you think you'll need them.	
14	Ensure your uniform inventory is adequate, to include rank, badges, medals, ribbons, etc. Purchase shortages before arriving.	
15	Check to see if your DA Photo is up to date. The nearest DA Photo labs are in Germany and Italy.	
16	Purchase several books of stamps and establish a Click-n-Ship USPS account (or something similar) to make shipping packages easier.	
17	If required, ensure you have two pairs of glasses and inserts.	
18	Make or coordinate temporary lodging and transportation arrangements	
19	If bringing pets, plan ahead to ensure proper times are met for shots and documents. Also, contact SATO about transportation.	
20	If bringing a cell phone, have your provider unblock it.	
21	Bring a months supply of necessary medicines.	
22	Notify the Post Office and businesses of your change of address.	

VEHICLE DATA FORM

NATO RAPID DEPLOYMENT CORPS-SPAIN		MATRÍCULA Plate Núm.
Bétera-Valencia		
Número de identificación: Vehicle identification number.		
Marca: Make.	Motor: Engine.	
Denominación comercial: Commercial name.	Marca/Make: Tipo/Type:	
Tara (Kg.): Mass (Kg.).	Nº Cilindros/Cilindrada (cc): Cylinder no./Capacity.	
MMA (Kg.): Maximum authorized mass.	Potencia fiscal/real (C.V.F./Kw): Powerful fiscal/real.	
MMA 1º Eje (Kg.): Front axle.	Combustible: Fuel.	
MMA 2º Eje (Kg.): Rear axle.	Nº de asientos: Num. of seats.	
MMR S/F, C/F (Kg.): Maximum mass of trailer unbraked.,braked	Por la Oficina de Aplicación SOFA Bétera, a de de	
SELLO		
Normativa de referencia: De acuerdo con el art. 39 del Real Decreto 2822/1998, de 23 de diciembre, por el que se aprueba el Reglamento General de Vehículos del Reino de España, y para dar cumplimiento al art. Quinto de la Orden PRE/513/2002, de 5 de marzo de 2002 y como consecuencia del desarrollo del art. 11 del Acuerdo Complementario entre el Reino de España y la Organización del Tratado del Atlántico Norte (OTAN) representada por el Cuartel General Supremo de las Fuerzas Aliadas en Europa en lo referente a las condiciones especiales aplicables al establecimiento y explotación de un Cuartel General Internacional en territorio español, de 28 de febrero de 2000.		

HOUSING QUESTIONNAIRE

**NEWCOMER INFORMATION DATASHEET**

NAME:				DATE:			
PRICE RANGE:	LOW:		HIGH:				
# DEPENDENTS:		AGES:					
TYPE OF HOUSING LOOKING FOR:							
<input type="radio"/>	DETACHED HOUSE/CHALET		#BEDROOMS			STORAGE?	
<input type="radio"/>	APT/PISO		#BATHROOMS			DEN/OFFICE?	
<input type="radio"/>	TOWNHOUSE/ADOSADO		BASEMENT?			LAUNDRY ROOM?	
AMENITIES/OTHER CONSIDERATIONS							
<input type="radio"/>	GARDEN	<input type="radio"/>	DESCALSIFICADOR	OTHER:			
<input type="radio"/>	GARAGE	<input type="radio"/>	SAUNA				
<input type="radio"/>	POOL	<input type="radio"/>	PETS ALLOWED				
<input type="radio"/>	WALK-IN CLOSET	<input type="radio"/>	JACUZZI				
AREA DESIRED:							
<input type="radio"/>	VALENCIA	<input type="radio"/>	TORRE EN CONILL	OTHER			
<input type="radio"/>	RIBA-ROJA	<input type="radio"/>	ROCAFORT				
<input type="radio"/>	L'ELIANA	<input type="radio"/>	PUZOL				
<input type="radio"/>	BETERA	<input type="radio"/>	LA CAÑADA				
<input type="radio"/>	PATERNA	<input type="radio"/>	SANTA BARBARA				
REMARKS							
HOUSING REP:							

CASUALTY REPORTING

In case of casualty or serious injury contact the Company Commander or First Sergeant immediately. They will provide instruction on how to properly report the casualty and gather all necessary information needed to submit a CCIR. Recommend SAO/SNR review the Brigade and Battalion Casualty SOPs for more detailed guidance.

ADDITIONAL INFORMATION

ARRIVAL AND IN-PROCESSING

You will arrive at the Naples Airport, and depending on where your connections are made, you may arrive at either the domestic or international terminal. You will proceed to the Diplomatic Line at Passport Control and show your original NATO orders (stamped, or signed and dated in blue ink) and your U.S. Army CAC card. Your orders now become your VISA in and out of Italy. Each time you depart and enter, you must show this order with the original blue ink stamp and signature, and red ink stamp emblem from the passport officials. Make sure authorization for passport, VISA, and excess baggage is authorized in your PCS orders. HHC, AFSOUTH BN National Support Element (NSE) will issue you an in or out-processing checklist. Please follow each of the steps in the checklist and work closely with your sponsor and Alpha Company NSE in submitting your required documents to start/stop your overseas entitlements, and establish your network access (in the USRAEUR domain). Your NATO installation will also have their own in/out-processing requirements with each staff section (J1, J2, J6, etc). The NSE personnel will assist you in applying for and receiving their NATO identification cards, ration cards and any required finance support.

SHARP/EO Reporting Procedures

In the event of a SHARP or EO related incident, please contact the appropriate company or battalion representative directly. Their contact information is:

CO SHARP: +39-314-646-6057

BN SHARP: +39-331-685-0920

CO EOL: 314-675-6624

BN EOL: +39-347-498-2998

PASSPORT / VISA

Soldiers traveling overseas are required to have a tourist passport at a minimum. Official No-fee passports are only required if you are assigned to a NATO Rapid Deployable Corps (NRDC). For HHC, our NRDC is in Spain. If your follow-on assignment requires an Official passport, you will be able to process this action through the U.S. Consulate. The application process may take 8 weeks, so, you should begin the passport application process as soon as you receive your PCS orders.

IT SUPPORT

All IT support will be coordinated through the NSE at your location. All property from the BN will have IT support from the BN S6.

SECURITY CLEARANCE

The NATO Secret, SF86 renewals, and other clearances are processed by the AFSOUTH BN S2 through the NSE at your specific location.

HAND RECEIPTS

The property books are controlled by the Company Commander at HHC HQ Naples, Italy. You will sign sub-hand receipts for any company-owned communications equipment during your in-processing activities. For your OCIE issue, you will be sent a fillable form that will help you request your OCIE issue. Once complete, return to the Commander and Supply Sergeant and they will coordinate with CIF-Vicenza, Italy to ship you your gear. Once you receive your shipment, inventory and submit your hand receipt to the Supply Sergeant.

UCMJ

UCMJ Company Grade - Company Commander at HHC HQ in Naples, Italy.

UCMJ Field Grade - AFSOUTH Battalion Commander at Naples, Italy.

SPCMCA for E1 through E6 - AFSOUTH Battalion Commander at Naples, Italy.

SPCMCA E7 and above - USA NATO Brigade.

GCMCA – DCG- USAEUR-AF

Army Specific Information Must Be Completed Before Arrival

SERE Caution-<https://jkodirect.jten.mil/html/> (Annually IAW NATO)

AT LV1 Caution-<http://jko.jten.mil/courses/at11/launch.html> < Caution-
<http://jko.jten.mil/courses/at11/launch.html> > (Annually IAW NATO)

TARP Caution-<https://www.lms.army.mil> < Caution-<https://www.lms.army.mil> > (Threat Awareness & Reporting Program)

GAT Caution-<https://armyfit.army.mil/Protected/> < Caution-<https://armyfit.army.mil/Protected/> >

CYBER AWARENESS (this is the IA training) Cautionhttps://iatraining.disa.mil/eta/disa_cac2018/launchPage.htm < Caution-https://iatraining.disa.mil/eta/disa_cac2018/launchPage.htm >

INFO SEC Caution-<https://www.lms.army.mil> < Caution-<https://www.lms.army.mil> > (Information Security Program Initial Orientation/Refresher Training)

PRIVACY ACT Caution-<https://www.lms.army.mil> < Caution-<https://www.lms.army.mil> > (Privacy Act Overview Overview Training)

SHARP Caution-<http://www.apd.army.mil> < Caution-[HTTP://WWW.APD.ARMY.MIL](http://WWW.APD.ARMY.MIL) > (AR 600-20)

OPSEC Caution-<https://www.lms.army.mil> < Caution-<https://www.lms.army.mil> > (OPSEC)