



HEAVY AIRLIFT WING

PÁPA AIR BASE, HUNGARY



NEWCOMER'S GUIDE

(United States Air Force version)

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Commander's Welcome

Colonel Keith P. Boone, USAF

HAW/CC, USAF Element CC, and US Senior National Rep to the HAW

Welcome to the Pápa, Hungary and the Heavy Airlift Wing! Your selection for this unique organization will likely prove to be one of the most memorable, and challenging, assignments of your career.

The Heavy Airlift Wing draws on the best 12 nations have to offer - the best personnel, the best practices, the best cultures, the best ideas. Our mission is simply stated - execute C-17 strategic airlift to meet the priorities and requirements of SAC member nations - but it is far from simple in making it a reality. Our vision takes it further, from Initial Operational Capability to Full Operational Capability and beyond: a cohesive multi-national team safely, efficiently, and effectively executing the HAW mission for the duration of the SAC program.

The complexity of the Heavy Airlift Wing is manifested in operations - mission planning, command, control, communication, flight ops, logistics, supply, and administration -- all aspects of mission execution. The challenges are there also in family support - education, medical care, housing, and fitness - all the norms to which you have become accustomed. Operational success is vitally linked to family support.

Immerse yourself in Hungary. The locale, beautiful in its simplicity and rich in its history, shields itself from true intimacy behind the Hungarian language. Learn the language, discover the history, understand the culture. Be a diplomat that proudly represents the flag of your nation. Be a respectful guest of Hungary and an active citizen of Papa. Remember that respect is a language of its own. Build friendships transcending national boundaries. Work with our SAC program partners NAMA and Boeing, but identify with your HAW co-workers and the HAW team.

The HAW needs your talent and energy - the best ideas you have to offer to create an enduring institution, here and now. The HAW team needs patriots, proud of your history and homeland, but ready to truly build a unified team from 12 different nations. The HAW needs expertise and professionals, ready to execute a mission as complex as the aircraft that enables it; The HAW needs visionaries, ready to construct a future that will last 30 years or more. The Heavy Airlift Wing represents the way ahead for multi-national cooperative efforts. And you will be part of this movement.

Welcome to the HAW. I look forward to working with you and providing you a firm foundation for you to build upon. The way ahead is challenging but rewarding - 12 nations, 1 mission, 1 vision.

Sincerely,

*Colonel Keith P. Boone
Commander, Heavy Airlift Wing*

NEWCOMER'S GUIDE OVERVIEW

The official website for the Heavy Airlift Wing is <http://www.heavyairliftwing.org/>. There is a great amount of information located on this site for future and current members of the Heavy Airlift Wing. The official website for the NATO Airlift Management Organization is <http://www.nama.nato.int/>

This guide is located at <http://www.heavyairliftwing.org/> and is intended to augment the HAW/NAMA Newcomer's guide which may be located at <http://www.nama.nato.int/Docs/NewComersGuide.pdf>. All of the information in these guides are relevant for USAF members and their families on assignment to the Heavy Airlift Wing or the US National Support Element in Pápa, Hungary. The following site also has useful information for those preparing to move to the Europe in general <http://afrc.avianoab.info>. Lastly, relevant information for moving to Hungary is on the following site:

http://www.militaryinstallations.dod.mil/pls/psgprod/f?p=132:CONTENT:0::NO::P4_INST_ID_P4_INST_TYPE:20168%2CINSTALLATION

Basic information on Hungary may be found at the following website: http://www.travel.state.gov/travel/cis_pa_tw/cis/cis_1137.html#entry_requirements

INSTALLATION

The precursor of the 47th Tactical Fighter Wing was established on 1 November 1950 in Szentkirályszabadja. After several years, the wing relocated to Kecskemét, Sármellék, Taszár, then back to Sármellék and finally in 1961 to Pápa Air Base. The modernization of the wing started in 1974. During the next 5 years the old fighters were replaced by modern MiG-21MF, MiG-21bisz and MiG-23MF fighters. In 1992, the unit was renamed Hungarian Defense Forces 47th Tactical Fighter Wing. This unit served at Pápa Air Base till 25 August 2000, when the wing was deactivated.

Pápa Air Base was established on July 1, 2001, as a part of national commitments in the NATO Infrastructural Development Program and legal successor of the HDF 47th Pápa Tactical Fighter Wing. It serves as a backup Airfield for both Hungarian and NATO aircrafts and hosts Hungarian Air Force Search and Rescue helicopters. The Airbase was selected as the Main Operating Base for the multinational Heavy Airlift Wing and its C-17 fleet in 2007.

The Heavy Airlift Wing (HAW) consists of 12 member countries: Bulgaria, Estonia, Hungary, Lithuania, the Netherlands, Norway, Poland, Romania, Slovenia, the United States, Finland, and Sweden. The HAW operates three C-17 aircraft.

The HAW facilities are primarily in two buildings that are directly across the street from one another. The Hungarian military is the host base so they make up the majority of the military at Pápa.

In addition to the office buildings there is a dining hall which is operated by the Hungarians and open to use by all HAW members and their families. There is a multi-national medical facility on base for AD members.

The following HAW units are assigned to the HAW at Pápa Air Base Hungary

HAS: Heavy Airlift Squadron
LSS: Logistics Support Squadron
C2: Command & Control Branch
HAW/SG: Medical section (comprised of 1 Flight Surgeon and 2 support staff)

Population Served

Pápa Air Base has 600+ total personnel and family members from the twelve nations noted above as well as personnel from Boeing and their families. Boeing maintains the three aircraft.



STRATEGIC AIRLIFT CAPABILITY (SAC)

Since the summer of 2006, several nations worked together to establish a C-17 Strategic Airlift Capability (SAC) consortium. Ten NATO nations (Bulgaria, Estonia, Hungary, Lithuania, the Netherlands, Norway, Poland, Romania, Slovenia and the United States) and two Partnerships for Peace (PfP) nations (Finland and Sweden) signed the SAC Memorandum of Understanding (MOU), which entered into effect on 23 September 2008, formally establishing the SAC Program.

The SAC MOU establishes a SAC Steering Board to exercise overall responsibility for the guidance and oversight of the SAC Program and a multinational operational unit, the Heavy Airlift Wing (HAW), located at Pápa Airbase (AB), Hungary.

SAC aircraft acquisition, management and support is achieved through the NATO Airlift Management Organization (NAMO), a NATO Procurement, Logistics or Services Organization

(NPLSO) established by the North Atlantic Council (NAC) on 29 September 2008. NAMO owns the SAC aircraft and other related equipment.

USAF ELEMENT, PÁPA

The USAF Element is a USAFE organization assigned to 3rd AF at Ramstein. As a geographically separated unit, much of the reachback support is provided by the 31st FW at Aviano AB, Italy. In addition to the Airmen assigned to billets in the multi-national Heavy Airlift Wing, the USAF Element is supported by 31 MSG Det 1, otherwise known as the US National Support Element. The US NSE is located in Bldg17 and is comprised of a Director, 2 Airmen, 1 GS Civilian, and 2 Contract Personnel.

DIRECTIONS TO PÁPA AIR BASE

Your sponsor should make arrangements to assist you with your transit from Budapest or Vienna. However, the following information is provided to assist you with preparing your move.

From Budapest: Take the M1 Motorway West towards Vienna (Wien). When approaching the outskirts of Győr, look for the sign indicating the exit for Pápa (Highway 83). Take Highway 83 South. *See From Highway 83 below.*

From Vienna: Take the A4 East (becomes M1 in Hungary). When approaching the outskirts of Győr, look for the sign indicating the exit for Pápa (Highway 83). Take Highway 83 South. *See From Highway 83 below.*

From Highway 83: Travel South on Highway 83 until you reach the first intersection of Pápa (Külső Győri Utca). Just past the railroad tracks, turn left onto Vaszari Utca. Follow the road out of town and across the railroad tracks for about a mile. The base is on the right hand side. Enter the second gate.

NEED TO KNOW

AIRPORT INFO

Vienna International Airport (recommended airport to fly into)

General Information & Directions: www.viennaairport.com

Budapest Airport

General Information & Directions: www.bud.hu/english

Bratislava Airport

General Information: www.airportbratislava.sk/51.html

AUTO PARTS

Auto parts are available for most domestic (US) automobiles through the Base Exchange by mail order or through on-line automotive parts stores. If shipping a non-European made car, bring items necessary for your first tune-up. Remember, flammable and caustic liquids cannot be sent through the mail.

BANKING

Credit cards are accepted at several places but definitely not all. Your rent and utilities must be paid in Hungarian Forint. You can do this in several different ways. Some members open a bank account here in Hungary and transfer funds into that Hungarian account. So make sure you set up your US bank account to do over the phone wire transfers. Alert your bank to ensure that a transfer to Hungary won't result in getting your account locked due to fears of identity theft. Wire transfers can be costly. You can also access your bank via ATM to transfer large amounts of cash if you would rather not use a wire. You can also pay utility bills at the Posta (Post Office) in forint or with a debit card.

The Hungarian forint is the currency used here and it can be obtained from any ATM. Hungary does not use the Euro. You can find currency converters online and of course it will vary depending on the daily exchange rate. A general rule of thumb is to take off the last two digits and divide by 2 to get an idea of how much something costs in U.S. dollars. For example, if you have a bill with a face value of 2000 forint, you would have approximately ten USD (removing the last two digits leaves you with 20, then dividing by 2 equals 10).

BASE ACCESS

The base is very secure and new arrivals will undergo a strict temporary pass procedure until a permanent pass is issued. Permanent passes usually take about a week to be cleared with the Hungarian Security office for issue. You should complete the required forms well in advance of your arrival and submit to your sponsor. Individuals here on 45-day assignments or less will not be provided a permanent base pass. Therefore, they must go to the main

gate and provide their passports each time they wish to enter. The Hungarians will make sure the person is on the access list. Once an individual is allowed entrance, they will be provided a temporary pass. The passport will be returned when the temporary pass is returned.

No passengers are allowed to ride in the vehicle when entering or leaving the base. All passengers must exit the vehicle and walk through the pedestrian gates.

BASE RESOURCES

United States National Support Element (US/NSE)

Bldg 17, Rm 6

DSN: 314-478-0644

Commercial in Pápa: +36 89 512 330

Email: us.nse.det.1@ramstein.af.mil

Each of the four largest nations (U.S., Sweden, Netherlands and Norway) has an NSE led by military members who work on the base.

The US/NSE is a detachment of the 31st Mission Support Group at Aviano AB and different agencies visit Pápa providing services as needed such as the Chaplain, dentist and pediatricians.

Community Liaison Officer -The CLO's are employed specifically to assist HAW members with interaction with the community. If you have any question or need, they are located on the third floor of building 5. You can contact them at 011-36-89-88-6015 or email scsillag@nama.nato.

BASE TRANSPORTATION

There is public transportation by bus to and from base. The current bus transportation system is listed in the HAW/NAMA Newcomer's Guide.

CHILD CARE and PRE-SCHOOL EDUCATION

If you are a single parent or dual military couple with small children, please fully explore your volunteer status for this assignment and/or accompanied status. This base has **no child and youth care services**. Nannies are available locally.

Nurseries

There are two private daycare centers in Pápa. Both can accommodate children from the age of 20 months to 14 years old.

They provide child care on a regular (set rate) basis as well as hourly based services.

Kindergartens

Kindergartens in Hungary are not the same as in the US. There are 11 kindergartens in Pápa, which can receive as many as 1100 children - the average number of children is 25 in a group with two kindergarten teachers and a nurse per group. The children take part in compulsory activities over the age of 5 that prepare them for school-work. One of the kindergartens provides intercultural education in German and two further kindergartens offer playful activities in English. **Fáy Kindergarten** is the one appointed by the Town Hall to accept children of the international community.

Fáy Nursery School serves children from three to five years of age. They use a creative curriculum in Hungarian. American parents have the option to check out a home schooling program from the School Liaison Officer and supplement lessons in English at home.

Cost Of Living Allowance (COLA)

Overseas military members receive a Cost of Living Allowance designed to offset the daily costs of living in a different economic system. It fluctuates frequently with exchange rates and buying patterns. It is every member's responsibility to make sure their entitlements are correct. Members are highly encouraged to check their LES every month. COLA rates can be verified at the following websites:

<http://www.defensetravel.dod.mil/perdiem/perdiemrates.html>

<http://www.defensetravel.dod.mil/site/colaCalc.cfm>

ADDITIONAL PAY

Members are also entitled to Hardship Pay entitlement of \$50.00 per month. Family Separation Pay is not authorized regardless of accompanied/unaccompanied status.

COMMISSARY

There is not a Commissary or Base Exchange at Pápa and most families travel to Aviano AB or other DoD commissaries for large purchases (See things to bring). Aviano AB is a six hour drive. The closest European commissaries include Aviano AB, IT, Grafenwoer, GE, and Hoehenfels, GE.

<http://www.commissaries.com/stores/html/store.cfm?dodaac=HQCE5W>

<http://www.commissaries.com/stores/html/store.cfm?dodaac=HQCE4L>

<http://www.commissaries.com/stores/html/store.cfm?dodaac=HQCE4S>

Other commissaries include Ramstein AB, and Patch Barracks, GE. To search for commissaries in Europe, go to the following website:

<http://www.commissaries.com/stores/html/store.cfm>

There are also several wonderful grocery stores in Pápa that originated in other European Nations (EU). They include ALDI, INTERSPAR, TESCO, Match, PROFI and Penny Market. They all have websites so google them so you can see what they have which is a lot more than

groceries. Some of the websites are in Hungarian or German but from the pictures you will get an excellent idea about the types of things they have available. The TESCO is open 24 hrs per day. There are numerous US name brands on their shelves. There is also a larger TESCO store in Győr that has an international section that carries several products from the US.

If you have a specific food item (like Kraft Macaroni & Cheese or Jif Peanut Butter) that you can't live without, bring it with you. The biggest difference exists with convenience type frozen items. You can find lots of frozen pizzas but not the other types of products others many are accustomed to using on regular basis like frozen waffles, microwave dinners, etc.

COMMON ACCESS CARD (CAC) PROCEDURES

In order to get a new CAC, you will need two forms of ID. Acceptable forms of ID are:

- US or Foreign issued passport
- US Drivers License
- Social Security Card
- Birth Certificate
- State-issued ID card

The CAC station is located in Bldg 5 Room 322. Please contact HAW Admin for an appointment.

COMPUTER ACCESS

The Multi-National Family Center (MNFC) has wireless internet for customers use at the center. There are several laptops available for customer use at the center. It is not government connected so therefore access to the global address list is not available. Internet service providers (along with cable TV service) is available for home use throughout the Pápa area.

DRIVING

International Drivers License Drivers Testing: New arrivals should review the USAEUR drivers' manual prior to arrival. The driving manual can be found at the following website: <http://www.hqusareur.army.mil/rmv/default.htm>.

If you are coming from outside Europe an International Drivers' Permit (IDP) is required with a valid state license to legally drive in Europe. You may obtain the international license from an AAA travel office before leaving. There is a small cost for the photos and license.

Cars drive on the right side of the road, just like in the US. Most road signs are fairly easy to figure out. Be prepared for a lot of round-a-bouts and make sure you signal when you are ready to leave the round-a-bout.

Most European countries require a vignette/matrica (road tax) to drive on the interstate. You must purchase prior to your entry into the country and keep the receipt in the vehicle. There is a severe penalty for those caught without the vignette/matrica. For Hungary, the following website is useful: <http://www.motorway.hu/02Ematrica>. For Austria, the following website is useful:

<http://www.tolltickets.com/country/austria/vignette.aspx?lang=en-GB>

Travel Regulations

- Seatbelts are mandatory
- Hand-held mobile phones may not be used when driving (voice and texting)
- Children can travel in the front seat provided they are seated in a child safety seat or they are over 5 ft tall or are at least 12 years of age
- Children's car seats or booster seat are mandatory for all children up to 12 years of age depending on weight and height
- Hungary has ZERO TOLERANCE FOR DRINKING AND DRIVING. THE LEGAL LIMIT FOR ALCOHOL IN THE BLOOD IS 0.0 MILLIGRAMS
- It is mandatory to stop at crosswalks if a pedestrian is present

USE CAUTION! There are **LOTS** of pedestrians - both walkers and those riding bikes. They will often walk out in front of you, especially in downtown Pápa.

The Heavy Airlift Wing newcomer's brief provides a quick look at driving in Pápa and a guide to European driving rules is located here.

ELECTRICAL EQUIPMENT

Voltage is 220, 50 Hz. Check your electronics to make sure they can accommodate 220V power. Many will tell you on the back of the item or on the power adapter. Most new computers and electronics will automatically convert, but check to make sure. Power outlets are European 2-prong. You may want to purchase adapters for any items that have American-style plugs (see attached photo) and bring them with you. Many electronics stores in the U.S. sell them as do some of the larger Base Exchanges. Most lamps will function with only a change to European voltage light bulbs using an adapter (not a transformer). If you have a transformer for small American made appliances you plan to bring, it would be a good idea to bring at least one. The Furnishing Management Office (FMO) will provide 3 transformers per household. Some appliances that rely on 60 Hz (clocks) may still not function properly.



FINANCE

All assistance is through Aviano AB, Italy and for newcomers you will be filing your travel voucher through PIPS. <https://efinanceworkspace.wpafb.af.mil> (AF Portal). The AF portal provides access to DTS,

FITNESS CENTER

There is a small fitness center on base. The gym itself (basketball/volleyball court) has been renovated but aerobics equipment is very limited. Free weights and locker rooms/showers are adequate but not to the standards that are common to USAF members. Military and family members are authorized membership cards to a fitness center located in Pápa -- the DiamondKlub (www.diamondklub.com). The facility offers numerous programs but the free membership is only for the fitness equipment. You can use the other services at your own cost. They have a hair salon, manicures & pedicures, aerobic classes, tanning beds, make-up experts and more.

FIREARMS

Hungarian law only allows one shotgun or one rifle to be imported for hunting purposes. Serial/model numbers and caliber information must be provided to the Regional Security Officer (RSO) and General Service Officer (GSO) in advance. A permit must be obtained for all firearms BEFORE importation is possible. If permit is not available at the time of importation, weapon will be confiscated by the customs official. It will remain in their custody until the member can show a valid permit or leaves Hungary, whichever is sooner. No firearms may be imported for personal use without prior approval from the ambassador. TMO will not ship them to Hungary for you.

Firearms purchased while stationed in Europe will not be shipped back Hungary except under strict conditions. See the Customs & Borders Clearance Agent in the US/NSE for details. Military and "war souvenir" weapons cannot be shipped back regardless of circumstances.

GAS OR DIESEL PURCHASE

There is no AAFES gas station on base. All gas purchases are conducted off base. Additionally, unlike most other European countries, there is no status for U.S. service members to buy gas coupons or to receive gas at reduced prices. Gas is purchased on the local economy at full price. At the current exchange rate, gas goes for about \$6.60 a gallon. However, US members may keep receipts and submit for VAT reimbursement.

GOVERNMENT TRAVEL CARD

Check to ensure your Government Travel Card (GTC) is activated and you know your daily and monthly limit and your ATM capabilities prior to arrival. It is recommended that you notify your GTC company of your relocation to Eastern Europe to avoid possible card suspension due to "suspicious" activity.

HOLIDAYS

Since Pápa Air Base is the Installation Host, the base holiday schedule is based on the Hungarian holiday schedule calendar. When holidays occur on weekend days, other days may be designated as down days. Additionally, many local stores/services are not open/available on these days:

- 1 Jan: New Year's Day
- 15 Mar: 1848 - 49 Revolution Day
- 22 Apr: Easter Friday
- 25 Apr: Easter Monday
- 1 May: Labor Day
- 13 Jun: Whit Monday
- 20 Aug: Hungarian National Day
- 23 Oct: Republic Day
- 1 Nov: All Saints Day
- 25 Dec: Christmas

HOUSING

Pápa is a small town with a population of 33,000; therefore the local housing market is limited. There are many different types of family houses, detached-houses, semi-detached houses and apartments for the newcomers.

Newcomers can choose to live in Pápa, in the surrounding smaller villages or even in Győr, which is a bigger town 27 miles to the north of Pápa with 125,000 inhabitants. There are plenty of homes offered for lease in the surrounding communities.

The USAF has contracted with a company (Move One Inc) to provide a full range of housing support, from home search and selection, lease execution, utilities, cable, internet, and other support, FMO delivery, and similar housing termination requirements. They will assist with housing and FMO specific support. Their toll free number within Hungary: 06 80 980 060 or you may contact them by email: usafpapa@moveoneinc.com. The phone support hours are from 0800-1800 on weekdays. To ensure that requests are addressed in a timely manner, a team of relocation specialists, with English language capability, are assigned to

assist you. Due to the challenges with the Hungarian language and landlord/tenant laws, use of these services is required.

Your lease agreement has to be signed in English and in Hungarian, but the Hungarian version is the legally binding document. While the USAF provides a certain OHA housing limit, to manage the housing market along with the other HAW nations, NAMA, and Boeing, the housing rental limit is currently 400,000 HUF. Members should be careful that the lease agreement does not include services that exceed US DoD authorizations for OHA entitlements (i.e. maid service). It is important to understand that the final text and content of the signed agreements are always based on previous negotiations between the Landlord and the Tenant; therefore the text will never be the same in every contract. But the baseline should be kept to ensure the clear contractual responsibilities.

Temporary lodging

There is no billeting support in the Pápa area. The following hotels may be used during arrival and departure from Pápa.

Hotels

Hotel Villa Classica: www.villaclassica.hu

Hotel Ceasar Panzió: www.caesarpanzio.hu/index_en.html

Hotel Griff: www.hotelaranygriff.hu

Hotel Hasik: www.hasik.hu

Apartments

Séd Residence Park: www.sedlakopark.hu

Séd Residence Park is the property of a private investor, providing apartments in a wide size variety. The place is just outside Pápa in one of the neighboring small villages.

“Pápa Support” Apartments:

There are apartments under contract with NAMA to provide short term, furnished lodging. Your sponsor can arrange reservations.

INSURANCE

Third party liability insurance coverage is mandatory. If member desires insurance coverage beyond liability they should obtain the coverage from an American Company such as Clements at www.clements.com or GEICO International at www.geico.com. Local insurance companies from a translation standpoint can be difficult to deal with.

Members are advised to contact their insurance company to discuss auto, renters', personal property, and other insurance implications from living in Hungary.

LANGUAGE TRAINING

The Hungarian Language is a true challenge to integrating into the community. The better you are able to understand and speak the language, the more meaningful your assignment to the Heavy Airlift Wing will be. It will allow you to be a more active citizen of Pápa.

The Multinational Family Center has some language learning tools available; additionally, there are personal tutors and classes available in town.

The Air Force is providing an online language program for AF families. Transparent Language / Byki Mobile. Visit your library and self-register for a Transparent Language account. Once you have an account, you can access it at home. You can also get an App for iPhone or iTouch too so you can access it anytime.

Finally, there is an extensive language training program for foreigners available in Hungary. See the following website for more information:

http://www.nyariegyetem.hu/db/index_en.php

LEGAL ASSISTANCE

The base proper does not have legal assistance so ensure your Wills and Powers of Attorney are up-to-date prior to leaving your installation or you will have to travel to Aviano AB. However the Staff Judge Advocate from Aviano AB also visits Pápa as needed and there are notary publics at Pápa Air Base.

Additional assistance may be found at www.militaryonesource.com or the following website: <https://aflegalassistance.law.af.mil/lass/lass.html>

LIBRARY SERVICES

Pápa does not have library services. However, there are many books and videos available for checkout at the Multinational Family Center. Additionally, you can obtain books from the USAFE Libraries by using Books on Demand at

<http://www.usafelibraries.org/page.php?tag=demandbooks>.

You must first apply for a library card by going to

<http://www.usafelibraries.org/libform.html>.

Military One Source also offers a wide variety of on-line libraries to include audio books, e-books, exam preparation, videos and more for all ages. Check it out now by establishing an account at www.militaryonesource.com and then going to *Online Libraries*. Military One Source has numerous other resources available.

MEDICAL INFORMATION

The town of Pápa and the surrounding area offer a wide range of modern medical and dental services for HAW members and their families. Experience over the past three years has confirmed that most basic medical, surgical and dental services are up to Western standards with regard to quality of care. Nevertheless, there are significant differences in language and culture, and buildings and equipment are in some cases very different from those in the U.S

Tricare at Papa

Pápa has a well established Tricare network of Hungarian physicians, dentists and hospitals. The network also includes a number of medical providers in nearby Vienna, Austria (2 hours away) categorized as "Center of Excellence" institutions. Finally, Papa receives medical support from nearby USAFE bases at Aviano, Italy and Ramstein, Germany (though Papa residents are NOT guaranteed the same access to care at these facilities as those stationed at the bases themselves.) The TRICARE program is managed by International SOS (ISOS), an international medical assistance agency with offices worldwide. ISOS assists active duty and dependent members in the Pápa area with obtaining access to the local health care system, processing claims and ensuring quality of care. All members of the Tricare network bill ISOS directly, thus eliminating the need for out-of-pocket expenses (except for dependent dental care – see below)

Active duty members and their sponsored, Tricare Prime dependents are enrolled in the local Tricare network upon arrival to Papa. The HAW medical clinic assists members and families with the process – all that is required is a set of PCS orders which include the names of all sponsored family members. Family members who are not on the member's orders cannot be added to the Pápa network and will not be eligible for the full spectrum of medical services available at the Papa Tricare location. Dependents enrolled in Tricare Standard will be eligible for care in the local area according to Tricare Standard coverage guidelines. Families who participate in Tricare Standard are strongly encouraged to discuss coverage with their local Tricare office before departing for Papa. CAUTION: Bringing non-sponsored family members to Papa for extended periods (i.e. longer than a standard vacation visit) is NOT recommended – the limited services available to these family members in these situations can result in situations which are both costly and uncomfortable for the member, dependents and unit alike.

Spectrum of Medical Care

The HAW medical clinic, located on the Air Base in the newly renovated base medical building, is staffed by one U.S. Air Force flight surgeon, two U.S. Independent Duty Medical Technicians (IDMTs), and a full-time medical translator. The HAW medical clinic provides flight medicine care to all HAW aircrew personnel. Clinic services are also available to all US active duty personnel, retirees, and dependents. Since the clinic is small and has limited resources, the spectrum of care is limited to basic primary care only. All patients requiring x-ray, laboratory or specialty care are referred off-base to the local Hungarian health care

system. Small children and pregnant women are also referred to the local health care system. Those in need of higher level care (surgery, anesthesia, or other invasive procedures) are referred to Vienna, Austria or, in certain cases, Landstuhl Regional Medical Center in Germany. Medical evacuation using military aircraft is, at the discretion of the HAW flight surgeon, an option for the severely ill or injured patient.

Local Medical Care

Most HAW members receive all or part of their medical care from the local Hungarian health care system. The city of Papa provides primary care to its citizens via a number of community based general practitioners and pediatricians. Two pediatricians and one general practitioner in Papa speak basic medical English and have been providing care for HAW families for over 3 years. Papa has one city hospital, the Grof Esterhazy Hospital, which offers basic medical and surgical services. The hospital's emergency department is open 24 hours. Their website is at www.papaikorhaz.hu

The Petz-Aladar Teaching Hospital (www.petz.gyor.hu) is the nearest large medical center and is located in the city of Győr, 40 kilometers north of Papa. It has all essential services including a wide range of surgical specialists and pediatric subspecialists; a modern burn unit and neonatal intensive care unit; a level one Trauma Center with a helicopter landing area; the full spectrum of lab and radiology services, including CT, MRI and Angiography; interventional radiology; and a 24 hours cardiac catheterization lab for treating acute myocardial infarction (i.e. heart attacks).

Dental care

The full spectrum of basic dental services are available in the city of Papa, though English language speaking providers are not available. Several dental clinics with dentists fluent in English are available in the city of Győr, 40 kilometers to the north. The Győr providers also offer the full spectrum of sophisticated dental implant and prosthetic services. Orthodontists are available in both Győr and in the city of Veszprem, 50 kilometers to the south, but generally do NOT speak English. Active duty members are covered under Tricare Prime for all basic dental care. Sponsored dependents may enroll in the Tricare Dental Program managed by United Concordia. While assigned to Papa, coverage for family members enrolled in United Concordia includes 100% reimbursement for basic dental care including two screening examinations per year, fillings, root canals, periodontal care, and basic oral surgery. Orthodontic and prosthodontic care is partially covered. In all cases, family members must pay for care out of pocket and submit claims to United Concordia individually.

Annual dental screening exams for Active Duty members are provided by dentists from Aviano AB who visit Papa a few times each year. Active duty members can also receive basic dental care at military medical treatment facilities (MTFs) within USAFE on a space available basis. Care for family members at MTF dental squadrons is usually NOT available due to limited manning and deployment requirements.

Pharmacy

The city of Papa has a large number of private pharmacies. Most medications available in the United States are also available in Hungary, though under different names and by different manufacturers. Regular medications must be ordered using the Tricare Mail Order Pharmacy. The HAW clinic has a small supply of certain drugs such as pain killers and antibiotics. Drugs required for short illnesses or injuries can be obtained from the local community or from Aviano AB with the assistance of the HAW flight surgeon and medical staff. NOTE: Narcotic pain medications and amphetamine-like stimulants (such as those used for ADHD) are very difficult to acquire in Hungary. Members and dependents should be prepared for the reality that in Hungary, treatment of pain and hyperactivity disorders is much more regulated than in the U.S.

Active Duty and family members are strongly encouraged to bring at least a 6 month supply of any medications regularly being taken. These might include over the counter medications, such as aspirin, acetaminophen and ibuprofen, if taken frequently. They should also include allergy medications such as Claritin and Allegra for those with a history of seasonal allergies and hay fever. A sufficient supply of oral contraceptives for those women taking these medications is especially important since identical medications may not be readily available in Europe. Families with small children are encouraged to bring an ample supply of any over the counter child cold and pain formulations which they use regularly, such as children's Tylenol, children's Benadryl, children's Motrin, etc. These items are not sold in grocery stores in Hungary as they are in the US.

Pregnancy

Medical care during pregnancy (prenatal care) is available in both Pápa and Győr. In Pápa, women needing obstetric and gynecological care are usually seen by Dr. Halász, the Chief of Obstetrics and Gynecology at the Gróf Esterhazy Hospital. For the past three years he has provided HAW women with timely care and an excellent bed-side manner. Since he does not speak English, a medical translator is always provided.

In Győr, several OBGYN physicians at the Petz Aladar Medical Center speak English. They offer HAW women the ability to communicate directly with their doctor. Patients should be aware, however, that ancillary staff, including nurses, generally do NOT speak English.

In Hungary, prenatal visits are done approximately every month and more frequently after about week 34. Each clinic visit includes an ultrasound and sometimes includes additional exams and laboratory studies. Nevertheless, each woman may manage her pregnancy with the same flexibility as would be customary in the US.

For deliveries, the Stork-Nesting program is available to all HAW women. Under this program, the pregnant woman will travel to either Aviano AB, Italy or Landstuhl Regional Medical Center, Germany (near Ramstein AB) at 36 weeks gestation. The woman will remain until her delivery is complete and the treating physician considers her ready for travel back to Papa. Women with high risk pregnancies may travel prior to week 36 at the discretion of

the treating OBGYN physician. Follow-up care usually occurs at Papa. Travel, lodging and incidental expenses are reimbursed by the US Air Force upon arrival back to Papa.

For specific inquiries regarding medical and dental care at Papa, incoming members and their family members are invited to contact the HAW flight surgeon at DSN 314-478-4905 or the HAW clinic staff at DSN 314-478-4906 or 4907.

Caution to incoming members and families

Health care in the Papa area has demonstrated itself to be more than adequate for the needs of otherwise healthy US military members and their families. Normal illnesses and injuries are easily treated, and the occasional severe case can be transported to Austria, Germany or the U.S. However, incoming active duty and family members should not assume that medical care in Hungary is the same as that in the U.S. or at USAF military medical clinics. This makes obtaining health care more challenging for those individuals with chronic health care needs or significant medical histories. For this reason, all family members are screened prior to receiving sponsorship to Papa. Active duty members are similarly screened using the USAF Duty Limiting Condition system. Nevertheless, neither of these systems is perfect, and individuals sometimes arrive at Papa with medical or dental conditions which quickly lead to ongoing difficulties. For this reason, all incoming individuals to Papa are encouraged to notify their local primary care physician of ANY AND ALL medical and dental conditions. They are also encouraged to contact the HAW flight surgeon and discuss any medical or dental conditions PRIOR to accepting an assignment to Papa. Examples of conditions which have, in the past, provided significant challenges to HAW personnel include: Moderate to severe asthma; ADHD; history of mood or anxiety disorders; chronic pain conditions; ongoing orthodontic treatment (i.e. braces on teeth); any condition requiring use of controlled medications such as narcotics and/or amphetamine-like drugs; learning or speech impairment requiring special education services; conditions requiring frequent medical surveillance (i.e. colonoscopy, frequent cervical screening; use of blood thinners, etc); history of cancer; autoimmune disease, especially if requiring immune suppression; complicated wounds and surgical body openings (i.e. colostomy, ileostomy); fibromyalgia; chronic intestinal complaints; and spinal disc herniation (or history thereof). This list is by no means all-inclusive.

Hospitals

Grof Esterhazy Hospital: www.papaikorhaz.hu

The main medical center in the town of Pápa. The main entrance is open 24 hours.

The Petz-Aladar Teaching Hospital: www.petz.gyor.hu

Located in Győr, it is one of the largest in Hungary and it is our designated hospital for specialty care. It has all services except open-heart and transplant surgery. It has a wide range of surgical specialists and pediatric subspecialists. It also has a modern burn unit and neonatal intensive care unit. It is a recognized Trauma Center and has a helicopter landing area. It also offers the full spectrum of lab and radiology services, including CT, MRI and

Angiography. Interventional radiology and cardiology services (such as angioplasty and stent placement) are available 24 hours. Győr is 25 miles from Pápa.

Volunteering at Base Clinic

Thanks to oversight from the Aviano Air Base Medical Group and Red Cross coordinator, family members assigned to Papa may have the opportunity to perform volunteer work at the HAW flight medicine clinic. Minimum prerequisites for being enrolled as a volunteer are: 1. A valid DoD ID card; and 2. Valid Red Cross volunteer certification. Dependents not currently registered as Red Cross volunteers may become registered prior to arriving at Papa - if not, registration may be done at Aviano AB after arriving at the Papa assignment. Volunteer opportunities are available both for privileged health care providers and non-providers. Due to the small size of the clinic, not all specialties are supported. For specific information about volunteering, please contact LTC Sipos.

MULTI-NATIONAL FAMILY CENTER (MNFC)/ Airman and Family Readiness Resource Center.

This facility is located in downtown Pápa at 35 Jokai Utca. To call from the U.S. dial 011- 36-89-51-2332. Within Hungary, dial 00-36-89-51-2332 It is a convenient location for spouse/families as it is right next door to Tarczy Lajos Bi-Lingual School. The MNFC is open Mon - Fri, 0800 -1700.

The Center has:

- Wireless internet and laptops for use at the center
- Loan Locker
- Printer, copier and scanner
- Meeting space
- DVD and paperback and hard bound library
- Children's play area
- Translator assistance by appointment
- Movie Night (Same movies playing in AAFES theaters across Europe)
- Multi- Cultural Events

Loan Locker

Waiting on your household goods? The Multi-National Family Center offers loan items for you until your household goods arrive, completely free of charge. Items available to loan include: dishes, drinking glasses, pots, pans, irons, ironing board, coffee makers, microwaves, toasters, cooking utensils, alarm clocks and much more. They also have GPS navigation devices you can borrow when you first arrive to familiarize yourself to the city of Pápa. You can also check them out for weekend trips and vacations in the area.

Military Home Front: www.militaryhomefront.dod.mil

Plan My Move and Military Installations programs on this website provide helpful tips on relocating to your next installation.

Military OneSource:

www.militaryonesource.com

Education, relocation, parenting, stress - you name it - Military OneSource is here to help you with just about any need. Available by phone or online, our free service is provided by the Department of Defense for active-duty, Guard and Reserve service members and their families. The service is completely private and confidential, with few exceptions and is available 24 hours a day, 365 days a year.

PASSPORT/VISA

Active Duty members may enter Hungary with a military ID and a copy of their orders, but Passports (official burgundy and tourist blue) may be required for different missions. Family members must have official passports as well as travel passports. All family members must obtain their travel passports before relocating to Pápa.

Individuals are allowed to travel throughout Hungary for a period of 90 days. If individuals are staying longer than the 90 day period a visa or residency card is required. AD members are exempt from this requirement, but dependents must obtain proper residency documents. The AD member will be given this paperwork for this when they IN-PROCESS the wing.

PETS

Pets are not subject to quarantine, but dogs and cats must have all shots up-to-date at least 30 days prior to departure. An international health certificate showing proof of rabies and distemper vaccinations is required (The rabies shot must be at least 2 months old, but not older than 1 year.) The certificate must be issued within 10 days prior to arrival in Hungary. There is a requirement for a microchip OR identifying tattoo and if the requirement is not met upon arrival the pet would be quarantined at the owner's house until the requirement is met.

The requirements for importing dogs and cats into Hungary (depending on one's shipping point of origin):

- Physical identification requirements. The pet must either have a legible tattoo or identification. Hungary uses the 11784 ISO or 11785 ISO microchip standard. If the microchip follows another standard the owner of the pet may be asked to provide a transponder able to read the implanted device. To date, pet owners arriving from the USA have not experienced problems meeting the identification requirements, but owners may wish to bring this microchip standard requirement to the attention of their veterinarian.
- Pet Passport or EU Veterinary Certificate. Pets shipped from EU countries are expected to have pet passports issued by an authorized Veterinarian. When

importing pets from the USA, a completed veterinary certificate can be substituted for a pet passport.

- Rabies vaccinations. The pet should be inoculated at the age of 3 months. The inoculation should be repeated annually. The most recent rabies vaccination should have been completed at least 30 days prior to the pet's date of arrival in Hungary. Pet owners must carry with them an official record of these vaccinations (whether in a pet passport or international health certificate).
- Blood test. A blood test is NOT required for pets coming from EU countries, the USA, Australia, Barbados, Bahrain, Bermuda, Canada, Croatia, Jamaica, Japan, Mauritius, New Zealand, Russia and Singapore. A blood test is required for pets coming from other countries.
- Quarantine. If the pet does not comply with the above listed requirements then quarantine may be ordered at the house of the owner until all the necessary requirements are fulfilled.

Other pets: If you are planning to ship more exotic pets, please check with the CLO or the closest Hungarian embassy or consulate. Hungary is a signatory to The Washington Convention on International Trade Endangered Species of Wild Flora and Fauna.

Remember there are also limits on shipping pets during the summer months from different points throughout the United States. If you live in a hot climate or will be passing through an airport in route this could impact the shipment of your pet. For additional info visit www.pettravel.com/immigration/hungary.cfm

PHONES

If you are coming from the states, check to see if your cell phone has global access and is activated. As well as checking to see what the costs or call options are for Austria/Hungary. Please note: U.S. T-mobile phones might not work with a Hungarian T-mobile SIM card unless they are unlocked.

T-Mobile Hungary offers a special monthly plan for military members and families. You only pay your monthly charge at about \$10 and have unlimited calling to other members on the plan. You can also add various date plans in order to get internet on your phone.

Phone cards aren't the best option because accesses to land-line phones are limited. There are pre-paid cell phones available to call back to the states, but they can get expensive.

Skype works well here and is easily accessible on the Internet. International monthly expense is around \$13, which gives access to both landlines and cell phones to the U.S. Magic Jack (www.magicjack.com) can be purchased at a European BX if you do not purchase prior to your arrival. Vonage (www.vonage.com) provides unlimited access for to include calling cell phones.

MAKING PHONE CALLS

Calling from within Hungary

Between different cities - Dial: City code (for Pápa it is "89") + phone number

Example: Dialing from Balaton to Pápa US/NSE: 36 89 512 330

Within cities - Dial: Phone number

Example: Dialing from Pápa to Pápa US/NSE: 89 512 330

Making a call back to the United States: Dial: 00 - 1- area code - phone number

Example: Dialing from Pápa to Citibank GTC: 00 1 757 852 9076

Calling from the United States to Hungary: Dial: 011 - 36 - city code - phone number

Example: Dialing the US/NSE from the United States: 011 36 89 512 330

Calling from Hungary to other countries - Dial: 00 - country code - city code (subtract the zero) phone number

- * Within Italy, you do not drop the zero on the city code
- * With Cell Phones, you must always dial 06 and then the full number when calling other cell phones or land lines and vice versa (e.g., land line to cell phones)

POSTAL INFO

The mail is American Post Office (APO). The US/NSE Postmaster is currently located in building 17 on the ground floor.

General Delivery Address

Members Name
PSC 119 Box 1000
APO AE 09745

Postal Office Hours

- Monday - Thursday: 0800 - 1100, 1300 - 1600
- Friday: 0800 - 1400
- Closed all Hungarian Holidays, Family Days and Down Days

NOTE: Mail deliveries occur on Mondays, Wednesdays, and Fridays

Limited postal services:

- *No checks, U.S. cash only*
- *No registered mail services however, other services provided*

- *Sign up for a Click-N-Ship account at USPS.com to handle all parcel mailings, we have a limited amount and selection of stamps available-purchase online for wider selection and availability for frequent mailers*

Your sponsor can obtain an address for you 60 days in advance. You can mail items to yourself in advance to reduce the amount of luggage you bring. However, if you choose to do so, please address the package with their name on it or address to their ATTENTION and let them know how many boxes you are sending. By doing this, your sponsor will know when it is projected to arrive and what it looks like. They will only be able to retrieve it if is addressed to them. It is against the law to pick up mail for anyone else. If it is not sent Priority, it will come on Space-A basis. It could take several weeks to arrive. If sent Priority Mail, it usually arrives in approximately two weeks from the States.

RATION CARDS

Ration cards are available from the US/NSE in Bldg 17, Room 6 for issue. Permanent party U.S. service members and their spouses are authorized to be issued Ration Cards. The Ration cards can be used if you travel to a European BX or Commissary and want to purchase rationed items such as coffee, liquor and cigarettes.

RELIGIOUS SERVICES

The majority of religious services in Pápa are in Hungarian. Aviano AB provides reachback connection for spiritual support and the chaplain comes to Pápa usually once a month to hold religious services and provide spiritual support as required to USAF HAW members and their families. There are currently four English worship services provided by local pastors the first four Sundays of the month. Each week a different service is held to include Lutheran worship, Reformed worship, Catholic Mass and Baptist worship in local churches in Pápa. Other religious activities exist in the form of religious studies and home-based religious gatherings.

For an up-to-date listing of services, contact the US NSE.

RELOCATION ASSISTANCE

Temporary Quarters

There is no lodging on base. Your sponsor will help you make temporary living arrangements. If you cannot reach your sponsor, please contact the U.S. National Support Element by email at us.nse.det.1@ramstein.af.mil, by DSN 314-478-6044 or by commercial phone 00 36 89 512 330. *See Housing section on page 13 - 14.*

Temporary Household/Furniture Items

After moving into quarters and while waiting for the arrival of your household goods, you may utilize temporary loaner furniture from the Furnishings Management Office (FMO). Please contact MoveOne (usafpapa@moveoneinc.com) to arrange FMO delivery.

You may keep the following items for your length of tour: washer, dryer, refrigerator, stove (1 city gas or bombola), kitchen cabinet, wardrobe, carbon monoxide/smoke detector, transformer, fire extinguisher, microwave and AFN decoder. The following items may be used until your household goods arrive (maximum period of 90 days): dining room table, dining room chairs, couch, easy chair, coffee table, end table, double bed, single bed, crib, high chair, chest of drawers, night stand, floor lamp and table lamp.

Visit the MNFCs Loan Locker for immediate items such as: dishes, silverware, toasters, coffee pots, irons, etc. *See MNFC on page 22.*

For those renting a house that a military member already resides in, you can contact MoveOne (usafpapa@moveoneinc.com) to coordinate with the FMO office to arrange transfer of items.

SCHOOL INFORMATION

School information for Pápa is located at <http://www.heavyairliftwing.org/library/family-center/school-information/school-links>

The Non-DoD Schools Program (NDSP) for DoDDS Europe provides educational guidance, support and financial assistance to help your children access a global education with seamless transitions. NDSP serves the students who live where DoDDS is not available. There is no DoDEA School within the commuting area of Papa. NDSP provides an educational allowance for tuition and other allowable expenses (including home school materials) as well as educational support.



Sponsors with school age children should contact the School Liaison Officer (SLO) at usnse.slo@ramstein.af.mil prior to their arrival. The SLO will assist you with register with the Non DoD Schools Program (NDSP). You will need to complete [DODEA Form 610](#) , attach a copy of your orders, and email to the SLO. You should hand carry your child's educational records including previous reports cards and standardized testing and turn them into the school. Upon arrival to Pápa visit the SLO at the Multi-National Family Center next to the Tarczy Lajos primary school.

Parents have many options when it comes to the education of their children in Hungary. Children may attend local private schools, public schools, an International school, boarding school, or the parent may choose home based education. All options come with US DoD reimbursement. Contact the SLO for specific information.

High School students in grades 9 - 12 also have a DoDEA Virtual School option, QSI of Bratislava, and Boarding School option. The following schools are working with the multinational families.

Tarczy Lajos Primary School is a Hungarian Bilingual School for grades 1 - 8 offering classes in English and Hungarian. Middle school students are eligible for on line learning classes to supplement math and language. www.tarczypapa.hu/en

Petofi Sandor Secondary Grammar School is beginning a bilingual High School program. There are limited classes in English and supplemental home schooling or online learning is necessary. Refer to the NDSP web site at www.eu.dodea.edu for further information about the program. www.petofi-papa.sulinet.hu

Quality Schools International (QSI) is an accredited private, non-profit day school offering an American international program from Early Childhood through grade 12 for students of all nationalities located in Bratislava, Slovakia. Sept 2012, QSI will open a satellite school in Papa for children ages 4-12. <http://bratislava.qsischool.org>

SHOPPING

There are several small stores around Pápa to meet your every day needs. Within 30 minutes to an hour drive there are cities with larger shopping areas. Upon arrival you will have to determine clothing and shoe sizes by European standards. This is easy with conversion charts available upon your arrival.

In addition to the grocery stores mentioned there are also stores in Győr that are similar to Home Depot. They are the Baumarkt and Praktika.

For those not accustomed to shopping in Europe, it is uncommon for stores to provide bags for purchased goods. Customers are expected to bring bags or purchase them at the store. Also, shopping carts require a 100 Forint coin as a "deposit" to use them for shopping. The coin is returned when the cart is returned to the designated location.

SPONSORSHIP

A sponsor at Pápa is *vital!* If you have not been contacted by a sponsor, contact the Multi-National Family Center at afrc.director@gamil.com. You can also contact the NSE Office at DSN 748-0643 or email us.nse.det.1@ramstein.af.mil. Be sure to stay in close contact with your sponsor, they will be your link to house hunting and basic transportation when you arrive. Your sponsor should meet you at the airport in Vienna, Austria when you arrive and help you get settled in. Your sponsor will also assist with setting up a P.O. Box, hotel reservations, in advance of your arrival and getting you to in process at the base. **DO NOT ARRIVE WITHOUT A SPONSOR.**

TELEVISION

TV at Pápa is via satellite. There are several local options available that provide English channels such as Discovery Channel, Animal Planet, Hallmark, NASN, ESPN, and SKY News and Sports. Air Force Network (AFN) dishes are available through FMO along with a decoder. Because of the variety of options available, make sure you research all options to match the availability with your personal preference. Move One is on contract to provide you support. (usafpapa@moveoneinc.com)

TRAFFIC MANAGEMENT OFFICE (TMO)

Household Goods Shipment

Full Joint Federal Travel Regulations (JFTR) applies for all ranks as government quarters are not available.

IMPORTANT: Confer with your losing TMO for home basing/follow-on restrictions in regards to shipping your full JFTR.

Consign ALL House Hold Goods (HHGs) and Unaccompanied Baggage (UB) shipments destined for Pápa, Hungary, APO 09745 to 86 LRS, CPPSO-Kaiserslautern, GE, as the destination installation. Refer to GBLOC WKFS for further instructions. Shipments will be OTO consigned to member or member's agent at destination address or unit of assignment. Official address is Organization, Unit 9905, APO AE 09745.

Annotate Personal Property Government Bill of Lading (PPGBL): "Carrier will notify CPPSO Kaiserslautern, Germany, at DSN 489-7727/7728 or commercial at 0049-631-536-7727/7728, prior to delivery to residence or placing in SIT." For shipments originating outside CONUS, servicing International Travel Office (ITO) should contact HQS SDDC, Scott AFB, IL via e-mail to Surface Distribution and Deployment Center (SDDC). safb.rates@us.army.mil for proper routing instructions.

A Hungarian customs official is on hand when unaccompanied baggage air and surface shipments are delivered. It is, therefore, highly advisable to prepare a complete inventory of effects brought into Hungary and be prepared to submit complete inventories upon arrival and departure. One advance copy of the inventory should be forwarded to GSO, American Embassy, Budapest, for translation into Hungarian. Incoming shipments cannot be custom cleared until member is physically present on station and registered with the Hungarian authorities. Due to mail lag time often experienced by American Embassy Budapest origin shipping office should forward message to TWX address providing member's name, destination carrier (to include the mail and telex address), shipment date and PPGBL and airway bill number.

Please keep in mind when shipping your HHG, that the homes in Hungary do not have closets in them. The FMO provides 1 wardrobe per person but these do not have much space to hang things. Some people have closets constructed for them if you have adequate

space in your home. Please plan accordingly if you need to bring some alternate storage for items you would normally hang up.

Shipping a Vehicle

Transportation Management Office at your base will provide you with instructions on how to ship your Privately Owned Vehicle (POV) to Europe.

Ship your POV 6 - 8 weeks before your departure. Since facilities are located in several different areas, you will be required to do business in different locations and a POV will be very important to you. House hunting also requires transportation and it is expensive to rent cars in Hungary. It is better to ship early and rent in the US as opposed to renting in Papa. If you decide to rent a vehicle a AAA International Drivers Permit (IDP) is required.

Motorcycles/mopeds can be imported with household goods. They are considered POVs if the engine size exceeds 50cc and must be registered as such. If the motor size remains under 50cc, it does not require registration. A motorcycle safety class must be attended prior to operating it in Hungary.

POC:

US/NSE, Pápa Hungary
Bldg 17 Room 6
COM: 00 36 89 512 330

Household Goods/Transportation Office (Inbound)
Ramstein AB TMO
DSN 314-489-6912

TRANSLATION SERVICES

The US NSE is currently staffed with a full-time translator. If you need **non-personal** assistance with face-to-face translation or would like a particular document translated please contact the US/NSE at us.nse.det.1@ramstein.af.mil or by calling +36 89 512 330.

UNIFORMS

Bring extra ABUs and boots as they are not easily accessible. Also, bring cold weather gear as temperatures can drop during the winter to levels averaging 12 degrees Fahrenheit or lower. Small, but important things bring include:

- Extra boot laces
- Extra blousing straps
- Extra belt
- Spare ABU caps
- New rank if you are expecting to be promoted during your tenure
- Full complement of Service and Dress Blues
- Extra Service/Flyer's cap

Uniform items may be purchased online at www.aafes.com.

USAF Family Support

The Pápa area can seem remote to those used to being more connected to USAF resources. However, cyberspace keeps the AF Element connected. The following links are excellent sources of information.

<http://www.usafe.af.mil/index.asp>

<http://www.3af.usafe.af.mil/index.asp>

<http://www.myairforcelife.com/>

<http://www.ramstein.af.mil>

<http://www.aviano.af.mil>

<http://www.31fss.com/>

<http://afrc.avianoab.info/>

<http://afrc.avianoab.info/>

<http://www.86fss.com/KMC-AFS.html>

<http://www.aviano.af.mil/library/sexualassaultresponsecoordinator.asp>

<http://www.aviano.af.mil/library/suicideprevention.asp>

<http://www.aviano.af.mil/library/factsheets/factsheet.asp?id=17617>

VALUE ADDED TAX

Value Added Tax (VAT) is an 18% or 25% tax that's charged on most goods and services provided in Hungary. It is already figured into the price you "see on the shelf" and typically does not show up separately on a receipt. The United States and Hungary have an Omnibus/SOFA Agreement, which allows US military members that are deployed or assigned to Hungary to reclaim the VAT. All businesses in Hungary are required to provide an Áfás számlát (VAT invoice) upon request. Once you arrive on station you will receive instructions on how to begin the reclaiming process. For information prior to your arrival please contact the US/NSE at DSN 478-0644.

VOLUNTEER OPPORTUNITIES

Employment opportunities are limited in Papa, but the demand for personal talents is not. AF dependents can volunteer their time and talents in many different ways, from the MNFC to community outreach to leading fitness instruction (if certified by a national source) or at the Medical Clinic via the American Red Cross and 31 MDG (if appropriately credentialed).

WHAT TO BRING

The majority of families drive to Aviano AB to use the Commissary, so it's highly recommended that you bring at least 2 coolers for a family of three. Bring more depending on the size of your family. If you have a cooler that plugs into a cigarette lighter that would also be great for transporting other cold or frozen item.

Many houses throughout Europe do not have closets in the bedrooms nor do they have any type of storage in bathrooms. Some of the houses here have had closets installed, but every

house is different. If you are taking over a house from another military members be sure to ask them about this.

You can use your American lamps here, just pick up some of the converter ends that you can get at Radio Shack or sometimes in your Base Exchange. Remember to remove the light bulbs as you will have to use European bulbs. The converter ends are not available for purchase locally and you will have to wait until going to Aviano AB or Ramstein AB to pick them up if you don't bring a few along to use in your new home.

WHAT TO DO IF YOU GET MARRIED EN ROUTE

If you get married before you PCS or while en route, you must inform your losing base commander's CSS and follow the procedures exactly as you are given them. The government will not pay for travel and housing of your spouse if you do not follow proper procedures

THE CITY OF PÁPA

The official website of the [City of Pápa](http://www.papa.hu) is located here: www.papa.hu. (Many websites in Hungarian can be translated to English online by services such as the Google Toolbar). Also, the following websites provide opportunities to be active citizens of Pápa or the nearby city of Győr:

<http://www.jmkpapa.hu/index.php> (Jokai Mor Cultural Center-cultural, sports, educational)

<http://www.papa-ma.hu/index2.php> (News, information)

<http://www.lombardfc.papa.hu/> (Local Professional Football (soccer) Team)

http://www.cinemacity.hu/t_program.php?day=4 (Movie theater in Győr)

Wikipedia contains extensive information about Pápa and the surrounding region here:

<http://en.wikipedia.org/wiki/P%C3%A1pa>

http://en.wikipedia.org/wiki/History_of_Hungary

More information on Hungary is provided here:

<http://www.kwintessential.co.uk/resources/global-etiquette/hungary-country-profile.html>

Pápa Air Base is located outside the historical town of Pápa in Veszprem county, Hungary, located close to the northern edge of the Bakony Hills, approximately 100 miles east from Vienna, Austria and 100 miles west from Budapest. With its 33,000 inhabitants, it is an important cultural, economic and tourism center of the region. Pápa has a large historical center, with renovated old burger's houses, cafes and museums, including the Blue-Dyeing Museum (Kékfestő Múzeum), set up in a former factory which produced clothes and other textiles dyed with indigo blue under a unique method. The town is also noted for its thermal baths, particularly a newly constructed swimming complex, the Esterházy family's palace, its grand Roman Catholic Church and Calvinist secondary school. It also boasts a large park near the center of town.



Pápa is one of the centers of the Reformed faith in Transdanubia, as the existence of numerous Ecclesiastical heritage sites and museums suggest. Due to the multitude of heritage buildings the center of the town is now protected under historical preservation provisions.

The town evolved from the 11 villages that occupied the current territory of the town during the Middle Ages. Large landowning families and various religious orders played an important role in the development of Pápa as a city: the Franciscans settled here in 1475 and the Paulines in 1638. Reform doctrines swept in at the start of the Reformation. The

first Hungarian translation of the Catechism of Heidelberg was printed in 1577. Thus, after Sopron and Sárvár, this town became the third most important centre of Protestantism in Transdanubia. A Reform Church school operated here as early as in 1531, which was later expanded with a faculty of theology and an academy of law. The castle of Pápa already stood in the 15th century and in Turkish times it became part of the system of border fortresses. By the 19th century, Hungary's third most significant Jewish community had gathered in the region and the third largest synagogue was built here in 1846.

Between 1929 and 1945 Pápa was a county town and from 1945 to 1983 a district town. World War II caused immeasurable losses. The palace and the synagogue were severely damaged, the archives were destroyed and very few members of the large Jewish community survived. Pápa won the János Hild memorial medal in 1989 for restoration work in the town. After the change of the system the Reform Church and educational traditions were reawakened: a new grammar school was built, the Reformed College recommenced its activities and higher education began once again.

HUNGARY

Customs and Courtesies

Greetings

Adults greet each other with a firm handshake. A man usually waits for a woman to extend her hand first. Among people of the same gender, the older person will offer his or her hand first. Many Hungarians also *puszi* or kiss each other lightly on each cheek. Polite verbal greetings include *Jó napot kívánok* (Good day), *Jó reggelt kívánok* (Good morning) and *ó estét kívánok* (Good evening). *Kívánok* is often left off in more casual circumstances or is replaced by a person's name. Children often greet older adults with the phrase *Kezét csókolom* (I kiss your hand). Adults might also use this with family or close friends to show special respect.

Popular informal greetings include *Heló*, *Szervusz* or *Szia*, which all mean "Hello." The latter two terms come from the Latin *servus*, which once meant "I am here to serve you." One might follow a greeting with *Hogy vagy?* (How are you?) or another question.

When addressing someone, it is polite to use the person's professional title with his or her surname. People introduce themselves by surname, usually followed by the given name. Greetings on a first-name basis are limited to close friends and relatives. However, adults address the youth and the youth address each other, by first name. Urban Hungarians do not usually greet strangers on the street, but rural people will. When parting, Hungarians say *Viszontlátásra* (See you again) or simply *Haló*, *Viszlát* or *Szia*.

Gestures

Personal space in Hungary tends to be relatively small and showing affection in public is accepted. Good friends, especially among the younger generation, will put their arms around each other's shoulders when they walk in public. Talking with one's hands in one's pockets is considered impolite. While blowing one's nose in public is acceptable, repeated sniffing and nose-picking is considered rude. Shaking one's fist at someone, giving a "thumbs down," or holding a fist with the thumb between the index and middle fingers are all rude or vulgar gestures. To wish a person happy birthday, some Hungarians will pull the person's earlobe slightly while saying "Happy Birthday."

Visiting

Close friends, relatives and sometimes neighbors make short unannounced visits. However, extended visits should be arranged in advance, especially in urban areas. Relatives visit often. Guests remove shoes upon entering a home; hosts may have a pair of guest slippers for them to wear. First-time guests do not stay for long, leaving just after coffee is finished. When guests arrive, hosts often help them remove their coats. An informal atmosphere prevails. Hosts accompany departing guests outside.

Hungarians enjoy socializing in the home but also frequently meet at restaurants, coffeehouses and tearooms. Guests in the home usually are offered such refreshments as coffee, tea, fruit juice, brandy or one of many popular regional wines. Hosts offer their best and go to great lengths to make guests feel welcome. When invited to dinner, it is polite to bring a small gift of flowers, boxed chocolates or wine. Flowers are presented in odd numbers and the hosts will usually display them on the dining table or in a room where the guests will be after dinner.

Eating

Breakfast may be a light meal with only rolls and a drink or it may be heartier and include eggs, salami, cheese, yogurt and even hot peppers. Lunch is often the main meal, including soup, often salad, a main dish of meat and potatoes and dessert with coffee. Most people eat a light dinner of cold cuts, fruit, bread or rolls and a drink.

Before eating or when entering a room where someone is eating, Hungarians say *Jó étvágyat* (literally, "good appetite"). They keep hands above the table but do not rest the elbows on it. Napkins are kept on the table throughout the meal. It is not usually necessary to ask that food be passed across the table. Reaching for what one wants is considered a sign that the guest is comfortable with the host. Leaving food on the plate is impolite; people are expected to take only what they will eat. Although tap water is safe to drink, many people prefer mineral water or some other beverage. As throughout Europe, the continental style of eating is used, with the fork in the left hand and the knife in the right. At restaurants, guests usually seat themselves and tips of 10–15 percent are customary.

Lifestyle

Diet

Hungary's location in central Europe makes it a prime gathering point for many ethnic culinary specialties. One of the most famous Hungarian specialties is *gulyás* (goulash), a soup of meat, potatoes, onions and paprika, a popular spice in many dishes. Pork is the most common meat in the Hungarian diet, but chicken and turkey are gaining in popularity. Typical side dishes include noodles, potatoes and dumplings. With main meals, a cabbage-and-vinegar salad is popular. Except for certain seasonal varieties, vegetables and fruits are in ample supply year-round. Bread and pastries are available in a wide variety. Fish soup (*halászlé*), stuffed paprika peppers (*töltött paprika*), stuffed chicken and various kinds of strudel and pancakes are all part of the country's culinary tradition. Hungary is also proud of its many wines.

The Arts

Hungarians consider their music and performing arts companies, art galleries and other cultural institutions to be national treasures and people attend whenever possible.

Prominent Hungarian composers include Ferenc Erkel, Franz Liszt, Béla Bartók and Zoltán Kodály. Bartók and Kodály both incorporated features of traditional Hungarian folk music into their works. Hungarian folk music and dancing are still popular. Young people also enjoy contemporary music. The national dance is the *csárdás*, a courting dance in two parts (slow, then fast), which is performed at weddings, festivals and other special occasions.

Hungary has a strong folk tradition, including embroidery, ceramics, ceiling and wall paintings and wood and bone carving. However, commercialization threatens the existence of some of these art forms. Free-market policies introduced in the 1990s significantly reduced government support of the arts.

Hungarian Holidays

Holidays include New Year's Day (1 Jan.), War of Freedom Day (15 March, marking the 1848 rebellion and war), Easter (Sunday and Monday), Labor Day (1 May), Pentecost (50 days after Easter Sunday), St. Stephen's Day (20 Aug.), National Holiday (23 October, in honor of the 1956 uprising) and Christmas (25–26 Dec.). Local festivals commemorate various folk or religious events throughout the year. At Easter, it is customary in some places for boys to “sprinkle” girls with water or cologne as a sign that the girl is a flower that should not wilt. Also popular at this time are elaborately painted Easter eggs. St. Stephen's Day celebrates the harvest and honors the first king of Hungary and the founding of the Hungarian State.

People also observe personal holidays called name days. A name day, often more significant than a birthday, commemorates the saint after whom a person is named. It is celebrated with gifts, flowers and cards.

Society

Transportation and Communications

Public transportation in Hungary is well developed. Budapest and other large cities have subways, trams, buses and taxis. More and more people own private cars, but public transport is still the principal mode of travel. Bicycles are used for short distances. An extensive train network serves most of the country.

The communications system has improved since privatization. Most families have a television and radio. There are several local broadcast channels and cable television is available but expensive. Cell phones and internet usage have increased greatly over the past few years, although computers remain an expensive item. Several national and regional papers serve the country. Magazines and other publications abound. The free press is active and striving to be competitive with foreign media companies investing in Hungary.

Tipping In Hungary

Tipping is very much part of the culture in Hungary and is the norm at most places you will go to while in Hungary. There aren't many places when you would not leave a tip. Below are some examples and acceptable amounts to tip.

Tipping taxi drivers in Hungary

Taxi drivers will expect some kind of a tip from when you get to your destination. This should be about 10% of whatever the fare is. 15% would be a generous tip. Just add the tip on to the total fare when paying the taxi driver.

Tipping bathroom attendants in Hungary

Many finer restaurants and some modernized rest station restaurants/shops have restroom attendants that provide service. Expect a tip of at least 100 Forints. These should not be confused with pay toilet attendants at most places along the motorway.

Tipping petrol station attendants in Hungary

Petrol stations in Hungary are usually manned by attendants who will fill your car up with petrol and possibly even clean your windows while you wait. For this small service you're expected to pay between 100-200 Forints as a tip.

Tipping at restaurants in Hungary

At some restaurants in Hungary service charges are already factored into the bill. This is usually stated on the bill; otherwise it's perfectly acceptable to ask the waiter or waitress whether or not service is included. The majority of restaurants in Hungary, however, don't include service in the bill and unless you are particularly unhappy with your waiter it is customary to tip them roughly 10% of the total bill.

The way in which tipping is done in Hungary differs from other western countries, and it's considered strange if you just leave the tip on the table. Instead when you get the bill, add on however much you want to tip the waiter and tell him or her that's how much you are paying in total. There are no restaurants in Pápa where the service fee is included in the bill!

Not tipping in Hungary

If you decide not to tip for a service, this is considered to be a strong signal of your dissatisfaction at the service you received, although it's unlikely anything negative will actually be said to you.

LOCAL SITES & TOURS

Döbrönte:

Döbrönte is about a ten minute drive from Pápa and is known for Szarvaskő castle and the horseback riding available through the hotel Hasik. A great weekend trip if you do not want to travel far. Travel Southwest on highway 83.

Sárvár:

Sárvár is about a 50 minute drive from Pápa and is noted for Nádasdy Castle (Earthen Castle), the nature preserve and their spa. Travel West on Borsosgyőri Utca (Tesco roundabout) and follow signs.

Devecser:

Devecser is about a 70 minute drive from Pápa. It is known for one of the Esterházy Castles throughout Hungary. Travel South on highway 83 and then West on 8 (E66) and follow signs.

Somló:

Somló is about a 90 minutes from Pápa. It is known for their wine and the castle at Somló. Note, the castle is a hike up unpaved trails. It is located just past Devecser.

Csesznek:

Csesznek is known for its medieval castle and is about an hour and 20 minutes from Pápa. Take Gyimóti Utca East to highway 82 and follow the signs.

Budapest:

Budapest, actually two cities (Buda & Pest) is about 2 hours from Pápa. They have many western style shops and stores. There are two malls and many historical places to visit. Take highway 83 North and then merge onto the motorway (M1) East to Budapest.

Vienna:

About an hour and 45 minutes from Pápa. Take highway 83 North and then merge onto the motorway (M1, then converts to A4) West to Wien (Vienna).

Venice:

About 7 hours from Pápa. You'll need GPS to properly navigate to Venice. Vicenza Army Garrison is just down the road from Venice and offer accommodations and tour information.

POINTS OF CONTACT & IMPORTANT PHONE NUMBERS**US/NSE (31 MSG/DET1)**

OFFICE	DSN	COMMERCIAL
US/NSE Director	478-0644	+36 89 512 330
US/NSE Support	478-0644	+36 89 512 330
After Duty Hours	N/A	+36 30 689 8752
MNFC Director	N/A	+36 89 512 332
MNFC After Hours	N/A	+36 30 689 8623
School Liaison Officer	N/A	+36 89 512 332
MNFC FAX	N/A	+36 89 512 333

US "REACH BACK" SUPPORT OFFICE

OFFICE	DSN	COMMERCIAL
Finance (31 CPTS)	632-7133	+39 04 34 30 7133
Housing Office (31 CES)	632-2272	+39 04 34 30 7151
Legal (31 FW/JA)	632-7843	
TMO - Inbound (86 LRS)	480-2163	+49 6371 47 2163
TMO - Outbound (86 LRS)	489-6912	+49 631 536 6042

HAW SUPPORT OFFICES

OFFICE	IP PHONE	COMMERCIAL
C2 (24 Hours)		+36 89 88 6080
Protocol	2216	+36 89 88 6218
Legal	2218	+36 89 88 6216

NAMA SUPPORT OFFICES

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