



Regular Office Hours

7 days per week, 0900-2200
Eastern Time (ET)

Hours of Service for Entrance and Clearance

Inspection services for the entrance/arrival of aircraft at Charlotte-Douglas International Airport are generally available seven days per week (M-F, 0900-2000; Saturday/Sunday/Federal Holidays, 1300-2000) in accordance with the port's permission to land procedures.

Commercial aircraft operators departing the U.S. must obtain an outbound clearance by contacting CBP directly.

Contact Information

(704) 329-6120 CBP Charlotte Port Office
(980) 235-1600 CBP Charlotte Airport Office
(800) 973-2867 SECTOR Communications Toll Free
(407) 975-1740 SECTOR Communications Commercial
KCLT-GAP@cbp.dhs.gov

Permission to Land Procedures

Pilots must secure permission to land by contacting CBP prior to departure from foreign and at least 24 hours in advance of the anticipated arrival time at Charlotte-Douglas International Airport.

Permission to land is granted with a tolerance of (+/-) 30 minutes. If your ETA deviates outside these parameters, previously granted permission(s) are invalid and you must contact the CBP port to re-secure permission to land.

Inspection Process

- Aircraft should park at the FBO or private hangar.
- A CBP Officer will meet the aircraft to begin the inspection.
- There is no CBP office at the FBO.
- All crew and passengers will be processed planeside.
- Foreign national passengers may require transportation to the Charlotte-Douglas International Airport FIS for processing.
- Be prepared to present passports, visas, pilot's license, medical certificate, aircraft registration, and user fee decal (if appropriate).
- Regulated waste/garbage will be collected by the FBO under a compliance agreement.

Special Procedures/Miscellaneous

- Contact our office for all medical EVAC and emergency diversion flights for arrivals outside normal hours of service.
- Advise CBP if transporting live animals, weapons, hunting trophies, or commercial imports.
- For FBO information contact (704) 359-0440.

NOTE: For further detailed information regarding national GA processing standards and procedures, please refer to the CBP Private Aircraft Arrival Information Document or contact GAsupport@cbp.dhs.gov