



Norfolk International Airport

2200 Norview Avenue, Norfolk, VA 23518

### **Regular Office Hours**

Monday-Friday, 0800-1600  
Eastern Time (ET)

### **Hours of Service for Entrance and Clearance**

Inspection services for the entrance/  
arrival of aircraft at Norfolk  
International Airport are generally  
available 7 days per week,  
0600-2200 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**

(757) 533-4218 CBP Norfolk-Newport News Port of Entry  
(757) 857-0406 CBP GAF Norfolk International Airport  
(800) 973-2867 SECTOR Communications Toll Free  
[NORFOLKOPS@cbp.dhs.gov](mailto:NORFOLKOPS@cbp.dhs.gov)  
[NORPAX@cbp.dhs.gov](mailto:NORPAX@cbp.dhs.gov)

### **Permission to Land Procedures**

Pilots must secure permission to land by contacting CBP  
prior to departure from the foreign port or place and at  
least two hours in advance of the anticipated arrival time  
at KORF.

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 CBP to re-secure permission to land.

### **Inspection Process**

- The CBP General Aviation Facility (GAF) (6101 Burton Station Road, Norfolk, VA 23502) is adjacent to the FBO and will process flights of up to twenty-five (25) travelers (crew and passengers combined).
- Charter/commercial flights exceeding this number of travelers will be directed to the CBP FIS at the airport passenger terminal.
- Arrangements for processing of a flight in the FIS must be made in conjunction with the Airport Authority's Operations Department ([ORFOPS@norfolkairport.com](mailto:ORFOPS@norfolkairport.com) or (757) 536-2793).
- Unless oversized, aircraft will park on the ramp adjacent to the GAF.
- CBP personnel will meet the aircraft on the ramp to begin the inspection.
- All crew and passengers must wait in the area of the aircraft until CBP arrives. Once the aircraft is inspected, all travelers will be processed in the GAF.
- Be prepared to present travel documents (e.g., passport, visas), pilot's license, medical certificate, aircraft registration, and user fee decal (if appropriate).
- Regulated garbage/waste will be collected by the FBO under the supervision of CBP at the completion of the inspection.
- Travelers may depart directly from the GAF at the conclusion of the inspection.

### **Special Procedures/Miscellaneous**

- Requests for permission to land must be made within the Port's operational hours (M-F, 0800-1600) by submitting APIS transmission confirmation and request in email to [NORFOLKOPS@cbp.dhs.gov](mailto:NORFOLKOPS@cbp.dhs.gov) and [NORPAX@cbp.dhs.gov](mailto:NORPAX@cbp.dhs.gov).
- Email submission alone will not constitute permission to land. Operators must secure approval/permission to land by speaking to, or receiving email approval from, a CBP Officer. In the absence of positive approval, the request should be considered denied (even in the absence of a response).
- For weekends/holidays, requests should be submitted no later than 1600 hours on the last business day preceding the requested arrival date.
- Responses to requests made outside these established hours will be delayed, likely resulting in the request not being approved in time for the flight to operate as requested.
- For FBO information contact Signature Flight Support at (757) 857-3463.

**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](mailto:GAsupport@cbp.dhs.gov)