

Top 10 Frequently Asked Questions

1. Who is allowed to enter and use the SeaTac USO with valid and unexpired I.D.?

All Active/Guard/Reserve, Allied military personnel and their dependents may enter with a current military I.D. Unaccompanied minors (16 and over) with proper I.D. and itinerary/boarding pass may use the center. This applies to Gold Star Survivors as well. All authorized users can sign-in up to three guests per family with the Volunteer on duty using their own discretion to allow more in for special occasions. Maximum stay is 24-hours. On a space available basis (Space A), we can allow the following with an itinerary or boarding pass:

- a. Retirees and Dependents
- b. Veterans with VA Card denoting "Service Connected Disability" or "Purple Heart"
- c. Reserve Officer Training Corps (ROTC) Cadets
- d. Military Academy Cadets
- e. Officer Candidate School Candidates
- f. Recruits (with I.D. and orders)
- g. JROTC/Civil Air Patrol/ Sea Cadets
- h. Department of Defense Civilians on travel orders
- i. Those designated "Friends" of the USO by the Manager or Executive Director (First Responders, or those possessing business cards with notes or emails stating such) enter at all times, even if the Center is in a Space A capacity.

2. I am a veteran but not with a VA Card. Why am I not entitled to use the USO?

Per USO charter, we must allow all Active/Guard/Reserve military and their immediate dependents into the USO. In order to honor the service of those who have served, the donors of the Northwest have provided the resources to allow those listed above (see FAQ 1). However, it is a privilege to use the USO not a military benefit. Our limited resources cannot provide for the thousands of veterans who travel through the airport. We are grateful to all who have served our country and wish we could more. Thank you for your understanding.

3. What is your unaccompanied minor policy?

Unaccompanied dependent minors (ages 16 and over) are allowed entrance to the center with a current dependent I.D. and boarding pass/itinerary. The Volunteer on-duty may contact the dependent's parent if there is a question to the authenticity of the minor's travel. Prior coordination with the center manager is greatly appreciated. You can e-mail seatacmanager@usonw.org.

4. Who is NOT allowed to enter and use the SeaTac USO?

Any unruly or intoxicated person.

Veterans who do not have a service connected disability noted on their VA Card or with a retired military ID card.

Anyone with an expired military ID card.

Anyone without proper military identification.

Parents, siblings and fiancée's of military are the exception to this rule. Volunteers are asked to use their best discretion when admitting guests to the airport center. They are encouraged to provide tours to those interested in seeing the center but hospitality services are designed for those listed in item 1. Please be understanding to the Volunteer on-duty as they are simply protecting the intent of the donations provided to the USO. Anyone who requires medical assistance without a caregiver. This is to prevent the practice of Medical Dumping" by hospitals. We will dial 911 for medical assistance if this occurs.

5. What does "space available" mean?

Our Center will see, on average, 11,000 guest each month. During our "Flight Nights" we get very busy. Our peak hours on flight nights are from 8:00 pm until 4:30 am the following morning and the Center is usually at max capacity. We kindly ask visitors to respect our space available policy as the Active/Guard/Reserve military and their dependents are our chartered target audience.

6. Are there special circumstances when a non-military identification card holder may be allowed entry?

There are certain times the Center Manager may allow entry into the Center. For example, if a family is waiting for their military member child to return from overseas, the manager may grant access. Please make prior arrangements for scenarios like this or others by e-mailing the manager at seatacmanager@usonw.org.

7. What is the policy on pets?

1. Accommodations are on a space available basis in the luggage room. At the discretion of the Volunteer on-duty or the Center manager, you may be asked to take your pet out of the Center if the space prohibits guests from using any area of the facility including the luggage room.
2. All kenneled pets are stored in the luggage room.
3. In order to stay within Port of Seattle, King County Public Health and USO Northwest insurance policy guidelines, the pet must stay in the kennel at all times. There is no exception to this policy. You will be asked to leave the Center if you do not comply.
4. If at any time the animal or kennel has a strong odor, the animal begins to become unruly or excessively growl, whine, bark or meow the on-duty Volunteer or Center manager will ask you to remove the animal and kennel from the Center
5. Under no exceptions may the owner leave the Center without the pet. Port of Seattle Police will be contacted if it is found that the owner is not in the Center. Furthermore, the owner will forfeit the privilege to use the Center.
6. When we are at capacity, usually during Flight Nights, kennels must be taken to the area immediately outside of the Center.
6. The Sea-Tac Center is an Americans with Disabilities Act (ADA) compliant facility. Emotional Support animals are not recognized under the ADA and are treated as pets.

8. Can bunks be reserved before arrival?

We have 10 beds available for our guests but they are on a first-come, first served basis. We cannot allow for reservations. Only those 18 years old and over may enter the bunk room. For safety purposes, only one person per bed is allowed. Ask the on-duty Volunteer for more information.

9. What is the policy for your luggage room?

We ask you check your luggage upon entry to the center for fire safety reasons. Once checked you may feel free to roam the airport or even go off-site to enjoy the local area. We cannot, however, allow guests to leave their luggage overnight unaccompanied, nor allow pet owners to leave the center without their pets. Luggage cannot be left on carts due to space limitations. For other questions concerning this policy, please e-mail the manager seatacmanager@usonw.org

10. Do you provide financial assistance to pay for a shuttle to one of the local military bases?

We are not capable of providing financial assistance. Any military member or dependent will be given the contact information to their gaining unit or to their respective military benevolent organizations (AER, AF Aid, NMCRS, or CGMA).