



Regular Office Hours 7

days per week, 0900-1700
Pacific Time (PT)

Hours of Service for Entrance and Clearance

Inspection services for the entrance/
arrival of aircraft at Norman Y. Mineta
San Jose International Airport are
available 7 days per week, 0900-1800
(wheels down) 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

(408) 291-7388 CBP San Jose International Airport Office
SJC_CARGO@CBP.DHS.GOV

Permission to Land Procedures

Pilots must secure permission to land by contacting CBP at
least 24 hours prior to arrival time at KSJC. Email or fax
request is preferred. CBP will email or fax back permission
to land.

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.
- CBP Officers will meet the aircraft on the the ramp to begin inspection.
- All crew and passengers will be processed plane-side.
- Be prepared to present passports, visas, pilot's license, medical certificate,
aircraft registration and user fee decal (if appropriate).
- There is a USDA compliance agreement in place at this airport for the collection
of regulated waste / garbage. These items will be handled by the FBO.

Special Procedures/Miscellaneous

- Pilots must update CBP SJC with updated arrival times, changes to the flight or cancellations.
- Advise CBP if transporting live animals, weapons, hunting trophies, or commercial imports.
- CBP SJC will make every available effort to meet your aircraft plane-side in a timely manner.
However, operations at the main international terminal take precedence over private /charter aircraft
clearances.
- Should CBP Officers be delayed in the arrival at the FBO for these reasons, the aircraft commander
shall hold the aircraft, and any merchandise or baggage on the aircraft for inspection. Passengers and
crew members shall be kept in a separate place until Customs officers authorize their departure per 19
CFR 122.36.

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