



Regular Office Hours

7 days per week, 24 hours per day
Eastern Time (ET)

Hours of Service for Entrance and Clearance

Inspection services for the entrance/arrival of aircraft at TJSJ are generally available 7 days per week, 24 hours per day 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

(787) 710-2141 Jet Aviation Services GAF
(787) 418-1031 Aviation Services GAF
(787) 253-4520 CBP Airport Office Main Terminal
(787) 253-4540 CBP Airport Office Main Terminal
(787) 749-4593 San Juan Command Center - after hours

Permission to Land Procedures

Pilots must secure permission to land by contacting CBP directly, during regular office hours, prior to departure from the foreign port or place and at least two hours in advance of the anticipated arrival time at Luis Munoz Marin 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 on the ramp next to the CBP Federal Inspection Services (FIS) area at the Fixed Based Operator (FBO).
- The airport control tower can direct you in, if needed.
- A CBP Officer will meet the aircraft on the ramp to begin the inspection.
- All crew and passengers will be processed inside the FIS.
- Be prepared to present passports, visas, pilot's license, medical certificate, aircraft registration, and user fee decal (if appropriate), including luggage and personal items.
- Regulated waste/garbage will be collected by CBP from the aircraft crew.
- Passengers can depart directly from FIS at the conclusion of their inspection.

Special Procedures/Miscellaneous

- Advise CBP if transporting live animals, weapons, hunting trophies, or commercial imports.
- For FBO information contact:
Jet Aviation Services at: (787) 791-7005 or
Airport Aviation Services at (787) 791-8500.

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