Luke AFB ITT F.A.Q’S 

*Military ID provides access to discounts and savings through ITT*

**Office Hours**

**Monday 8am to 5pm**

**Tuesday 8am to 5pm**

**Wednesday 8am-12pm**

**Thursday 8am to 5pm**

**Friday 8am to 5pm**

We do not close for lunch. We are closed on all Federal holidays and Base Family Days.

\**We close at 12pm on the 1st Duty day of every month for inventory.*

**Where are you located?**

We are located in BLDG 1500, directly across from the commissary, in the same building as the Armed Forces Bank. (Not in the Blockhouse)

Physical address: 13877 Thunderbird St. Bldg. 1500 Glendale, AZ 85307

**Who is eligible for ITT Services?**

* Active-duty, National Guard and Reserve Service Members and Spouses
* Retired Service Members and Spouses
* Department of Defense civilians (appropriated fund and nonappropriated fund)
* Non-Retired Veterans, service-connected, with VHIC (Veteran Health ID Card)

\*Must have Base Access and Valid ID (not expired)

**What forms of Payment do you accept?**

We accept Visa, MasterCard, and good old-fashioned Cash.

(We do not accept Military Star at this time.)

**ALL ticket sales are Final. We do not offer Exchanges, Modifications or Refunds.**

**How long does it take to get my tickets?**

We process In Office ticket orders at the time of purchase on a first come, first served basis. Due to the high volume of Seasonal sales occasionally, you may need to come back to pick up your tickets. Orders may take up to 48 hours to process. We cannot guarantee same-day service after 4pm.

**Can I place an Online order?**

Tickets cannot be ordered online. If you live inside of Maricopa County we prefer you to come into the office to purchase during our normal business hours. If you are unable to come into the office we can process an email request for you. For our active duty customers, if you are stationed at a base other than Luke AFB or deployed we can FedEx ($20 service fee) the order when you place an email ticket request via ticketsandtours@lukeevents.com.

The majority of our Tickets are printed at the time of purchase and must be paid for in FULL.

If you cannot come into the office we can do an email order and FedEx your tickets. We DO NOT send tickets electronically. We process orders on a first come, first serve basis.

**Are my tickets date specific?**

Many of our office tickets ***Require Reservations*** and a ticket for Theme Park entry. Some tickets require us to make the reservation at the time of purchase; others require the guest to make reservations. Each Attraction is unique and has its own restrictions. Some tickets are ***Date specific***.

 **When I purchase my tickets from ITT, am I guaranteed a Theme Park reservation?**

Each Theme Park has its own guidelines for reservations. Some Parks require reservations, others do not. Theme Park entry is not guaranteed regardless of where tickets are purchased. Each theme park has its own set of safety guidelines and capacity restrictions. ITT cannot guarantee theme park reservations for ANY park entry for a specific date. We do not have a separate reservations calendar.

**When do my tickets expire?**

Each ticket we sell has unique expiration dates and restrictions. Tickets are subject to Blackout days and other restrictions per venue. Please be aware of any restrictions prior to purchase.

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