



WELCOME TO QATAR!

A RESOURCE GUIDE FOR
COMMAND SPONSORED AIR FORCE FAMILIES

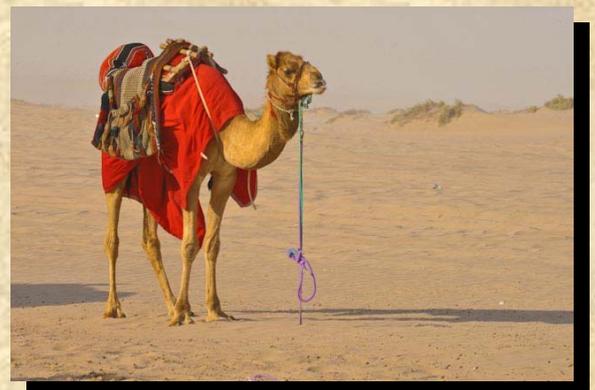


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FOREWORD



WELCOME to Al Udeid AB, home to the forward headquarters of United States Air Forces Central Command, the Combined Air and Space Operations Center, and the 379th Air Expeditionary Wing!

This Welcome Guide is for those selected for a command sponsored tour in Qatar. The information contained herein will help both you and your family make a smooth transition from your current base of assignment. It also offers valuable insight and tips that will help you make the most of your time in this dynamic Middle Eastern society. To get the most from this guide, use it in conjunction with the 379 AEW CSP web page that may be accessed from your home computer. Click here for quick access:

<http://www.afcent.af.mil/Units/379thAirExpeditionaryWing/CSPAUB.aspx>

This web page is updated to reflect the most recent guidance on transition requirements. In closing, know that the Command Sponsorship Program is ready to assist in your transition. Please feel free to contact them if you have any questions or concerns. I look forward to working with you in the near future.

Sincerely,

Darren V. James

DARREN V. JAMES

Brigadier General, USAF

Commander, 379th Air Expeditionary Wing

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MUST KNOW ITEMS

SPONSORS

Prior to arriving, you will be assigned a military sponsor from your gaining unit, as well as a family advisor from among the current command sponsored families in Qatar. Together they will help answer any questions that arise as you prepare for this assignment, and also assist you with transition actions after your arrival. If you do not have a sponsor within 30 days of your report date, please contact the Host Nation Coordination Cell by e-mail at 379hncc.csp@auab.afcent.af.mil or call DSN: 318-437-2931 or Comm: 011-974-4458-9555 ext. 437-2931.

CONCURRENT TRAVEL OF DEPENDENTS

Concurrent travel of dependents with the military member is **not** automatic and depends primarily on the availability of housing at the time of your report date. If concurrent travel is not authorized and the military member arrives ahead of the family, he or she will stay in on-base quarters until issued keys to the off-base residence.

MILITARY ID CARDS

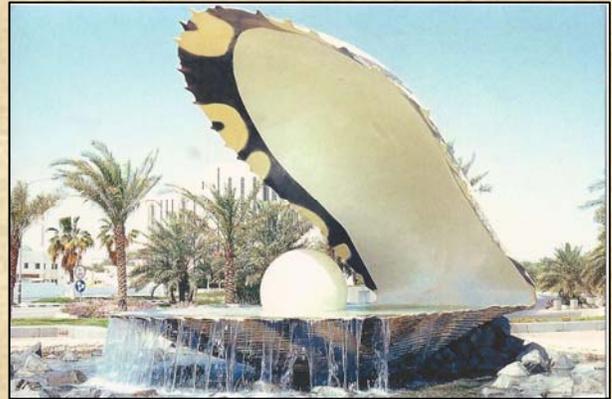
If you are PCSing to Qatar you are required to obtain dependent ID cards for all your dependents regardless of age. Recommend obtaining them before arrival to expedite base access processes.

PASSPORTS AND VISAS

Due to the Bi-Lateral Agreement signed with Qatar in Dec 2013, visas are no longer required for entry into Qatar. All active duty personnel and their family members need to have **official, no fee (maroon) passports** prior to arrival in Qatar. Applications for official, no fee (maroon) passports will be processed by your servicing passport agent at your local Force Support Squadron (FSS). This is typically a 6-8 week process; however, if you are within 120 days of your report date, you can request expedited processing of your passport applications. Your servicing FSS can help you in this regard.

You must have official passports to apply for residency. Do not delay. You may also want to obtain a regular tourist passport at your own expense for international touring purposes (apply at any post office). For more information on passports, please visit the DoD Passport Matters website at:

<https://passportmatters.hqda.pentagon.mil/index.aspx>



RESIDENCY

In order to live in Qatar, the host nation requires that you and your family members receive a residency permit (RP), better known as a Qatar ID (QID). However, you cannot apply for residency until after you arrive. The 379 AEW Host Nation Coordination Cell (HNCC) will assist you with this process after you arrive. Note: Qatar requires the military member to obtain residency before their dependents' residency is processed.

⇒ Follow the **Pre-Arrival Checklist** on the CSP website for specific instructions on Residency application

IMMIGRATION PROCEDURES

For command sponsored family members of US military personnel, families may travel into the country via Hamad International Airport or the Al Udeid Air Base (AUAB) Passenger Terminal. Family member travel via military means in and out of AUAB must be coordinated through either your local or AUAB commercial travel office (TMO/CTO).

NOTE: For initial entry into Qatar, CSP members will use their military CAC or dependent ID cards and their sponsor's PCS orders for immigration

MUST KNOW ITEMS

documentation. Once residency is established, all CSP members will use their QIDs and passports as immigration documentation to enter (immigrate) and exit (emigrate) Qatar. **Visas** are NOT to be purchased. If a visa is accidentally purchased, please contact HNCC ASAP to help rectify the situation as hefty fines can be levied up to 20,000QR if visas are not cancelled in a timely manner.



EMERGENCY CONTACTS

If you encounter an emergency in transit or after arrival, call your sponsor. You may also call

- Personnel Support for Contingency Operations (PERSCO) at DSN 318-437-2724/2766 (24/7)
- Al Udeid Command Post at DSN 318-436-0160 and ask to speak to your gaining commander (24/7)
- For immigration matters, the Host Nation Coordination Cell (HNCC) at DSN 318-437-6107/6108 (0900-1700 local*) or Cell Phone 011-974-5551-0815 (after hours)
- US Embassy in Doha at commercial 011-974-4496-6000 (emergencies only)

*Qatar is 3 hours ahead of Greenwich Mean Time

To call an Al Udeid DSN line from a commercial line outside of Qatar, dial 011-974-4458-9555, wait for the dial tone, then dial the seven digit DSN number

To call an Al Udeid DSN line from within Qatar, dial 4458-9555, then the seven digit DSN number

DRIVER'S LICENSE

After receiving your QID, Qatar requires you and your family members to obtain a Qatar Driver's License (QDL) for off-base driving. Prior to receiving your QDL, only DoD civilians and military members may operate government leased vehicles with a valid, non-expired US driver's

license with picture. CSP dependents will need an international driver's license (IDL) to lease and/or drive a personal vehicle while awaiting their QDL. You can only drive a rental car in Qatar for 6 months using an IDL. Several companies offer IDLs (e.g. AAA) and it is recommended that you and your dependents purchase an IDL prior to arrival in Qatar.

If your US driver's license will expire during your tour in Qatar, renew it before you leave the US. You should also ensure that the word "temporary" does not appear on your US license. Additionally, your driver's license must include a picture. Individual states may automatically extend a license for active duty military, but the State of Qatar will not recognize a driver's license beyond its expiration date or without a picture.

If you are unable to obtain an IDL prior to your departure for Qatar, you can obtain a temporary QDL for a fee (approximately \$42.00). However, you cannot obtain a temporary QDL if you have already applied for residency.

⇒ Read the **Post-Arrival checklist** on the CSP website for details on how to apply for a QDL

CHECKLISTS

An accompanied tour at AUAB is unique and requires a concerted effort on the part of military members and their dependents to complete all pre-arrival actions in a timely manner. To assist in this regard, there are time-phased consolidated checklists posted on the 379th Air Expeditionary Wing's CSP website. Click here for quick access:

<http://www.afcent.af.mil/Units/379thAirExpeditionaryWing/CSPAUAAB.aspx>

To ensure a smooth transition, please go to the Pre/Post Arrival tab and **follow the checklists**.

GENERAL ORDER 1C EXCEPTIONS FOR ACCOMPANIED MEMBERS

General Order 1C identifies certain prohibited activities for US Air Force Personnel assigned to or attached for duty at units within the United States Central Command Area of Responsibility. On

MUST KNOW ITEMS

May 21, 2013, the Commander, US Air Forces Central signed a partial waiver to GO-1C:

- **ALCOHOL POLICY:** Prohibition waived for permanent party personnel within their assigned off-base quarters and in off-base quarters assigned to other permanent party personnel. Must comply with host nation regulations and licensure.
- **PETS:** Prohibition of caring for or feeding any type of domestic animal is waived for all accompanied permanent party personnel as it relates to their personal pets. Members must ensure compliance with host nation requirements for registration, micro-chipping and other laws as applicable. This waiver does not apply to adopting a pet or mascot on behalf of an official organization.

ACCESS TO AL UDEID AIR BASE



AUAB is a Qatari base, not an American base; therefore, the host nation controls who may enter. Military members gain access using their Common Access Card; however, dependents require written permission from the Qatar government. Temporary base access can be requested prior to arrival and permanent access can be accomplished after you receive your QIDs.

⇒ Read the **Pre-Arrival checklist** on the CSP website for details on how to request dependent access

AUAB DISCLOSURE POLICY

Between 2005-2103, Qatar did not disclose the location of AUAB. However, after signing the Bi-Lateral Agreement in Dec 2103, the guidance was rescinded and this location can now be disclosed.

PRE-DEPARTURE TRAINING

In accordance with the United States Central Command (USCENTCOM) Operations Order 05-02, dated 16 June 2008, all DoD dependent family members, age 14 years and older, must receive

the following training prior to departure:

- Level I Anti-Terrorism Awareness (Installation AT/FP office)
- Cultural aspects of host country
- Medical threat and appropriate force health protection countermeasures
- Self-Aid and Buddy care training
- Chemical, Biological, Radioactive, and Nuclear personal protective measures and defense survival

Dependents under age 14 may receive this training at the sponsor's discretion. Coordinate all training through your current unit deployment manager.



RAMADAN

Ramadan occurs during the ninth month of the Islamic lunar calendar and is determined by the cycles of the moon. During the month of Ramadan, Muslims refrain from consuming food, drinking liquids, smoking and sexual relations from dawn until sunset. This annual observance is regarded as one of the Five Pillars of Islam. **Out of respect, you should not eat or drink in public during the daylight hours of Ramadan.**

You will also find that hours of operation in Doha change during Ramadan, with government offices working 2 or 3 hours less and commercial shops usually closing during Iftar (the breaking of the fast just after sunset) and re-opening later in the evening. Most local restaurants will not be open until after sunset and shopping malls that remain open during the day (without serving food or beverage items between dawn and dusk) usually close later than normal.

The calendar dates for Ramadan vary from year to year as noted below (estimated):

2016: June 6 - July 5

2017: May 27 - June 25

2018: May 16 - June 14

MUST KNOW ITEMS

How Safe is Qatar?

The US State Department's Overseas Security Advisory Council (OSAC) considers the crime rate in Qatar to be low. The burglary rate in Qatar is 25 per 100,000 inhabitants compared to the global average of 100 per 100,000. Burglaries typically occur during hours of darkness and/or when Western expatriates are away from their homes for extended periods of time, but are not a common occurrence for most residential compounds used by western expatriates and diplomatic personnel.

Violent crime, although comparatively rare, does occur in Qatar, but is more prevalent within the third country national (TCN) labor camps and the industrial areas. Reports indicate most instances of violent crime are between/among certain ethnic groups comprised of young male laborers/workers and are not generally directed against western expatriates.

Terrorist-related incidents of violence are rare in Qatar, although harassment and attacks against western targets have occurred in the past. To provide for public security, a large police presence is deployed throughout the country. However, US citizens in Qatar should maintain a high level of vigilance, be aware of local events and take appropriate steps to bolster their personal security at all times. For more information on crime statistics please refer to the US Department of State Overseas Security Advisory Council (OSAC) at the following website:

<https://www.osac.gov/Pages/ContentReportDetails.aspx?cid=12340>

items violates USCENTCOM and US Postal Service policies.

US EMBASSY SUPPORT

US consular officers at the US Embassy in Qatar assist Americans who encounter serious legal, medical, or financial difficulties. They can also provide information about dangerous conditions affecting your overseas travel or residence. One way to receive information from the US Embassy is through the Smart Traveler Enrollment Program (STEP), which is a free service provided by the US Government to US citizens who are traveling to or living in a foreign country. Americans living in Qatar who enroll in this online service will receive routine information from the US Embassy in Qatar. To enroll in STEP:

1. Visit <https://step.state.gov/step/>
2. Click "Create an Account," follows instructions.
3. Once you have created an account, you can register with a specific US Embassy or Consulate by clicking on the "Add Overseas Residence" button.

MAIL

Mail is delivered to the military member's work center, per DODM 425.8 & AFMAN 33-306. However, CSP families may request a PSC box from the ECS Postmaster. Letters generally arrive in 7-10 duty days and priority packages arrive in roughly 2 weeks.

Alcohol, pork products, fireworks, and pornographic material are prohibited. Mailing such

MUST KNOW ITEMS

Al Udeid Air Base Commonly Referenced Numbers

Organization	DSN
AFOSI, Detachment 241	437-2640
AFOSI Eagle Eyes	437-3937
Air Terminal Operations Center	437-2597/2582
Airman and Family Readiness Center	437-8001/8184/7080
Base Defense Operations Center	437-2669
Base Exchange at BPC	437-4019
Chapel	437-8811/7576
Command Post	436-0160
Dining Facility (Independence, CC)	437-8833/8835
Dining Facility (Manhattan, Ops Town)	437-5171/5172
Dining Facility (BPC)	437-4023
Education Center	437-8710
Finance Customer Service	437-8686
Fitness Center - CC	437-8711
Fitness Center - BPC	437-0044
Force Protection	436-0198/0118
HNCC	437-6104/6107/6180/2193
HNCC (After Hours Cell Phone)	5551-0815 /5589-1157
Housing Office	437-5323
Legal Office	437-2707
Medical Clinic Front Desk / Patient Administration	437-4216
Mental Health	437-8767/8769
PERSCO	437-2724
Public Affairs	436-0100/0109
Public Health	437-8741/8738
Security Forces	437-2669
Traffic Management Office (Household Goods/POV shipments)	436-0840/0841

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LOCAL COMMUNITY

QATAR OVERVIEW

Qatar is a sovereign Arab state located on the west coast of the Arabian Gulf. With a total land area of just over 4,400 square miles, Qatar is slightly smaller than the state of Connecticut.

Bordered by Saudi Arabia to its south, the Qatar Peninsula is situated on the northeast portion of the much larger Arabian Peninsula and is separated by ocean territory from its other immediate neighbors, Bahrain and the United Arab Emirates.

Over 2.1 million people live in Qatar with more than half residing in and around the capital city of Doha. According to the 2015 World Fact Book, Qatar has the world's highest per-capita income and the lowest unemployment. Its proven reserves of natural gas are the third largest in the world.

HISTORY

Archeological evidence of Qatar's early habitation dates back to the 4th century BC. As Islam swept the region in the 7th century AD, Qataris are said to have aided in the development of the first Islamic naval fleet. In the 16th and 17th century, Qatar aligned with the Turks for protection from occupation and aggression, thus beginning a three century rule by the Ottoman Empire. Sheikh Jassem bin Mohammed bin Thani negotiated a treaty with Britain in 1868, that recognized Qatar's independence. The British declared the area a British protectorate in 1913 after the withdrawal of the Ottomans and recognized the sovereignty of Qatar under the rule of the Al Thani family. In 1968, Britain declared its intention to withdraw from the Gulf region and Qatar became a sovereign state on September 3, 1971.

GOVERNMENT

Qatar is governed by hereditary rule with power transferred from father to son. For more than 200 years, the Al Thani family has ruled Qatar. The current ruler is the Emir, His Highness Sheikh Tamim bin Hamad Al Thani.



QATAR FAST FACTS

Population: Over 2,168,871

Ruler: The Emir, His Highness
Sheikh Tamim bin
Hamad Al Thani

State Religion: Islam

Official Language: Arabic but
English is widely spoken

Capital City: Doha

Currency: Qatari Riyal (QR)

Work Week: Sunday-Thursday

Highest Temperature on Record:
127°F (July 2015)

Official Host of 2022 World Cup

The Prime Minister is Abdallah bin Nasir bin Khalifa Al Thani.

CLIMATE

Qatar has a moderate desert climate with long, hot summers and short, mild winters. With year-round sunshine, temperatures range from 74°F in the winter months to around 113°F in the summer months. Nevertheless, temperatures have been known to soar above 120°F on occasion. Sweaters and light jackets are typical in the winter early mornings and late evenings. Qatar is also affected by windblown dust and occasional sandstorms. The country receives an estimated six inches of rainfall each year.



LOCAL COMMUNITY

TIME ZONE CHART

Local time is Greenwich Mean Time (GMT) plus three hours. Also, Qatar does not observe Daylight Savings Time. (With plenty of daylight, there is no need to save any!)

LOCATION	ADJUSTMENT FOR GMT
PACIFIC*	- 8
MOUNTAIN*	- 7
CENTRAL*	- 6
EASTERN*	- 5
GREENWICH (UNITED KINGDOM)	0
CENTRAL EUROPE (GERMANY)	+ 1
QATAR	+ 3
EAST ASIA (JAPAN)	+ 9

*Subtract 1 hour when US is observing DST.

RELIGIOUS ACTIVITIES

Islam is the official state religion of Qatar. However, Qatar is generally tolerant of other religions, especially the Abrahamic faiths (Christianity and Judaism), but there have been some incidents of anti-Semitism in the local media. Hinduism, Buddhism, Baha'i, and presently Mormonism (LDS) are not legally recognized.

Practitioners of religions other than Islam can worship in Doha in areas specifically designated by the state. Specifically, the "Church City" communities of faith are large, vibrant, and ethnically diverse. The Catholic Church, for example, has dozens of worship services weekly in several different languages. The Anglican Center houses over 60 different Protestant worshipping communities. Practitioners can worship in areas specifically designated by the state. In addition, some command sponsored families choose to use the chapel services at Al Udeid AB or at the neighboring Army post, Camp As Sayliyah.

Nevertheless, the Qatari government generally enforces religious tolerance, and allows the

adherents of most major non-Islamic religions to worship with limited government interference, although there are restrictions. For example, it is against the law to proselytize in Qatar, practice non-Muslim faith in public, and publicly display religious symbols of non-Muslim faiths.

CULTURAL ATTRACTIONS

With its golden beaches and exciting outdoor activities, Qatar is becoming a prime tourist destination and offers more things to see and do than you might imagine.

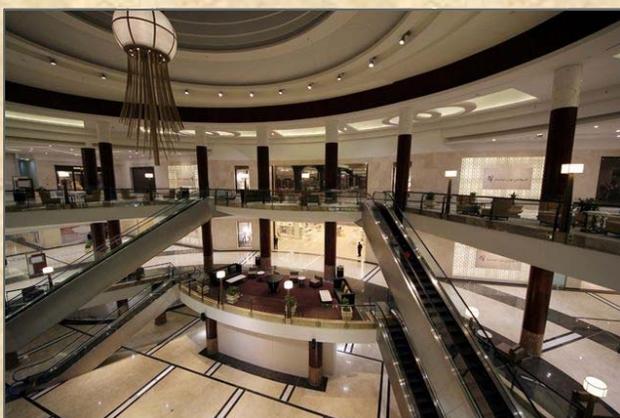
The Souq Waqif is a popular location to shop and barter for silks, carpets, spices, antiques, gold and authentic Arabian perfumes, whereas strolling along the Corniche offers an amazing waterfront experience. You can also discover some of the world's finest Arabic art collections in the Museum of Islamic Art. Other attractions include the West Bay, the Pearl, the "singing" Sand Dunes, the Doha Golf Club, and the ASPIRE zone. For a full list of things to see and do in Qatar, check out the following websites:

www.qatarhappening.com
<http://dohanews.com>

www.qatartourism.gov.qa
www.timeoutdoha.com



LOCAL COMMUNITY



SHOPPING

Shopping is a popular pastime in Doha with many opportunities to do so. In addition to traditional market places (souqs), families have access to multiple modern shopping malls with such name brand stores as Gap, Radio Shack, Apple, Banana Republic, Ralph Lauren, Louis Vuitton, and Christian Dior. Some malls even offer indoor ice skating and amusement park rides.

- Al Khor Mall - 105 stores with two levels
www.alkhormall.com / 4453-3445
- Centrepoint (Al Asmkh Mall) - houses a children's entertainment area called Fun City
www.centerpointstores.com / 4428-9141
- City Center Mall - one of the largest malls in the Middle East with 370 shops on 5 levels
www.citycenterdoha.com / 4483-9990
- Emporium - high fashion and exclusive brands
www.emporiumqatar.com / 4437-5796
- Gulf Mall - Over 200 stores
www.gulfmallqatar.com/ 4031-0600
- Hyatt Plaza - 100 outlets and kiosks
www.hyattplaza.com / 4499-9666
- Lagoon Mall (Zigzag Towers) - boutique mall with 170 outlets over 3 levels
www.lagoonaqatar.com / 4426-7001
- Landmark Mall - 40 stores and a children's area called Circus Land
www.landmarkdoha.com / 4487-5222
- Parco - neighborhood mall with 40 outlets on 4 levels
www.parcmall.com / 4469-7024

QUICK FACT

Local phone numbers in Qatar are eight digits.

CALLING QATAR FROM THE UNITED STATES

1. Dial US exit code (011) +
2. Qatar Country Code (974) +
3. Eight digit local number

- Royal Plaza - 100 shops over 3 levels with high-end outlet stores
www.royalplazadoha.com / 4413 - 0000
- Safari - an extensive and inexpensive range of items
www.safarigroup.net / 4419-1441
- The Centre - single level with beauty/jewelry kiosks no website / 4444-0202
- The Gate - boutique mall with 4 floors and high-end outlet stores
www.thegate-qatar.com / 4407-7201
- The Mall - features both middle- and high-end stores
themalldoha.com / 4467-8888
- Villaggio - Italian-themed mall with luxury brands and an indoor amusement park
www.villaggiодоha.com / 4433-5555
- Wathnan Mall - upscale stores with Arabic emphasis no website / 4431-7705



GROCERY SHOPPING

Almost all food is imported, so some goods can cost more than in the States. You may also have to visit several different grocery stores to get all the items on your shopping list. Doha boasts many supermarkets (a.k.a. hypermarkets), the larger of which are typically found in shopping malls, and feature a variety of international items. Here are some of the more popular grocery stores:

- Carrefour - similar to Super Wal-Mart. A little less expensive and much larger than Mega Mart. One

LOCAL COMMUNITY

GROCERY SHOPPING (CONT.)

store is located in the Villaggio Mall.
www.carrefourqatar.com / 4413-9666

- Mega Mart - located in the Centre Mall, it stocks mostly western products and is popular with the expat community. If you can't find something you really need somewhere else, it's probably here.
no website / 4444-0018
- Lulu Hypermarket - located on D-Ring Road, Old Airport. Has a refrigerated and frozen food section with many American and British goods for reasonable prices. You can also find clothing and electronics. www.luluhypermarket.com / 4466-7780
- Geant Stores - located in the Hyatt Plaza Mall. Offers a range of household goods and electronics, a large toy section, and a shop that sells DVDs for reasonable prices. Also sells clothes, household goods and an aisle dedicated to US imports. 4469-2996
- Spinneys - located in The Mall (D-Ring Road). Offers a wide range of imported products; prominent trademarks from the US are Kraft, Betty Crocker, Coca Cola, Oscar Meyers, Sara Lee, etc.
www.spinneys.com / no phone # listed

PUBLIC HOLIDAYS

There are four public holidays in Qatar:

- **Eid Al Fitr** marks the end of Ramadan and is usually commemorated with a 3-day celebration in which almost every business in Qatar shuts down.
- **Eid Al Adha** follows Eid Al Fitr by around 70 days and is marked by a 4-day celebration to honor Abraham's willingness to sacrifice his son to God.
⇒ Read the RAMADAN article under the "Must Know Info" section of this guide
- **National Day** commemorates Qatar's unification and independence, and is celebrated on December 18. Most government offices are closed and numerous celebrations held.
- **National Sports Day** is celebrated the second Tuesday in February each year and is aimed at encouraging residents to take up a more active lifestyle.

Due to the large expatriate population in Doha, many Western holidays are allowed, including Thanksgiving, Christmas, and even Easter.



EVENTS CALENDAR

The following annual events are very popular:

- **Al Khor Fly In** *January*
Brings together pilots from around the Middle East to perform aerial stunts for the general public
- **Qatar ExxonMobil Open** *January*
Doha's ATP men's tennis tournament
- **Qatar International Rally** *January*
A 3-day event across the Qatar terrains
- **Qatar Motor Show** *January*
Showcases the latest models by int'l automakers
- **Commercial Bank Qatar Masters** *February*
An Annual event on the PGA European tour
- **Qatar Int'l Equestrian Festival** *February*
Features some of the fastest horses in the world
- **Qatar International Regatta** *February*
- **Qatar Int'l Sailing Championship** *February*
- **Qatar Ladies Open** *February*
International tennis competition
- **Qatar Open Chess Championship** *February*
- **Terry Fox Run** *February*
Hundreds of participants run to raise awareness for cancer research and the Terry Fox Foundation
- **Halal Qatar Festival** *March*
A week-and-a-half event with opportunities to sample traditional foods and experience local trades
- **Powerboat Racing** *March*
Qatar hosts 2 rounds of the world championship
- **Commercial Bank Grand Prix** *April*
A round of the MotoGP World Championship
- **International Wedding Exhibition** *April*

LOCAL COMMUNITY

OTHER RESOURCES

For updated information about living in Qatar including health care, transportation, city maps, where to shop and eat, how to dress, sightseeing, leisure activities, banking, and more, check out the following:

“MARHABA” is available in Doha bookstores, major supermarkets and hotels. Updated quarterly.



“QATAR RESIDENT’S GUIDE” is available through Amazon.com.



CURRENCY

Qatar’s monetary unit is the Qatari riyal (QR), which is divided into 100 dirhams. Banknote denominations include QR1, QR5, QR10, QR50, QR100, and QR500. Coins most commonly found are 25 and 50 dirhams. The dollar exchange rate is very stable, and as of December 20, 2015, is \$1.00 = QR3.64.

VETERINARIANS AND PET BOARDING

Veterinary services are limited but the standard of care is high. There are no official pet sitter or dog walking services in Qatar, so most residents get neighbors to look after animals for short periods or house them in a boarding facility during longer periods. Demand for pet boarding is high, so it is recommended you book well in advance. Here are a few kennels/boarding services:

- Pampered Pets Kennel & Cattery
www.ppkdoha.net / 5588-4132
- Qatar Veterinary Center
www.qatarvet.com / 4016-1366
After hours emergencies: 6667-5235
- The Veterinary Surgery
www.dohavets.com / 4436-7187

As of June 2011, the Qatar Ministry of Environment requires that any pet arriving in Qatar not already registered with them, must be presented for registration within 48 hours of arrival, have its microchip scanned, original vaccination history reviewed, and documents collected.

As of April 2012, all pets leaving Qatar must be microchipped.

AIRPORT

Hamad International Airport is located at the southern end of the Corniche waterfront area. It is home to Qatar Airways and several other airlines.

www.dohahamadairport.com

Airport Security: 4465-6420

Customs: 4462-1034

General Inquiries: 4010-6666

Immigration and Passport Control: 4465-6490

LOCAL COMMUNITY



TRANSPORTATION

Getting around in Qatar can be one of the more challenging aspects of living here. There is a lot of traffic congestion, and driving standards and road maintenance are not what most Americans are accustomed to. That being said, driving in Doha requires patience, skill, and self-discipline. As is the case with any overseas assignment, it is the member's responsibility to procure personal transportation. Several options exist in this regard.

- You are authorized to ship **one** privately owned vehicle (POV); however, Qatar does not allow the import of vehicles that are more than **5 years old**.
⇒ Read the POV SHIPMENT article under the "Relocation Matters" section of this guide
- You may choose to lease a vehicle. Local leases range from \$600 to over \$1,600 US dollars per month, depending on the type of vehicle you choose.
- You can also purchase a car in Qatar once your residency is approved. There are both new and used cars available in the local market. Although some US banks will not provide auto loans for vehicles purchased in Qatar, you may be able to secure a personal loan.
- Professional taxi services are available but you may experience extended wait times or delayed response during peak travel hours due to high demand. For this reason, most residents drive their own vehicles or hire a personal driver or local driving service.

The following companies provide transportation on a temporary and/or long term basis. This list is not all inclusive and does not imply endorsement of any company. Also, the concierge service desks at Y Village (4418-2099) and Al Fardan Gardens II (4458-7555) maintain a list of local drivers for hire who provide private driving services on demand.

TAXI SERVICE

- The national taxi company is Karwa (4458-8888)

CAR RENTALS

- AAB Rent a Car (4443-7000)
www.aabqatar.com/en/rent
- Al Muftah Rent a Car (5552-5639)
www.rentacardoha.com
- Al Saad Rent a Car (4444-9300)
www.alsaadrentacar.yellowbulletin.com
- Al Sulaiman Rent a Car (4491-1711)
www.alsulaimancar.com
- Al Mana Rent a Car - Hertz (4448-9944)
no website
- Avis Qatar (4462-2180)
www.avisqatar.com
- Budget Rent a Car (4431-0411)
www.budgetqatar.com
- Euro Dollar Rent a Car (4432-1313)
www.eurodollarrentacar.com
- Europe Car (4466-0677)
www.eurocar.com
- F-16 Car Rental (4486-2890)
no website
- Mannai Autorent (4455-8636/8637/8732)
www.mannaiautorent.com
- Mustafawi Rent a Car (4462-1542)
no website
- Oasis Rent a Car (4413-0011)
www.oasiscars.net
- Petra Rent a Car (4413-0404)
www.petrarentacar.com
- Prestige Cars (4420-9102 - yearly lease dept)
(3336-7278 - monthly lease dept)
www.prestigecarsco.com
- Thrifty Car Rental - 4462-1180
www.thrifty.com

ACCIDENT PROCEDURES

If you are in a traffic accident:

1. Notify the Qatar police (Dial 999). Ask for an English speaking operator and do not admit fault.
2. Notify the 379 AEW HNCC (Dial 5589-1157) who will help you interact with the Qatar police.
3. Notify 379 AEW Security Forces (Dial 5589-2832).
4. You should receive a free copy of the police report if you are NOT at fault. If you are at fault it is QR100. Without it, your insurance company will not pay.
5. Do not sign any documents you cannot read.

LOCAL COMMUNITY

COMMUNITY INVOLVEMENT

Here are some of the more popular groups you will find in Doha.

AMERICAN WOMEN'S ASSOCIATION (AWA) OF QATAR. A non-profit organization formed in 1979, AWA meets monthly to share experiences, make acquaintances, provide a resource for those new to Qatar and learn more about local culture. Membership is open to any woman resident of Qatar who is a citizen of the Americas (North, South, or Central) by birth or naturalization, or whose husband is a citizen of the Americas, or who is a permanent resident of the Americas. Go to www.awaqatar.com or email membership@awaqatar.com or call 6671-8139.

DOHA BAY RUNNING CLUB. A group of mainly European expatriates who meet socially and for distance running and swimming. The largest runs start every Friday at 5:30 a.m. at Corniche 0.00 km marker. Go to www.dohabayrunningclub.com.

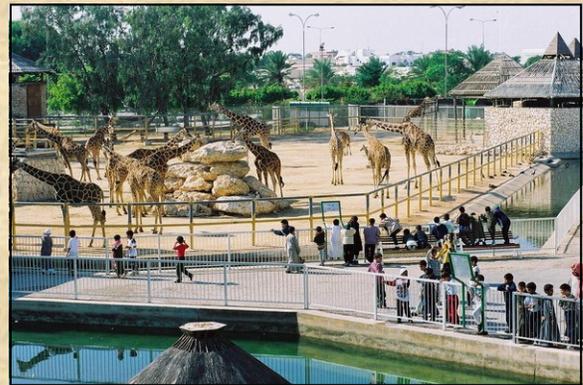
DOHA GARDEN CLUB. Founded in 2002, the club promotes good gardening practices through the correct usage of appropriate plants and plant materials sensitive to the local environment. Go to www.dohagardenclub.com.

DOHA MUMS. Formed in November 2008, Doha Mums (formerly Doha Expat Mums and Kids) is a community of over 1,400 passionate mothers who come together to celebrate all things family. Go to www.dohamums.com.

QATAR PROFESSIONAL WOMEN'S NETWORK (QPWN). An informal networking group for Qatari and expatriate professional women. Open to any woman regardless of nationality, profession, age, or educational background. Women who are currently not working outside the home and want to maintain their professional network and skills are also welcome. Go to www.qpwn.org or email info@qpwn.org.

QATAR QUILT GUILD. Ladies meet for sewing & technique workshops, contests, information sharing. Go to www.qatarquiltguild.blogspot.com or email qatarquiltguild@gmail.com.

TUESDAY LADIES GROUP (TLG). Formed in February 1976 as the British Ladies Coffee morning. TLG has moved on from there and has become an International Ladies group with over 40 nationalities represented. The group welcomes those new to Doha, shares information and advice about living here, provides activities to join, and supports each other during your time in Qatar. Go to www.tlgdoha.com or email tlgindoha@gmail.com or call 5573-5078.



CHILDREN'S ACTIVITIES

Here is just a small sampling of the many activities in Doha for families with children:

- Aspire Play Park - located inside Aspire Park, Doha's largest park with a lake, jogging track, shaded areas
- Circusland - features a large play area with carousels, arcade games, a soft play area, rides
www.landmarkdoha.com / 4487-6111
- Doha Zoo - home to 1,500 animals
www.dohazoo.net / 4468-2610
- Dream Park - located in the Doha Zoo, it is hailed as the largest outdoor amusement park in Qatar
no website / 4468-2610
- Rumeilah Park (Al Bidda Park) - for families only
- Fun City - located in the Centrepoint Mall, has a soft play area and separate imaginative play activities
www.landmarkgroup.com / 4428-9251
- Jungle Zone - jungle-themed activities for kids
4469-4848
- Ray's Reef - a small play are for younger children and babies at the Royal Plaza mall
www.royalplazadoha.com / 4413-0000

LOCAL COMMUNITY

CULTURAL DO'S AND DO NOT'S

(Excerpted from *Marhaba*, Issue no. 55, p. 57)

DO

USE GREETINGS AND FORMALITIES as they are particularly important when dealing with Arabs.

DRESS MODESTLY IN QATAR. Men and women should avoid exposing their knees, shoulders, cleavage or stomach, and not wear tight, revealing clothing out of respect for local customs.

BARGAIN WITH SHOPKEEPERS, which is the norm in the souqs. Always counter the offer with a lower price than you expect to pay and work slowly upwards to what you wish to spend.

USE A HIGH-FACTOR SUNBLOCK for all exposed skin year round. Don't forget the tops of your feet if wearing sandals. Children and fair-skinned people also need a hat or cap.



DO NOT

LOOK OR STARE AT PEOPLE CLOSELY no matter how fascinating their dress. This general courtesy is particularly important in a society where modesty in dress and behavior is mandatory.

ASK AN ARAB LADY FOR INFORMATION OR DIRECTIONS if you are a man. Respect the fact that some Arab women are private people in public places. They are more than willing to help other women, so if in a mixed group, let the women do the talking.

BE OFFENDED IF YOUR HANDSHAKE IS REFUSED by a Muslim. Handshakes are most often refused to members of the opposite sex. It is not meant personally, but simply a religious prohibition applicable to Muslims and non-Muslims alike.

TAKE A PHOTOGRAPH WITHOUT PERMISSION of people (including the police or armed forces) or sensitive sites, such as mosques. Arab women and many older people strongly object to being photographed.

BE ANNOYED IF YOUR GUEST/CONTACT IS LATE. Just remember time is more elastic in Qatar.

USE YOUR LEFT HAND FOR EATING with your fingers with Muslims. The right hand is considered more appropriate as the left hand is reserved for personal hygiene.

SIT WITH THE SOLES OF YOUR SHOES or feet facing to your Qatari hosts. It is considered insulting. Equally, don't sit with your back to other guests.

DRINK TOO MUCH ALCOHOL so that your behavior is affected in public. Alcohol in Qatar is a strictly regulated concession and there is **zero tolerance** for drunk-driving, drunkenness or rowdy behavior. There is no minimum blood alcohol content in Qatar.

LOCAL COMMUNITY

Useful Websites

Embassy Services

qatar.usembassy.gov

US Embassy in Doha

www.qatarembassy.net

Qatar Embassy in Washington D.C.

Qatar Information

www.expatwoman.com/qatar

Supports individuals and families settling in the Middle East

www.iloveqatar.net

Comprehensive and up-to-date information about Qatar

www.qatarhappening.com

Up-to-date information about events in Qatar

www.gov.qa

Qatar government portal

www.timeoutdoha.com

Guide to Doha's restaurants, nightlife, films, and things to do

www.qatarliving.com

Current event listings

qatarvisitor.blogspot.com

A guide for tourists and residents

qsa.gov.qa

Qatar statistics authority

qatarvisitor.com

Offer tips to first time visitors

www.dohamums.com

Informative articles, insight and expertise to include classified ads

www.digitalqatar.net

A blog for technology enthusiasts

www.onlineqatar.com

A guide to visiting and living in Qatar

News and Media

www.ameinfo.com

Middle East business resource

www.dohanews.com

Provides latest news from World News Network

www.gulf-times.com

One of Doha's three main news sources in English

www.qatar-tribune.com

One of Doha's three main news sources in English

www.thepeninsulaqatar.com

One of Doha's three main news sources in English

www.habibtoumi.com

Independent observations on news in the Arab world

Culture

www.sec.gov.qa

Information on school education in Qatar

qma.com.qa

Qatar Museums Authority

www.marhaba.com

Qatar's premiere information guide

Travel and Tourism

qatartourism.gov.qa

Qatar tourism authority

www.katarahospitality.com

Hospitality company in Doha

arabianadventureqatar.net

A top tourism company in Qatar

inlandseaqatar.net

A top tourism company in Qatar

www.qia-qatar.com

A top tourism company in Qatar

www.qittour.com

A top tourism company in Qatar

HOUSING



LIVING IN DOHA

Command sponsored families live in western-style houses or apartments located within secure, gated communities in Doha. These housing areas, called villas, are selected based on several criteria:

- Meet United States Central Command Force Protection and Security standards
- Meet Air Force standards for cost and size
- Have/will have other Air Force families living therein
- Offer a reasonable commute to the base
- Relatively close to shopping and entertainment

FAMILY HOUSING

All houses and apartments are fully furnished, to include a washer and dryer, microwave, tables, chairs, couches and beds. No patio furniture is provided, though. You should only need to ship your kitchenware, bathroom items, clothing, and personal items that will help you decorate your home to match your style, such as artwork, paintings, holiday decorations, and mementos. Housing assignments are determined very much like those at other Air Force bases. The only difference is that we do not have an inventory of units like you will find with on-base military family housing or privatized housing. Instead, we procure leased housing through local property managers based on the number of bedrooms/square footage authorized.

- ⇒ Read the Housing Brochure on the CSP website for details on authorized bedrooms / square footage

It is important to know that if your house is not available within a reasonable time of your report date, concurrent travel will **NOT** be authorized. Temporary Living Allowance (TLA) will cover short gaps if housing is procured but not ready immediately upon arrival. Also note that **because the Air Force is paying for the lease, you will not receive an Overseas Housing Allowance.** As soon as you accept responsibility for your new residence, your current housing allowance will be stopped.

AMENITIES

Villas typically offer such common-use amenities as clubhouses, outdoor pools, playgrounds, a sauna and steam room, gyms with exercise equipment,



basketball and tennis courts. Again, these are typical but may vary based on the villa compound you are assigned.

UTILITIES

The cost of **electricity and water is paid by the Air Force** so you will not receive a bill for those utilities. Your only housing-related expenses are for your phone, internet, and cable TV.

ARMED FORCES NETWORK (AFN)

Installation of AFN is a personal expense and Qatari residency is not required for AFN installation. Furthermore, AFN is not offered as part of the local cable TV or satellite options. There is no monthly fee for AFN; the only cost is to purchase the decoder and install receiving equipment.

- ⇒ Read the **Post-Arrival checklist** on the CSP website for how to install AFN

HOUSING

PHONE / INTERNET / SATELLITE TV

Qatar residency is required to establish local telephone, internet and satellite TV services in your home. Since you cannot apply for residency until after you arrive in Qatar, you could be without these services in your home for 30-45 days after arrival. This problem can be mitigated by using a mobile phone procured in Qatar and/or using your housing compound's common area WiFi internet, purchasing a mobile WiFi device, or acquiring Armed Forces Network (AFN) (see previous section for more on AFN).

Ooredoo (formerly "Qtel") is the local phone / internet company and offers many packages to include selling SIM cards that fit in many mobile phones (www.ooredoo.com). When dealing with Ooredoo in Doha, you will more than likely be asked to present your residency card before acquiring service. However, there are mobile phone dealers in the BX on Al Udeid AB that offer pre-paid plans and do not require a residency card--your military ID or passport will suffice. They also offer the option of purchasing a mobile WiFi ("MiFi") device that can be connected to a mobile phone and provide internet access for other devices using a mobile 4G network.

The Orbit Showtime Network (OSN) offers a wide range of channels, to include BBC Entertainment, America Plus, ESPN, etc. See www.osnetwork.com for more information and current prices.

ELECTRICITY

The voltage in Qatar is 240 volts and the frequency is 50Hz. Electrical sockets are type D or G (shown below).

TYPE D



TYPE G



You should also note that **you will be issued four transformers** with your house that allow you to plug in and operate US devices.

PREPARATION TIPS

1. Beds in your villa have unique dimensions and US-made sheets, pillows, pillowcases and blankets will not fit very well. Mattress sizes are as follows:

- Twin 100 cm x 190 cm (39 in x 75 in)
- Full 137 cm x 190 cm (54 in x 75 in)
- Queen 153 cm x 203 cm (60 in x 80 in)
- King 198 cm x 210 cm (78 in x 82 in)

2. Doha television broadcasts transmit on the Phase Alternating Line (PAL) B system, and not the United States-standard NTSC frequency. "Multi-system" televisions should work. One television is typically provided in each house/apartment.

3. House flooring is typically tiled, wood, or marble so you may want to bring carpets in your household goods.

4. You will find some US websites (e.g. Netflix/Hulu) that cannot be accessed while living in Qatar due to host nation and/or specific company website policies. However, subscribing to a Virtual Private Network (VPN) service provides safe, anonymous and unfiltered internet usage. For example, many people who use a VPN service at Al Udeid have reported that they can access Netflix/Hulu. Some popular examples are www.GoTrusted.com or www.StrongVPN.com.

5. DVD players sold locally are set to a different regional code and do not play most US-produced DVDs, so you may want to ensure your DVD player will operate on 220V power or utilize a transformer.

DOMESTIC SERVICES

The cost of labor is inexpensive in Doha and domestic help is available. Most housing villas have a "maid's room" and a live-in childcare provider is authorized with 379 AEW Commander approval. Wages for non live-in housekeepers can run from \$8.25 to \$16.50 US dollars per hour. Ask CSP Manager for more information.

MEDICAL AND DENTAL

HEALTH CARE IN QATAR

Qatar offers modern medical care through a system of public and private health care providers that are comparable to some of the best health systems in the world. Residents have access to seven main hospitals plus more than a dozen private health centers and clinics in Doha alone.

DEPENDENT CARE

Dependents receive medical care through a network of civilian providers in Doha managed by TRICARE Overseas Prime Remote. Review the program's provisions at their website: www.tricare-overseas.com/TPR.htm. TRICARE will primarily utilize private healthcare facilities for routine, non-emergent medical care. Dependents should first contact TRICARE via phone or email to explain their medical concern. TRICARE will then find the appropriate provider in Doha and relay that information back to the dependents to schedule an appointment. There should be no out-of-pocket expenses to you, as TRICARE will arrange direct payment to the health care provider.

One of the unique aspects of using TRICARE in Doha is that dependents are not assigned a local Primary Care Manager. Rather, the TRICARE staff in the Eurasia-Africa office will serve as the dependents' Primary Care Manager to ensure continuity of care. This means you may not be seen by the same local provider each and every time. However, TRICARE will work to ensure your medical needs are met.

TRICARE through International SOS also provides 24/7 medical advice for eligible beneficiaries. This can be accessed by dialing 1-877-678-1207 or 4458-9581 (from Qatar commercial off-base line/cell phone), then select option 1. The representative will request the following information: sponsor's SSN, location and telephone number.

Dependent dental care can be acquired through the Qatari Dental System by using the TRICARE Dental Program just like you would in the US. Optometry services are also available much like they are in CONUS. For more information on TRICARE dental, please go the following website: www.tricare.mil/Dental/TDP.aspx.

Dependents age 14 and above are eligible for acute and routine care at the 379 EMDG clinic on a space available basis. Most acute medications can be filled by the clinic pharmacy, but chronic medications will be ordered via the TRICARE Mail Order Pharmacy Program.

Avoid Paying Up-Front Fees for Care:

Prior to being seen at any medical facility, call TRICARE at 1-877-678-1207 or 4458-9581 (from Qatar off-base line/cell phone) or 00-44-20-8762-8384 then select Opt 3, to arrange for a Letter of

WOMEN'S HEALTH

Screening and diagnostic mammograms can be done in the Doha medical community, but it is recommended that screening mammograms are done in the United States before arriving in Qatar, or after the return home.

MILITARY CARE

Military members assigned to Al Udeid receive on-base medical and dental treatment from the 379th Expeditionary Medical Group.

⇒ Read the BASE SUPPORT SERVICES section of this guide for more information.

PHARMACIES

Prescription pharmaceuticals that are not available through the Qatari medical system or the 379th Expeditionary Medical Group can be ordered through the TRICARE mail order (Express Script) system. It is recommended you enroll in the TRICARE Mail Order Pharmacy Program at <http://www.tricare.mil/pharmacy> to ensure current prescriptions are available through the mail-order pharmacy.

HEALTH BENEFITS ADVISOR

The Health Benefits Advisor (HBA) at the neighboring Army post, Camp As Sayliyah, can assist you with issues pertaining to TRICARE Overseas Prime Remote enrollment and/or claims. The HBA can also provide information outlining benefits, health care in Qatar, and maps/brochures for preferred local dentists. The HBA is located in Bldg 300 on CAS and can be reached by dialing DSN 4460-8333. (Note: If calling from a Qatar commercial off-base line/cell phone, dial 4458-9555 to reach the AUAB operator then request to be transferred to DSN 432-3496).

EDUCATION

EDUCATION IN QATAR

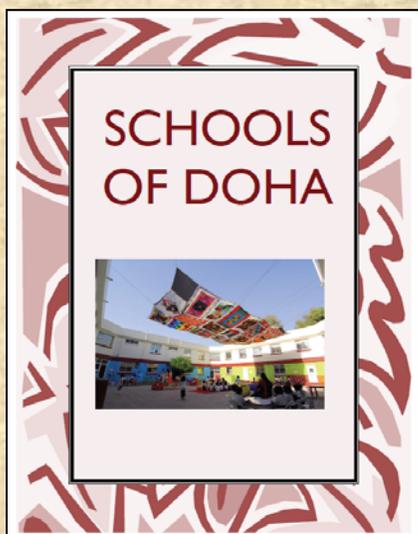
There is no Department of Defense Dependent School in Qatar. Therefore, there is no guaranteed admission of military dependents in any school. There are two options available for primary and secondary education—private school or home school, both of which are funded by the Department of Defense Educational Activity (DoDEA).

PRIVATE SCHOOLS

You will find that many private schools in Qatar provide a quality of education that is on par with or exceeds many US schools. However, many have lengthy waiting lists and one of the biggest challenges parents face is securing admission to their school of choice.

You should research schools that interest you as soon as you know you are coming to Qatar, and apply for enrollment as soon as possible. Each school has specific registration requirements that must be completed prior to enrollment, some of which you may be able to accomplish prior to arriving in Qatar.

The Al Udeid Airman and Family Readiness Center visited American, British and Canadian schools in Doha, and developed a school reference guide entitled “Schools of Doha,” which provides such valuable information as accreditation, curriculum, application fees, and transportation. It is available



on the 379th Air Expeditionary Wing’s website or click here:

<http://www.afcent.af.mil/Portals/1/379thAEWimages/Doha%20school%20catalog%202014.pdf>

Also, feel free to contact the Al Udeid Airman and Family Readiness Center and School Liaison Officer should you need additional assistance at 379EFSS.afrc@auab.afcent.af.mil or call Commercial: 011-974-4458-9555 ext. 437-8001 DSN: 318-437-8001

HOME SCHOOLING / VIRTUAL LEARNING

The home schooling community in Doha is well established. If this is a more viable option for you, you may find the Doha Home Educators website especially useful:

www.dohahomeeducators.wordpress.com.

DoDEA also offers its fully-accredited “DoDEA Virtual High School” (DVHS) to expand access to education and provide curricular options similar to programs delivered within DoDEA schools.

Currently, DVHS is only for students in grades 9 through 12. Nevertheless, with over 44 courses available, and more to be added in the future, the online courses in DVHS have the same level of rigor and adhere to the same standards of the traditional DoDEA curriculum. DVHS courses are customized, standards-based courses specifically designed to meet DoDEA graduation requirements of 26 credits for a standard or Honors diploma.

Children who meet the eligibility for the Non-DoD School Program NDSP are eligible to attend DVHS.

EDUCATION

PAYING FOR EDUCATION

The Non-DoD School Program (NDSP) provides support and funding for the primary and secondary education of authorized command-sponsored dependents of military members and Department of Defense civilian employees assigned to overseas areas where no DoDEA school is available within the commuting area.

For more information, please consult the “Schools of Doha” reference guide posted to the 379th Air Expeditionary Wing’s website on the Air Force Portal, or go to the NDSP home page at <http://www.dodea.edu/nonDoD/index.cfm>

NURSERIES AND PRE-SCHOOLS

There is no Child Development Center on Al Udeid AB, or other on-base options for childcare like you would find at overseas bases. However, there are off-base nurseries and pre-schools, as well as mother and baby groups in Doha, who are a good resource for childcare.

Most nurseries and pre-schools in Doha are not just a “day care” institution, but follow formal international curricula designed to facilitate educational and social development of children. They are open 5 days per week, but some will allow you to enroll children for fewer days. Rates depend on the age of the child and how often they attend. A typical estimate is QR 2,000 (\$550 USD) / per month for a 2-year-old child attending 5 days per week. (NOTE: DoDEA will not fund nursery, pre-school, or pre-K education.)

A recent Qatari Educational Council ruling set the nursery age limit at 4, at which time a child must

be in a pre-K program, not a nursery.

Playgroups are also popular in Doha and typically meet in homes, housing compound clubhouses or public parks. An excellent resource for information on nurseries, pre-schools, and playgroups used by expatriates in Doha is www.dohamums.com.

COLLEGES AND UNIVERSITIES

For families with college-aged dependents, there are several internationally renowned universities with branches in Qatar, to include Texas A&M, Carnegie Mellon, Northwestern, and Georgetown. They offer a wide range of degrees with both full- and part-time studies available.

Al Udeid also offers on-base degree programs to both military members and their dependents. College classes are offered by Central Texas College and the University of Maryland’s University College-Europe. For more information, you can contact the Al Udeid Education Office via e-mail at al_uideidbtes@auab.afcent.af.mil.



RELOCATION MATTERS

RELOCATION ASSISTANCE

Inbound relocation services include a 1-day Family Right Start orientation coordinated by the Al Udeid Airman and Family Readiness Center (A&FRC), which you can expect to attend within 7-10 days of arrival. This orientation will help ease your transition to Qatar, and includes information on safety, security, traffic conditions, customs regulations, and many other important issues. We also offer a free cultural orientation class, which includes a driver's orientation and tour of Doha.

Please use the A&FRC as your relocation information center. They have answers to many questions and can refer you to other sources for more detailed information. A&FRC can be reached by e-mail at 379EFSS.afrc@auab.afcent.af.mil, or call Commercial: 011-974-4458-9555 ext. 437-8001 DSN: 318-437-8001

LOAN LOCKER

The A&FRC has a small loan locker with items available on a temporary basis until your household goods arrive or for 90 days, whichever comes first. Available items include:

Comforter	Steam Iron
Chopping Board	Sheet Set
Silverware	Towel Set
Vacuum Cleaner	Dinnerware
Dish Drainer	Kitchen Knife Set
Cooking Utensils	Can opener
Coffee maker	Glasses
Hair Dryer	Ironing board
Mixing Bowl Set	Broom/Dust Pan
Mop/Bucket	Garbage cans
Laundry basket	Measuring Cups
Heat Pads (Cooking)	Pillows

HOUSEHOLD GOODS SHIPMENTS

The total weight of household goods shipped to Qatar is limited to 25% of the full Joint Federal Travel Regulation (JFTR) weight allowance or 2,500 pounds, whichever is greater.



Qatar has strict customs guidelines on what and how items may be shipped. You should speak with a personal property counselor at your local installation Traffic Management Office (TMO) to ensure all entitlements and benefits are understood and applied for. You should also reference the Personal Property Consignment Instructions Guide located at <https://tops.ppcigweb.sddc.army.mil/ppcig/menu/home/warning.do>. This site offers the latest information on restrictions and instructions for shipping items into Qatar.

PROHIBITED ITEMS. The following items are prohibited and must not be packed or hand carried into Qatar:

Handcuffs	Night Vision Goggles
Military issued batons	Laser Pointers
Ammunition clips	Camera Glasses
Gun parts	Spy Sunglasses
Hunting knives	Privately Owned Firearms
Police zip ties	Swords (display/non-display)
War Trophies	Parts of military weapons
Toy weapons	Vehicles parts
Pornography	Alcohol
Pork	Small Arms Protective Insert (SAPI) Plates

If shipped, these items will be permanently confiscated by the Qatari Customs Agents and you and/or your family may be permanently deported. To ensure you qualify for full replacement value of any damaged or lost items, register at www.move.mil/home.htm.

RELOCATION MATTERS

UNACCOMPANIED BAGGAGE. Shipping your unaccompanied baggage (UB) as early as possible will ensure your household items are here and ready for delivery when you arrive. Include items for comfort and those that allow you to perform your duties while waiting for your household goods to arrive. These items include, but are not limited to, kitchen items, bathroom items, clothing, linens, iron, etc.

Ensure your home station TMO understands that the Personal Property US Government Bill of Lading (PPGBL) is required on all personal property shipments to Qatar.

- Send advance PPGBL to ASG-Qatar, Doha, Qatar.
- Provide both the airway bill and PPGBL numbers.
- UB must be declared: "Used Personal Effects for Personal Use" on Personal Property Government Bill of Lading.
- All inbound shipments are subject to a cursory inspection by Qatar Customs Officials.
- All carrier agents in CONUS must use the carrier that Surface Deployment and Distribution Command has for Qatar to avoid your goods being held in a customs warehouse for an extended period of time.

Note: Do not route personal property through Camp Doha, Kuwait or consign property to the American Embassy or American Consulate.

PRIVATELY OWNED VEHICLE (POV) SHIPMENTS

ONE VEHICLE ALLOWED. You are allowed to ship one POV at government expense. Your vehicle must be in good condition and without darkly tinted windows, or the local traffic directorate will not allow you to register it.

RESTRICTIONS. Qatar forbids the import of:

- Vehicles manufactured more than 5 years from date of arrival in Qatar
- Right-hand drive vehicles
- Vehicles with dark tinted glass



SHIPPING YOUR POV. Vehicles will be shipped via boat and must be containerized. You will need to sanitize the vehicle, ensure all items are taken out of the interior and trunk and provide a set of keys to the carrier. It is helpful to ask the carrier to put the vehicle in the container backwards so the engine is facing the door so that if the battery is dead on arrival, it can be jumped. Your vehicle will be delivered to the central receiving and shipping point in Qatar where the transportation office will sign for it. The container will not be opened until you arrive so that you can perform a joint inspection with a counselor. **Ensure Vehicle Processing Center ships your POV in a sea container to the Port of Maseid; the code is PK6.** Ship through the Defense Travel System for tracking. Maintain a copy of the DD Form 788 or commercial equivalent with your vehicle registration for customs clearance.

TIMING. Most vehicle shipments take 90-120 days from the time the vehicle is dropped off until the time the vehicle arrives in Qatar, longer processing times can be experienced if your vehicle is arriving close to or in the month of Ramadan.

PETS

PETS WELCOME. Dogs and cats may be brought to Qatar but they cannot be less than four months old and they must have a veterinary certificate of good health and rabies vaccination issued within 30 days prior to date of entry.

PERMIT. Qatar requires an import permit from the Ministry of Municipal Affairs and Agriculture. Cats with proper documentation are allowed to enter with no difficulty, but some breeds of dogs are not admitted. Application forms for import permits may be obtained from the Ministry of Municipal Affairs and Agriculture or through an agent

RELOCATION MATTERS

such as Qatar Pet Travel or Qatar Pet Relocators. A copy of the pet's health certificate/vaccination record must be submitted with the application. **Qatar does not quarantine healthy pets that have a permit.**

REGISTRATION & MICROCHIP. As of June 2011, the Qatar Ministry of Environment requires that any pet arriving in Qatar not already registered with them, must be presented for registration within 48 hours of arrival, have its microchip scanned, original vaccination history reviewed, and documents collected. Also note that as of April 2012, all pets leaving Qatar must be microchipped.

RESTRICTIONS. The following breeds of dogs are not allowed to enter Qatar:

Afghan Hound	American Staffordshire Terrier
Boerboel	Boston Terrier
Boxer	Bull Terrier
Bulldog	Chinese Shar-Pei
Doberman	Great Dane
Japanese Akita	Neapolitan Mastiff
Rottweiler	Staffordshire Bull Terrier

However, breeds come off or are added to this list regularly, so call HNCC before you decided to not come without Fido.

PET TRANSPORTATION. You will pay out of pocket to fly your pet here, even on military aircraft (cost can vary, but seems to average about \$100 per pet—more for big dogs). Commercial airlines have different rules, so check with your carrier for specifics well in advance. Some airlines will **NOT** ship pets during temperature extremes and others limit the size of the carrier.

FOR MORE INFORMATION. The following website may be helpful in helping you plan your pets relocation to Qatar:

www.pettravel.com/immigration/qatar.cfm

www.qatarpetrelocators.com/index2.php

www.dohavets.com/are-you-travelling-with-your-pet/

www.qatarvet.com/PET_RELOCATION.html

FINANCIAL PREPAREDNESS

Living in Qatar is expensive. Although gas is much cheaper here than in the US, you may find your monthly grocery bill is more expensive based on your personal preferences. That, combined with the potential expense of a rental car or driving service, makes it imperative that you consider your financial situation before you apply.

Accompanied permanent party personnel receive almost all of the financial entitlements as those who are deployed to this location—plus a cost of living allowance (COLA).

Entitlements include (as of 1 January 2016):

- Basic Allowance for Subsistence, which varies between officer (\$253.63) and enlisted (\$368.29) personnel
- Hardship Duty Pay (\$50, prorated)

For the most current pay rates and entitlements, visit www.dfas.mil. For actual COLA, go to: www.defensetravel.DoD.mil/site/colaCalc.cfm

It should also be noted that enlisted personnel are **exempt** from all Federal/State Income Tax Withholding while assigned to Al Udeid AB. Total tax exclusion for officers is currently limited to \$7,997.10 per month—anything above this amount is taxable. Tax-free allowances, such as BAS and COLA do not factor into the officer pay cap exclusion.

PCS REPORTING PROCEDURES

When you arrive in Qatar, you will be met by your sponsor. If traveling with dependents, you will be taken directly to your off-base residence. If you arrive ahead of your dependents, you will go to Al Udeid AB and reside in on-base lodging until your dependents arrive.

You must in-process with the Personnel Support for Contingency Operations (PERSCO) team within 1 day of arrival to start in-processing actions, to include submitting residency applications.

- ⇒ Read the **Post-Arrival checklist** on the CSP website for details on how to request dependent access

AL UDEID SUPPORT SERVICES

AIRMAN AND FAMILY READINESS CENTER

The Airman and Family Readiness Center (A&FRC) at Al Udeid AB can assist you during your transition to/from Qatar, and while living here. Services include:

INDIVIDUAL, FAMILY AND GROUP COUNSELING for active duty and family members, Courses on stress management, parenting and other topics. The Military Family Life Counselor (MFLC) can help with marital problems, stress, anger and other issues.

FAMILY READINESS AND FINANCIAL PLANNING, budget, investment and debt counseling.

SPOUSE EMPLOYMENT AND TRANSITION ASSISTANCE offering knowledge of local employment opportunities, veteran's benefits, resumes, and job search process.

RELOCATION ASSISTANCE, INTERCULTURAL RELATIONS, SPONSORSHIP training for individuals and families. Offers 1-day Family Right Start orientation, a computer based-system for information on other military installations, a "Smooth Move" program, and "Military Youth on the Move" online workshops.

A SCHOOL LIAISON to help answer questions about the local school system and help with enrollment in the Non-DoDD School Program (NDSP).

Hours of Operation: 8:00 a.m. to 8:00 p.m. daily

DSN: 437-8001/8184/7080

AIRMAN AND FAMILY READINESS CENTER ANNEX

The Annex allows access to resource materials on financial planning, relocation, transition services, and other family programs, while also giving families a place to come and relax. It has toys and books for young children while older children can enjoy the activities offered in the adjacent Community Activity Center, such as ping pong, pool or video games.

Hours of Operation: Call the A&FRC to coordinate Annex usage.

DSN: 437-8001/8184/7080

BASE EXCHANGE (BX)

There is no Commissary at Al Udeid AB, but the BX offers limited food items. Although large for the area, the BX sometimes sells out of certain items for brief periods due to popular demand and long shipping timelines. Credit cards, debit cards and EagleCash cards are accepted.

AAFES also operates barber and beauty shops, alterations and custom tailor shops, a gift shop, and a jewelry shop. The large BPC Mall BX also features barber and beauty shops as well as perfume, jewelry and gift sales kiosks.

Hours of Operation:

BPC Main Exchange - 8 a.m. to 10 p.m. daily

CC Exchange - 24/7

DSN:

BPC Main Exchange (437-4019)

CC Exchange (437-8751)

CHILD CARE

There is no Child Development Center on Al Udeid AB, or other on-base options for childcare like you would find at overseas bases. However, there are off-base nurseries and pre-schools, as well as mother and baby groups in Doha, who are a good resource for childcare.

⇒ Read the section entitled NURSERIES AND PRE-SCHOOL" in the "Education" section of this book

FINANCE OFFICE

Hours of Operation: 7 a.m. to 7 p.m. Monday - Friday; 9 a.m. to 5 p.m. Saturday - Sunday

DSN: 437-8686

E-mail: 379ecptscustomerserve@auab.afcent.af.mil

QUICK FACT

**"CC" stands for Coalition Compound
"BPC" stands for Blatchford-Preston Complex**

AL UDEID SUPPORT SERVICES

CHAPEL SERVICES AND PROGRAMS

The 379th Air Expeditionary Wing's Chaplaincy provides spiritual care to all Airmen and their families, and will accommodate accompanied families' religious support needs to the maximum extent possible. This includes advising personnel associating with local religious communities off the installation and appropriately identifying and publicizing off-base worship opportunities.

⇒ Read the section entitled RELIGIOUS ACTIVITIES in the "Local Community" section of this book

Keep in mind that although practitioners of non-Islamic faiths can worship in areas specifically designated by the state in Doha, many command sponsored families choose to use the chapel services at Al Udeid AB or at the neighboring Army post, Camp As Sayliyah. To learn more about times of worship, to learn about volunteer opportunities, or to speak with a chaplain call Victory Chapel at the number below.

Hours of Operation: 8 a.m. to 10 p.m. daily; 24-hour on-call chaplain support

DSN: 437-8811 or call Command Post after hours at 436-0160

MEDICAL GROUP

The 379th Expeditionary Medical Group provides a limited scope of care for dental services, immunizations, inpatient services, orthopedic/general surgery, optometry, physical therapy, mental health, emergency and primary care, pharmacy, radiology, and laboratory services. The primary source of care for command-sponsored dependents will be via the local medical facilities that are part of the TRICARE Overseas network. They can be seen at EMDG on a space-available basis only.

Hours of Operation: Clinical services are 24/7

DSN: 437-4216

MENTAL HEALTH CLINIC

Hours of Operation: 7 a.m. - 5 p.m. daily

DSN: 437-8767

Emergency after hours care may be accessed through the main hospital.

HOST NATION COORDINATION CELL

The Host Nation Coordination Cell (HNCC) serves as a liaison between base agencies and the host nation. Its many services include translation, travel clearances, and customs, immigrations coordination including passports, residency permits, and base access. HNCC is also responsible for the CSP Management

Hours of Operation: 9 a.m. to 5 p.m. daily for customs, immigrations, security and infrastructure customer service.

DSN: Customs (24-hour on-call: 437-5111 / 5585-2139); Immigrations (24-hour on-call: 437-6107 / 5551-0815); Security (24-hour on-call: 437-6104 or 5589-1157); CSP Manager (24-hour on-call: 437-2931 or 3089-1952)

EDUCATION CENTER

The Education Center provides multiple testing opportunities including the ACT, AFCT, AFOQT, CDC, College Level Testing (CLEP and DAN-TEST), language testing (DLAB and DLPT), both officer and enlisted PME, WAPS and also proctors college examinations. Additionally, the center has computers for educational purposes & on-site college courses through the University of Maryland.

Hours of Operation: 8 a.m. to 8 p.m. Monday - Thursday and Saturday; 10 a.m. to 8 p.m. Friday; 8 a.m. to 5 p.m. Sunday

DSN: 437-0015

LEGAL ASSISTANCE

The 379th Air Expeditionary Wing's Legal Office provides legal assistance such as wills, powers of attorney, and notaries, subject to availability. AF legal assistance attorneys are not authorized to represent service members and dependents in off-base disputes. Individuals with off-base disputes should retain the services of a host nation attorney. The

AL UDEID SUPPORT SERVICES

Legal Office does not have a host nation attorney on staff, so any questions about local law need to be addressed with a Qatari attorney at the member's expense.

Military members and their dependents are guests of the host nation and are subject to their laws and regulations. While criminal jurisdiction may be ceded to the US for certain offenses, this is never guaranteed and service members and dependents should be mindful to understand and obey all local laws and regulations. Instead of the US having a Status of Forces Agreement with Qatar, both nations have signed a Defense Cooperation Agreement that outlines each countries' responsibilities to operate and live in Qatar.

Hours of Operation: 8 a.m. to 6 p.m. Monday - Friday; 9 a.m. to 4 p.m. Saturday - Sunday

DSN: 437-2707

POSTAL OPERATION

Currently, Al Udeid AB has a postal operation for mailing outgoing packages and letters, and has limited post office boxes to receive mail. Packages and letters mailed to you in Qatar can be sent to a PSC box, or the military member's unit address and generally arrive in 7-10 working days; priority packages arrive in roughly 2 weeks. Please note that you cannot send or receive alcohol, pork products, fireworks, or pornographic material within the USCENCOM Area of Responsibility. Doing so violates USCENCOM and US Postal Service policies. Note also that there is no registered mail service, only certified mail.

Hours of Operation: BPC mall and Bldg. 1093: 8 a.m. to 7 p.m. Monday - Saturday and 9 a.m. to 7 p.m. Sunday.

DSN: 437-0099

FITNESS CENTERS

Each fitness center provides a variety of cardio and weight equipment. The staff manages aerobic classes, fitness incentive programs, a robust fitness event line-up to include intramural sports, tourna-

ments, fun runs and an indoor lap pool (at the BPC Fitness Center).

Hours of Operation: 24/7

DSN: BPC Fitness Center (437-0044); CC Fitness Center (437-8711)

OUTDOOR POOL

A large 25-meter outdoor pool complex is located in CC and is used for lap swimming and recreation.

Hours of Operation: 5 a.m. to 10 p.m. Tuesday - Sunday; closed Monday for cleaning

DSN: 437-8912

COMMUNITY ACTIVITY CENTERS

The CACs are places to unwind and catch a sports game, play video games, ping pong, foosball and many other activities.

Hours of Operation: 24/7 for both locations

DSN: CC (437-8763); BPC (437-0064)

KASBAH OFFICERS' LOUNGE

The Kasbah is open to all commissioned or retired US and Coalition officers, their spouses and dependents, warrant officers, US Government civilian employees in the grades of GS-9 and above, and DoD contractor equivalents. This is a venue to gather and socialize, watch a sporting event, or host a private function.

Hours of Operation: 7 p.m. to midnight Sunday - Wednesday, 7 p.m. - 2:00 a.m. Thursday & Saturday, 6:30 p.m. - 2:00 a.m. Friday

DSN: 437-3902/3903

ZINK ENLISTED LOUNGE

The ZinK is open to all US and Coalition personnel in the grades of E-1 through E-9, their spouses and dependents, and GS-1 through GS-8, and DoD Contractor equivalents. This is a venue to listen to music, gather with friends or coworkers, dance, and socialize.

AL UDEID SUPPORT SERVICES

Hours of Operation: 7 p.m. to midnight Sunday - Wednesday, 7 p.m. - 2:00 a.m. Thursday & Saturday, 6:30 p.m. - 2:00 a.m. Friday

DSN: 437-3902/3903

- Cold Grab-n-Go (437-3211)

LEARNING RESOURCE CENTER

The LRC is similar to a public library offering a variety of books, CDs and DVDs.

Hours of Operation: 24/7

DSN: 437-7673/7002

MOVIE THEATERS

At the CC Theater, patrons can enjoy free popcorn while watching new releases provided by AAFES. There is a nominal fee for new release movies; movies in the BPC theater are free. Monthly movie schedules are posted throughout the base.

Hours of Operation: 24/7

DSN: CC (437-7091); BPC (437-7091)

DINING FACILITIES

Al Udeid AB has the 2nd largest food service operation in the Air Force and largest in the US Central Command Area of Responsibility with 3 dining facilities (DFACs) and 2 Grab-n-Go's. Dependents are welcome at all; meals are billed through the sponsor. High chairs available upon request.

Hours of Operation:

- BPC/Manhattan DFACs: Breakfast - 5 to 8:30 a.m.; Lunch - 11 a.m. to 2 p.m.; Dinner - 5 to 8:30 p.m.; Midnight - 11 p.m. to 2 a.m.
- Independence DFAC: 24/7
- Hot Grab-n-Go: Breakfast - 5 to 8:30 a.m.; Lunch - 11 a.m. to 2 p.m.; Dinner - 5 to 8:30 p.m.
- Cold Grab-n-Go: 24/7

DSN:

- BPC DFAC (437-4023)
- Independence DFAC (437-8833)
- Manhattan DFAC (437-5171)
- Hot Grab-n-Go (436-0858)

CAMP AS SAYLIYAH

OVERVIEW

Camp As Sayliyah (CAS) is a US Army post located in Doha. With a wide range of morale, welfare, and recreation (MWR) services, CAS is frequented by Air Force and Army command sponsored families. CAS has similar facilities to those found on Al Udeid, such as a pool, fitness centers, library, and live entertainment. However, CAS also has unique amenities such as bowling lanes, miniature golf, and a Chili's restaurant.

COMMONLY USED DSN NUMBERS AT CAS	
Chapel (call for service times)	432-4401/4338/2198
Chili's Restaurant (next to pool) 12:00 p.m. - 9:00 p.m. daily	432-2783
Commercial Travel (Bldg 110) 9:00 a.m.-12:00 p.m. Sat, 9:00 a.m.- 4:00 p.m., Sun-Thu; closed Fri	432-2175; Comm: 4460-8287
Dining Facility (Bldg 218) Breakfast 6:30 a.m.-8:30 a.m.; Lunch 11:30 a.m.-1:30 p.m.; Dinner 5:00 p.m. -7:00 p.m.	432-2691
Health Benefits Advisor (Bldg 300) 8:00 a.m.-4:00 p.m. Sun-Thu	432-3496
Housing Office (Bldg 106A) 8:00 a.m.-4:00 p.m. Sat-Thu	432-2700
MWR Services (Bldg 109) 9:00 a.m.-5:30 p.m. Sun-Thu	432-3033/3755/3049
Post Exchange (Bldg 9015F) 8:00 a.m.-10:00 p.m. daily	432-2496
Post Office (Bldg 9017) 8:30 a.m.-4:30 p.m. Mon-Sat 1:00 p.m.-5:00 p.m. Sun	432-2256
Transportation/Personal Property (Bldg 110) 9:00 a.m.-5:30 p.m. Sat-Thu	432-2195
<p>To call a CAS DSN line from a commercial line <u>outside of Qatar</u>, dial 011-974-4460-9869, then dial the seven digit DSN number followed by the “#” sign</p> <p>To call a CAS DSN line from <u>within Qatar</u>, dial 4460-9869, then dial the seven digit DSN number followed by the “#” sign</p>	

LEISURE TRAVEL OFFICE

Military members and their dependents can make leisure travel arrangements with the CAS Leisure Travel Office. See chart for contact information.

AAFES, VENDORS AND FOOD SERVICES

The CAS Post Exchange (PX) and Clothing Sales carry a limited selection of items. Local vendors at the PX sell jewelry, rugs, and Host Nation souvenirs. Service shops include tailors, barbers, hairdressers, and a commercial cleaner. There are two clubs on CAS and one dining facility.

CHAPEL SERVICES

CAS offers worship services to many faith groups, and also conducts small group studies, fellowships, choirs, special events and seasonal celebrations.

ACCESSING CAS

Entry to CAS requires DBIDS registration (military) or DBIDS card (dependents). In addition, vehicles require a CAS-issued vehicle pass.

CAS DBIDS REGISTRATION is done at CAS not Al Udeid AB; bring the following to register:

- Military member: CAC, PCS orders, and Access Request Memo signed by your commander or first sergeant.
- Dependents (age 10 and older): Dependent ID card, PCS orders showing command sponsorship, Access Request Memo signed by sponsor's commander or first sergeant, CAS Cover Sheet, and copy of US passport

CAS VEHICLE PASSES can be requested at the time of DBIDS registration or after your POV arrives. To do this you must submit:

- CAS Vehicle Pass Request signed by your commander or first sergeant
- Vehicle Questionnaire

Templates and complete instructions are at Appendix A of this guide and are also posted to the 379 AEW CSP website.

TIPS FOR NEW FAMILIES

Command sponsored families living in Doha have offered the following tips to help you get through the move and get established in Doha. In the pages that follow, you will find everything from advice on what to pack before you leave to suggestions on where to shop in Doha for specific items.

ALCOHOL AND PORK. There is one store off-base in Doha where you can purchase alcohol and pork: the Qatar Distribution Center. You must purchase a license to do so, but not until after obtaining a residency permit. There are limits on how much you can buy each month, and an initial deposit is required. However, the deposit is refundable if you keep your initial paperwork. You will also need a salary verification form you can obtain from HNCC. Remember: do not send alcohol or pork products in the mail, do not ship it in your household goods, and do not try to bring it in your suitcases!

APPLIANCES & ELECTRONICS. Small appliances are easy to find here with a variety of price categories. However, if you can buy 220V blow dryers and curling irons, we highly recommend bringing them. They are here but more expensive & often lower quality. Most laptops, iPads, etc. are dual voltage, but it is best to check. Also note that the BX does not stock space heaters. They can be found locally and cost 60-120 QR.

BBQ GRILLS. Charcoal is prevalent and easier to find than propane. However, if you want a propane BBQ grill, you should know that they are

expensive here (\$500-\$700 for the largest sizes) and have different connections than those in the States. If you ship one, it may need work done to get the connections right. You can purchase BBQ grills in the BX. Propane can be purchased at many places where you see a “WOQOD” sign, but make sure you get the correct connection adapter and hose pieces. The following website is a good reference: www.woqod.com.qa/net/eng/business/business.aspx?i=826

The initial propane tank costs \$100 and refills cost \$5-15. You can purchase 12Kg or 6Kg tanks. The propane tanks are larger than in the States and do not fit cozily, out of the way with the grill. They are also plastic, which helps to see the fluid level, but may not take the heat well. Carrefour and Apollo have the best selection for local grills, but Geant and Lulu may have also have a good selection in the early fall.

BEDS. Some of the furnished beds are really hard. and a mattress pad is highly recommended. Some have ordered pads from Bath & Beyond, J.C. Penney, and Sam’s. You may want to send to your sponsor or unit address so it’s waiting for you when you arrive. Also, the beds are not the same size as American beds but deep-fitted king sheets fit the king beds and full-sized sheets fit double beds if you fold them under. Quilts work well as they are warm enough in the winter (or easy to layer), and cool enough in the summer with the air conditioning. Finally, high-quality bed linens are very expensive and harder to find.

CELL PHONES. A cell phone is vital here! You can get a local phone or see if your phone company will unlock your phone for use here. For example T-Mobile has international plans for free text, data, & built in wi-fi calling in their phones.

CAR INSURANCE. USAA does not insure cars here and you will be expected to pay one year up front in local cash if you use a local company. Prices vary widely from 1500-4000 QR/year based on the value, age, condition and size of the vehicle.

CAR PURCHASE. If you purchase a car here, it will likely need to be paid for in cash. Also consider what you will do with the car after your tour



TIPS FOR NEW FAMILIES

ends. It may be difficult to have someone else sell it for you with a power of attorney, so selling it yourself before you return may be the best option.

CAR REGISTRATION. If you ship your car, the registration process is lengthy and arduous. All associated fees must be paid in local currency. . The Host Nation Coordination Cell at Al Udeid AB will help with this process and provide an Arabic-speaking translator. The entire process is documented on the Post-Arrival checklist posted on the CSP website.

CAR RENTALS. Shipped cars do not always get here in a timely manner, so renting a car may be necessary, at least at first.

⇒ Read the TRANSPORTATION article under the “Local Community” section of this guide

CHRISTMAS & HOLIDAYS. Christmas trees, lights and some decorations are available in Doha but sell out early and can be expensive. If you bring decorative lights from the States, they must be plugged into a transformer to convert the electricity. Large amounts of electricity stress the outlets, so beware of overloads. Decide up front how many decorations to ship. They may help make your house feel more like a home, and if you are sentimental about certain holidays it will help to have them here. Families who brought them are glad they did; some wish they had brought more.

CLOTHING: Don't forget to pack sweaters and a few coats. It is very humid here, and it is wise to layer from November to February. Boots are common, especially with “expats.” April to August it is HOT! Men and women should always avoid exposing their knees, shoulders, cleavage or stomach, and not wear tight, revealing clothing out of respect for local customs.

- For women, maxi dresses are a great idea. If they are sleeveless or strapless, just add a thin, short-sleeved cardigan or shirt. Scarves are a good idea to wear with lower cut shirts/blouses.
- Men can get away with a polo shirt and jeans or slacks almost all year long.
- Housing compounds are not very strict about swim wear in the pools. Many ladies wear 2 piece swimsuits in the pool, then wear cover-ups (that do not cover knees/arms) when going back and forth from



the pool to their residence.

- There are “dress up” opportunities when suits and sport coats are appropriate, such as symphony performances, 5-star hotel dining, high tea, off-base church events, special holiday events, etc.
- Clothing choices during Ramadan are more strict. Men and women **must** cover their elbows and knees during this time. Short sleeved shirts can be worn at any time other than during Ramadan.

COOKING: The following website converts recipe measurements from English to American Standard: www.onlineconversion.com/cooking.htm.

DIAPERS are more expensive and not as high quality here. Neither Amazon nor Target will ship diapers here, however, Target will ship Pull Ups.

DRIVING. Drivers in Doha are aggressive and fast, but the roundabouts have their own rhythm and they do work. Beware because other drivers are likely to change lanes or stop in front of you without warning. Here are some additional tips:

- Friday mornings are good times to practice driving as that is the start of the weekend and streets are not as crowded.
- At traffic lights, green lights blink 5 times before the light changes to yellow (amber). Stop when you see the blinking green light because the amber cycle is VERY short and you will probably not make it through the intersection before the light turns red.
- Some intersections are equipped with cameras and take pictures of cars that run red lights. If you are caught, the fine ranges between QR1,000-10,000 (\$274-\$2,740) and you may not know you have a

TIPS FOR NEW FAMILIES

violation until you try to leave the country and you are not allowed to leave until it is settled. You can check online at www.moi.gov.qa/site/english/ under the “Traffic Violations” link on the right side of the page.

- Roads are rarely marked by name. Most signs say where they are going or the neighborhood they are near. Also, many roads change names at roundabouts.
- There are 5 concentric roads moving out from the Corniche in the southern part of the city called A, B, C, D, and E Rings. Crossing these “rings” are three roads you will use often: Salwa Rd, the shopping and restaurant road; Grand Hamad Street, which runs through the souqs; and Al Rayyan which runs toward Education City.

EAGLE CASH CARD. “Eagle Cash” is a stored value card program used in lieu of cash or checks at Al Udeid AB and Camp As Sayilyah (CAS). Eagle Cash is accepted for transactions on base and at CAS, and not all stores accept debit or credit cards. For this reason, we recommend family members get an Eagle Cash card as well as the active duty member. This is done at the Al Udeid Finance Office. (The Post-Arrival checklist has specific instructions on how to do this.)

FACEBOOK. Check out these sites for the latest information on living here:

- www.facebook.com/379AEW
- www.facebook.com/pages/Area-Support-Group-QatarCamp-As-Sayilyah/167223860005855

FOOD ITEMS. If your moving company will allow it, pack toilet paper, canned goods and other non-perishables because you may have trouble finding similar items here. Pecans run \$80-\$90 for 2 lbs. and some cereal favorites cost \$8/box. Additional items to consider packing are: cold medicines (Alka-Seltzer, TheraFlu, and children’s cough/cold medicine), liquid coffee creamers, Manwich, dry pizza crust and cornbread mix, chicken and beef broth, cream soups for cooking such as Cream of Chicken & Celery. Cake mixes don’t taste the same as in the states, even though they are a US name brand. Vanilla extract is not found in the local stores because it contains alcohol, but there are workarounds that will taste different and recipes will need to be altered some-



what. Some families order Cheerios, Bisquick and such from either www.amazon.com, www.grocer.net, or www.penzeys.com. In addition, the website www.dohamums.com often shares tips about where to find particular food items in Doha

HOME GOODS. Home goods can be more expensive in Qatar than in the States. The more popular home goods stores in Doha are Home Centre (www.homecentrestores.com), HomesRUs (www.homesrusgroup.com) and IKEA (<http://www.ikea.com/qa/en/store/qatar/>).

All sell decor, kitchen items, and bath/bedding items. Here are a few other items to note:

- If you enjoy gardening you might want to pack gardening tools such as rakes, shears, outdoor brooms and flower pots. Manual mowers and weed eaters usually suffice for ground maintenance.
- Housing compounds are furnished similarly in terms of art and furniture. If you want to decorate your home in a unique way that reminds you of home/holidays/family/favorites, be sure to pack accordingly.
- Shelving is hard to find in Doha and we recommend that you bring storage-type shelves that are light and flexible, or have custom shelves made after arrival, which is common. People who move out of the housing compounds often sell some of their items so you may find those useful. You should also consider bringing shoe racks and/or hooks to hang on the back of doors for coats, scarves, etc. There are no discount stores like TJ Maxx or Ross in Doha, so you will have a better selection in the States.
- Locally-purchased bath mats and bedding are typically not high quality unless you opt for the expensive varieties. For example, most sheet sets are only 150-200 thread-count and are around \$70. High quality towels are also more expensive.

TIPS FOR NEW FAMILIES

- Storage bins and plastic drawers/tubs are about 3 times more expensive than in the States. Your house or apartment may have a storage room, but it will not have outdoor storage.
- Cosmetics such as makeup, hair color, other toiletries may not be available here or are more expensive

KITCHEN ITEMS. Bring what you normally use on a day-to-day basis. It is also wise to bring serving plates for special occasions. You may find that cookware/kitchenware is not of the same quality here, and you can get by with what you bring. Nevertheless, we have had families who wish they had brought more kitchen items from home (pots and pans, bake ware, cooking tools, dishes, serving trays, etc.) for potlucks and such. Remember: 120V items will need a transformer to work. If you drink wine, bring your wine glasses as there not many options locally and what is available gets picked over very quickly.

LADIES ONLY. There are many “ladies only” places. The gyms often have ladies only times, restaurants have “family sections” (men are allowed in only when with their families), and many businesses will have ladies divisions. Some of the malls have “families only” nights as well as some of the medical hospitals.

RUGS. High-quality Middle Eastern rugs are expensive. You can get basic machine made ones for good prices at a place called Doha City (\$400-500). The floors in the housing compounds are tile, wood, or marble, and dust constantly comes into the houses and is fine (like talcum powder).

SHOPPING. Getting out to shop can be challenging due to traffic and high volume of people. In addition, supply and demand are hard to predict. items you see in a store today may not be there tomorrow (or for the next several weeks). The Landmark Mall is the favorite mall of some whereas City Center Mall is the biggest. The Mall (yes, that's the name) has a great grocery store in it that carries many Western foods, and The Centre Mall has a Mega Mart that is the most expensive in town but has "hard to find" items sought by many Westerners. There is also a Gap and H&M, but most stores are British, not American.

SOUQS. If you are adventurous and willing to be out of your comfort zone you can have a lot of fun in the souqs. They open around 9am, close around noon, and reopen around 4pm. They get very crowded and parking is difficult, so carpooling is a great idea. Bargaining is acceptable and even encouraged. There are several different souqs, including ones dedicated to fabric/tailoring, gold, electricity/plumbing, rugs, used cars, furniture, fruit/vegetables, appliances, pots, and upholstery/ drapery. Marhaba Magazine has a great map showing the location of the different souqs. If you are looking for something in particular just keep asking in shops and someone will eventually direct you to a shop that sells what you want. It is safe and fun!

WATER. Tap water in Doha is considered potable, but many families filter and/or purchase bottled water. You can buy a water dispenser for about QR400 (~\$110) that holds 5-gallon bottles of water which are delivered to your villa weekly. In Doha, there is abundant hot water in the summer as most houses have cisterns on the roof that are heated by the sun but no cold water. If you need to do laundry with cold water you may need to fill a tub or bucket with water the night before and wait for it to cool before washing. Some residents shut off their indoor hot water tanks in the summer and use the water as the cold water supply.

WATER DELIVERY COMPANIES:

- Sabeel – call 4460-6981/6980 for current prices.
- Almanhal - call 4460-3332 for current prices.
- Alwajba – call 4443-6999 for current prices.

WEEKENDS IN DOHA. The local weekend is Friday-Saturday, not Saturday-Sunday. This is important to note if you will have children in school or if you prefer to shop on Friday or Saturday evenings (when the crowds are largest).

APPENDIX A

MEMO TEMPLATE CAS DBIDS (Active Duty)



DEPARTMENT OF THE AIR FORCE
UNITED STATES AIR FORCES CENTRAL COMMAND (USAFCENT)
379TH AIR EXPEDITIONARY WING

FOR DEPENDENTS

DD MMM YY

MEMORANDUM FOR Commander, US Army Central, Area Support Group-Qatar
THROUGH Provost Marshall, Us Army Central, Area Support Group-Qatar

FROM: UNIT/OFFICE SYMBOL

SUBJECT: Request for Dependent Access to Camp As Sayliyah (CAS), Qatar

1. Reference. USARCENT/ASG-QA Policy PMO-001, Authorized Access to CAS, 1 Jun 12.
2. Doe, James L, Capt, SSN XXX-XX-XXXX, is assigned to [redacted], Al Udeid AB, Qatar, and has command sponsorship of his dependents. Request access to CAS and DBIDS registration (for all dependents 10 years of age and older) for the following command sponsored dependent:

LAST NAME	FIRST NAME	RELATIONSHIP	AGE	LAST 4 OF SSN

3. The dependent listed above will arrive on CAS on or about (DD MMM YY) with anticipated departure date of (DD MMM YY).
4. The POC for this memorandum is XXXXXXXXXXXXXXXX at DSN XXX-XXXX.

JOHNNY B. GOOD, Colonel, USAF
Duty Title, Unit
Al Udeid AB

INSTRUCTIONS:

1. Fill in all highlighted areas.
 2. Enter dependent information in table.
 3. CAS requests one memo per dependent.
 4. Form must be signed by your Commander or First Sergeant.
 5. For Paragraph 3, use date you arrived at AUAB and your projected DEROS.
 6. Scan and e-mail this signed memo + Cover Sheet (separate template) to CAS DBIDS office at least 24 hours in advance.
--> Call CAS DBIDS office at DSN 432-3534 for e-mail address.
 7. Take the following documents with you to CAS: Dependent ID card(s), PCS orders showing command sponsorship, this signed Access Request Memo, Cover Sheet, and copy of U.S. passport.
- * See Post-Arrival checklist for specific instructions on how to enter CAS and where to take these forms *

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APPENDIX A

MEMO TEMPLATE CAS DBIDS (Dependent)



DEPARTMENT OF THE AIR FORCE
UNITED STATES AIR FORCES CENTRAL COMMAND (USAFCENT)
379TH AIR EXPEDITIONARY WING

FOR DEPENDENTS

DD MMM YY

MEMORANDUM FOR Commander, US Army Central, Area Support Group-Qatar
THROUGH Provost Marshall, US Army Central, Area Support Group-Qatar

FROM: UNIT/OFFICE SYMBOL

SUBJECT: Request for Dependent Access to Camp As Sayliyah (CAS), Qatar

- Reference. USARCEN/ASG-QA Policy PMO-001, Authorized Access to CAS, 1 Jun 12.
- Doe, James L, Capt, SSN XXXX-XX-XXXX, is assigned to [REDACTED], Al Udeid AB, Qatar, and has command sponsorship of his dependents. Request access to CAS and DBIDS registration (for all dependents 10 years of age and older) for the following command sponsored dependent:

LAST NAME	FIRST NAME	RELATIONSHIP	AGE	LAST 4 OF SSN

- The dependent listed above will arrive on CAS on or about (DD MMM YY) with anticipated departure date of (DD MMM YY).
- The POC for this memorandum is XXXXXXXXXXXXXXXXXXXX at DSN XXXX-XXXX.

JOHNNY B. GOOD, Colonel, USAF
Duty Title, Unit
Al Udeid AB

INSTRUCTIONS:

- Fill in all highlighted areas.
 - Enter dependent information in table.
 - CAS requests one memo per dependent.
 - Form must be signed by your Commander or First Sergeant.
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 - Take the following documents with you to CAS: Dependent ID card(s), PCS orders showing command sponsorship, this signed Access Request Memo, Cover Sheet, and copy of U.S. passport.
- * See Post-Arrival checklist for specific instructions on how to enter CAS and where to take these forms *

Mission ~ Wingman ~ Partners

APPENDIX A

CAS Cover Sheet

INSTRUCTIONS

1. This form is only for dependents applying for CAS DBIDS Registration.
2. Fill out highlighted info below.
3. Use military spouse info where identified
US Cover Sheet

Fill out all the following information prior to submitting a person for a DBIDS badge. No badge paperwork will be processed unless accompanied by this paper.

DATA REQUIRED BY THE PRIVACY ACT OF 1974 (5 US CODE 552a)

AUTHORITY: Chapter 5, AR 600-8-14, AR 600-8-104, and USARCENT/ASG-QA Policy PMO-001, Authorized Access to CAS.

PRINCIPAL PURPOSE: To establish positive identification of persons requiring access to CAS.

MANDATORY DISCLOSURE REQUIREMENT: Failure to provide the below requested information, to include identification/serial numbers, may result in the disapproval of this application. Disapproved applicants will be denied issue of an installation ID Card and access onto ASG-QA controlled facilities without special escort. Rejection for this reason is necessary since names do not provide an individual with a unique identification.

CONDITIONS APPLICABLE ON RECEIPT: I understand that the CAS DBIDS Card is valid only through the expiration date indicated. Its intended use and special activities authorizations are limited to those indicated on this form and the card front. I understand that the CAS DBIDS card is US Government property, that it is not transferable, that it is not to be altered in any way, and that it must be surrendered upon request of the US Government, its designated representative, or the issuing agency. I understand that while on CAS, the Ammunition Supply Point, or any other facility under the control of ASG-QA, my person, possessions, vehicle and work area are subject to search at the discretion of the US Government or its designated representative.

Date: _____
Company name: AUAB unit to which military spouse is assigned _____
Last name: _____
First name: _____
Middle name(s): _____
SSN: _____
Nationality: _____
Birth date: _____
Place of birth: _____
Contract start/ending date: _____
Job title/job location: Military spouse's info at AUAB _____
Phone number: Military spouse's info at AUAB _____
Supervisor's name: Military spouse's supervisor info _____
Supervisor's title: Military spouse's supervisor info _____
Supervisor's phone number: Military spouse's supervisor info _____
COR: _____

Company Signature Block & Stamp:

ASG-QA PMO Approval/Stamp:

Military spouse's commander
or 1st Sgt

APPENDIX A

CAS Vehicle Pass Request

CAS Vehicle Pass Request

(Fill out completely. If not typed and completed, Pass will not be approved. Turn into DBIDS, located in Bldg# 200H.)

Date Turned in to DBIDS: _____ Date Turned in to PMO: _____

Justification Statement (who will be using vehicle, for what purposes, when, where):

Unit/Activity OIC or Director Name:

Rank: _____

Position: _____

Pass Request From – To (DD/MM/YY – DD/MM/YY)

_____ Thru _____

Unit: _____ Bldg # _____

POC: _____

Phone (DSN): _____

Phone (Com): _____

Vehicle Description:

Make: _____ Model: _____

Body: _____ Year: _____ Color: _____

VIN: _____

Plate Number: _____

Approved Signature Authority

Primary Operator Name (Last, First MI, Suffix):

Operator Driver's License #, State, Country of Issue:

Rank: _____ DOB (DD/MM/YY): _____

Height (ft/in) _____ Weight (lbs): _____

Sex: _____ Race: _____

Hair Color: _____ Eye Color: _____

DEROS Date or End of Contract (Civ): _____

Email: _____

Provost Marshal Office

APPROVED/DISAPPROVED

TEMP/6MOS/YEAR

GATES: 2/3/10/11

OFFICIAL USE ONLY

COMPLETE WHEN SIGNING FOR VEHICLE PASS

Ensure all information on Pass is correct before accepting/signing for Pass

I have read and understand the On-Post (CAS) driving rules and regulations.

"I am aware that AR 190-5 and the ASG-QA Motor Vehicle Traffic Control Policy provide for the removal and temporary impoundment of privately owned & military leased motor vehicles that are either parked illegally, or for unreasonable periods, interfering with military operations, creating a safety hazard, disabled by accident, left unattended in a restricted or control area, or abandoned. I agree to reimburse the United States for the cost of towing and storage should my motor vehicle, because of such circumstances, be removed and impounded."

Printed Name of person picking up Pass: _____

Signature: _____ Date Pass picked up: _____

Issued By: _____

CAS Vehicle Pass Request

APPENDIX B

379 Expeditionary Medical Group

The 379 EMDG's mission is to provide healthcare, protect the warfighter, partner for the future, and is an expeditionary medical group located on Al Udeid Air Base (AUAB) that belongs to the 379 Air Expeditionary Wing (AEW). The 379 EMDG's primary mission is to support the warfighter. However, the 379 EMDG is able to provide s healthcare for retirees and family members that are 14 years or older on a space available basis. This is regardless of the sponsor's branch of service or assigned base.

379 EMDG Patient Advocates (DSN):

437-4209/437-4253

Clinic Front Desk Main & Appointment (DSN):

Main: 437-EMDG (3634)

ISOS Customer Service:

+(44)20-8762-8384

(collect calls accepted)

ISOS Emergency Medical Assistance:

+(44)20-8762-8133

(collect calls accepted)

TRICARE Express Scripts:

1-866-275-4732

TRICARE Dental:

Active Duty (DSN): 437-4249/ 4256

Family Member: 1-855-638-8372

TRICARE 24/7 Nurse Advice Line:

1-800-874-2273

How to enroll to TRICARE's Overseas Prime – Remote

There are 3 ways to enroll to TOP-R:

- 1) By phone: +44-20-8762-8384, option #4 (collect calls accepted)
- 2) By email: obtain enrollment form from TRICARE's website: <http://www.tricare.mil/primeremoteoverseas>. And, email it to: **TRICAREOverseasGTSC@internationalsos.com**
- 3) By postal mail: obtain the enrollment form from TRICARE's website, and mail to:

*International SOS Assistance, Inc.
TOP TRS/TRR Enrollments
PO Box 11689*

Services offered for family members over the age of 14

379 EMDG offers the following medical services to those CSP family members that are 14 years and older on a space available basis.

- Routine Primary Care
- Optometry
- Physical Therapy
- Pharmacy*
- Immunizations
- Lab
- Radiology
- Surgery Consults
- Travel Medicine Clinic

You may call ahead to our front desk to ensure space is available or to check provider availability.

*379 EMDG pharmacy has a very small footprint which limits the amount of items we can maintain on hand and our expeditionary nature limits medications we can obtain. However, we are happy to answer questions regarding medications and how to access the TRICARE Mail Order Pharmacy (TMOP). Please contact our pharmacy staff at 437-4217.

To call an Al Udeid DSN line from a commercial line outside of Qatar, dial 011-974-4458-9555, wait for the dial tone, then dial the seven digit DSN number

To call an Al Udeid DSN line from within Qatar, dial 4458-9555, then the seven digit DSN number