

# SFO - San Francisco International Airport

## U.S. Customs and Border Protection

### Carnet & Customs Instructions

Carnet users must have their carnets validated both when arriving and departing.

- 1) **Bring Carnet and Items to Public Office located in the International Terminal on Level 2, Arrivals Level, on the "G" side, next to the United Airlines domestic connecting flight walkway.**
- 2) **Customs door is to the left of the elevator, behind the escalator that is next the currency exchange cart; The door has a small CBP sign on it.**

**US Customs (650) 624-7200, option 6 then dial 415 or stay on the line to speak to someone**

**Hours of operation: 7:30 am – midnight daily**

### Airport Information

**Website** <http://www.flysfo.com/>

**Customer Service (800) 435-9736 or (650) 821-8211**

**Parking Customer Service (650) 821-7900**



Information is accurate as of May 1st, 2016 but can change at any time.

Please allow sufficient time to locate customs and get your carnet validated should the location of customs change due to conditions beyond our control.

**Carnet HelpLine®** ..... 1-800-ATA-2900    **E-Mail** ..... [carnets@atacarnet.com](mailto:carnets@atacarnet.com)  
**Telephone** ..... 1-847-852-3100    **Website** ..... [www.atacarnet.com](http://www.atacarnet.com)

