



**WELCOME**

**&**

**Congratulations on your assignment to**

**Team Mildenhall!**



## **Congratulations on your assignment!**

### **Preparing to Travel**

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- British Pounds Account
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**Disclaimer: The following information does not represent the view of the United States Air Force or the Department of Defense. The companies and websites listed throughout this guide are NOT federally endorsed.**

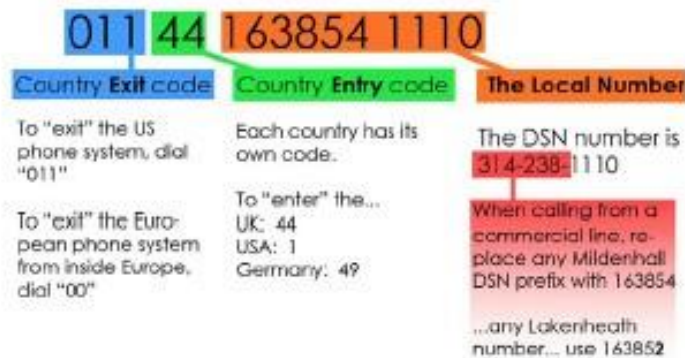
## Preparing to Travel

### 1. Making Phone Calls:

To dial the **RAF Mildenhall Base Operator** from the **US...**

DIAL 011441638541110

This is what you just did:



To dial the **RAF Mildenhall Base Operator** from **inside the UK...**

DIAL 01638541110

This is the dial-a-local-number code for intra-UK calls...

Here's how this number might appear on paper: +44(0)1638541110

- In the U.K., you are charged for **all** telephone calls. Even calling your neighbor will cost you, ranging from 3p to £1 per minute which can soon add up.
  - See 'Other Info' at the end of this document for important phone numbers. [Click here for a complete list of contacts](#) and use [Plan My Move](#) for a handy list of current base and RAF Mildenhall contacts. Upon arrival see the latest Get Up & Go magazine available on [www.100fss.com](http://www.100fss.com) and [www.mildenhall.af.mil](http://www.mildenhall.af.mil) for up-to-date base information.
- ### 2. Cell Phones (known as "mobile phones" in the UK)
- Your U.S. cell phone won't work here without prior arrangement.
  - Call your provider in the states... with your orders, they will likely be able to unlock your phone, 'shelve' your contract – put it on hold & retain your number until you get back to the states – or cancel your contract.
  - On your first duty day, ask to borrow a cell phone when visiting A&FRC. If available, these are loaned out for 30 days with a pre-paid SIM card. Top-up cards to add money to the phone are available at the Bob Hope Community Center.
  - You will need to open up a pounds account / local British bank account prior to signing a long-term contract with a local company. Consider using a 'Pay as you go' phone initially before deciding on a contract.

- Common mobile phone companies and their websites in use around the area include: [EE](#), [Three](#), [O2](#), [Vodafone](#), [Virgin Media](#), [British Telecom](#). Ask your sponsor and co-workers for help purchasing a phone as it's best to shop around. See [www.ofcom.org.uk](http://www.ofcom.org.uk) for details of which networks provide the best signal for 3G, 4G and calls.

### 3. **British Pounds account**

- Survival: A British 'sterling account' (i.e. checking account) is required to buy a cell phone plan, pay rent and utilities services off-base. You can use on or off base banks.
- It takes a meeting with a 'personal banker' to set up a current account in the U.K. Arrange an appointment to open a current account (which could take a week to schedule), and may not be available locally in Mildenhall.
- Coordinate with your sponsor to set up an appointment for a few days after you arrive if you know which bank you would like to use.
- For off-base banks, you may need a letter from your Squadron Commander with your name and address (it can be your temporary address on base), and their contact details, in addition to a passport or two forms of photo ID and a copy of your orders to show that you are stationed here and to prove your U.K. address. Do not try to open an off-base account online, as proof of identification must be completed in person at the bank.
- Banks with branches in Mildenhall:
  - [Community Bank](#), 011-44-1638 713731, on-base near Bob Hope Community Center
  - [Keesler Federal Credit Union](#), 011-44-1638 542686, on-base, by the car dealership
  - [Barclays](#), 011-44-845 755 5555, post code: IP28 7EA
  - [Lloyds](#), 011-44-845 300 0000, post code: IP28 7DP

### 4. **UK Mailing Address**

- Survival: Your sponsor can set up a PSC box for you with a copy of your orders. Use the General Delivery Box address to forward mail for 30 days before arrival: Name/rank, Squadron, General Delivery Box, APO AE 09459.

To get mail from the U.S. or other APO addresses*	To get mail from the U.K.
NAME RANK PSC 37 Box XXXX APO AE 09459-XXXX	NAME PSC 37 Box XXXX RAF Mildenhall Bury St. Edmunds Suffolk IP28 8NF

\*mailing from APO-to-APO is free, it just may take a while.

- Note: English 'post codes' (equivalent to zip code) work well in a GPS (Sat/Nav) and will get you close to your destination. The post code and house number defines a unique place in the U.K. (example: IP28 8NF.)

### 5. **UK Visas for dependents**

- Your dependents will need a 'no fee' passport prior to arriving in England. Contact your local MPS to obtain a no fee passport immediately after assignment notification. Contact the [RAF Mildenhall Passport and Visa office](#) at DSN: 314-238-2111 option 1, option 1, then option 1, for any questions your local office cannot answer.

- Dependent 'no-fee' passports are required for an initial in-processing appointment with your Commander's Support Staff within 24 hours of arrival.
- Note: Active duty military dependents who legally enter the U.K. without a visa should carry their passport, military dependent ID, and sponsor's PCS movement orders when re-entering the U.K. If the PCS movement order does not contain names of dependents, it must be accompanied by a command sponsorship letter containing the names of dependents. The PCS movement order must also contain the sponsor's military status and show assignment to the U.K. Dependents that are full-time students and over the age of 21 must have a visa for re-entry (more guidance to follow). Dependents that arrive at the U.K. border without either a visa or the proper movement order may be denied re-entry.

## 6. Tourist Passports - for leisure travel

- Visit Military Personnel Section to request a tourist passport. This will be required for travel outside of Great Britain (England, Scotland, and Wales). The United Kingdom (U.K.) consists of Great Britain and Northern Ireland, but Southern Ireland is a separate entity. If you travel to Ireland you will need a tourist passport.

## 7. GPS (SAT/NAV) and Electronics

- A GPS (Sat/Nav) can be useful for driving around unfamiliar roads, If your GPS (Sat/Nav) does not have European maps on it already, the A&FRC may loan you one for up to 10 days (limited quantity available) while you shop for your own (you may find a selection on or off-base including at the Lakenheath BX).
- Large 220v appliances like washers, refrigerators, and 220v-110v transformers are available to check out through the RAF Feltwell FMS (Furniture Management Section) about 30 minutes north of Mildenhall for the duration of your stay. Check the [Housing Office information](#) for more details.



- A popular way to break a printer, alarm clock, or a gaming console is to plug it into a 220-volt outlet without a transformer. Check your appliance's voltage requirements (sticker is near the power supply cord). If it has electric motors or produces heat, be extra careful.



120-240 VAC (will work)



120 VAC (will not work)

## 8. Shipping a car?

- Survival: Get your vehicle's title & registration out of the household goods shipment, as you'll need them before you see your items again. Read the details on [bringing and owning vehicles](#) in the U.K.
- Cheap rental cars are available near base while your car is in transit (see *Renting a Car*).
- It could be cheaper to fit your car with new tires in the states; especially if the tread might fail the MOT safety inspection as it can be difficult and more expensive to purchase US tires locally. Pass and Registration will brief you on shipped vehicle requirements during the Day 2 newcomer briefings on Thursdays.
- Large vehicle's - Bringing one will limit where you can park and driving will be more challenging. English roads are very narrow, and parking spaces and garages are small compared to the U.S.



## 9. **Furniture**

- Survival: Your huge couch and Cal-King box spring might not fit into your English flat (apartment) or house.
- The Furniture Management Section is at RAF Feltwell (approx. 30 minutes north of Mildenhall), and the tax-free furniture store located at RAF Mildenhall may be useful too.
- Temporary items are available while your household goods are en-route. [Contact them](#) – you will need a copy of your orders and a form signed by your landlord saying that they will not hold FMS property as collateral against failure to pay rent. Call directly to FMS 011-44-1638 527030, and Furniture Store: 011-44-1842 827026.

## 10. **Kids & Schools**

- Survival: A voucher for 20 hours of free childcare (per child) within an Active duty Airman's first 60 days on station is available at the front desk at the A&FRC, Bldg 460.
- DoDEA on-base schooling is the most common approach, but a second option is the British school system, and lastly you may wish to home-school your children.
- Review the [school information and website](#) under the School Liaison Officer's information. Details regarding registration, special needs, school calendar information, and information on school zones can be found here.
- Carry children's shot records and school records with you to ease the transition into school.
- British schools fill up quickly; they don't grant American holidays off, and the system is different to the states.
  - The school year starts in early September and ends mid-July, and transportation is typically not provided.
  - Uniforms are required. Reception (like kindergarten) starts the September following their 4<sup>th</sup> birthday (the academic year in which your child turns 5-years-old).
  - You may be fined if taking children out of school for holidays that are not coordinated in advance. Talk to the headteacher and visit before deciding on a school.

## 11. **Pets**

- Survival: [Official information on how to bring your pet to the U.K.](#) and call 011-44-2087-457894 for more help.
- Use this agency to get details on vaccinations, vet checkups, micro-chipping requirements and quarantine applicability as far from your departure date as you can. If you are travelling with your pet, call your airline to discuss the following:
- If your flight can accommodate pets (some air carriers will not transport pets on certain types of aircraft or during the winter or extreme summer months).
- What are the requirements for my pet's kennel size? (may have to purchase a kennel large enough to allow the pet to stand and turn around).
- If there is a fee at the pick-up point in England (a processing fee from £300 upwards is possible) – expect your pet to be transported to another facility for pick-up after landing).
- Start this process now – especially if you're coming from another OCONUS base (specifically a Korean base), the vaccination and quarantine process (if it applies to your pet) can take months. If you have any other questions, contact the RAF Feltwell Vet Clinic at 011-44-1638-527097.

## 12. **Base History**

- For detailed information about the history of RAF Mildenhall and the 100<sup>th</sup> Air Refueling Wing visit the heritage section at <http://www.mildenhall.af.mil/units/heritageinformation/index.asp>.

# *Traveling to England*

## **1. Bank Notification**

Before departing, call your U.S. bank to place a 'travel note' on your accounts – to ensure your cards work while you're traveling. Your bank's international contact numbers will be useful (e.g. USAA's U.K. phone number is 0800 289192).

## **2. Transportation to Mildenhall**

Your options are: (1) get picked up by your sponsor; (2) take the airport shuttle; (3) use Outdoor Recreation minibus at 011-44-1638-544283 or other taxi service (authorized as a last resort). Note: Pets are not allowed on the airport shuttle. For detailed information see this link on [Military Installations](#).

## **3. Room Reservation**

You can check on or change your on-base room reservation by calling billeting at 011-44-1638-546001. If you cannot get a reservation on-base, you will receive a non-availability letter to seek lodging off-base. Coordinate with your sponsor to work out the details to find out when you can check in to your room. If you will be in the dorms, your sponsor will coordinate with the Dorm manager for you. If you have a pet, but no pet friendly rooms are available, you may be able to go into a short-term let (lease).

## **4. Renting a Car**

Below are some commonly used low-cost options. Most offer to deliver or collect from somewhere close to the base, or will offer a free taxi ride to their site. Prices start from approx. £50 a week. If you need gas (petrol) on-base before getting your 3AF permit, take the rental agreement and your PCS orders to the gas station as proof your vehicle is a rental.

Reliable Rentals: 011-44-1353 675111

Low Cost Car Rentals: 011-44-1638 510123

Steve's Car Hire: 011-44-1842 862534

Mildenhire: 011-44-1638 718288

## **5. Buying a car**

You may wish to review [current prices](#) and find out what paperwork is required to buy a car in the U.K., or check if the [MOT is valid](#) before buying a second-hand vehicle. U.K. roadside assistance cover, driving lessons or details on how to buy a vehicle can be seen at [www.theaa.co.uk](http://www.theaa.co.uk) or [www.rac.co.uk](http://www.rac.co.uk). To see what cars are available locally to buy you might find [www.autotrader.co.uk](http://www.autotrader.co.uk) useful.

## **6. Guide to Base activities / resources**

Your main source of [base information](#) includes a link to [FSS](#) information. Here you'll find everything from fast food menus and car repair schedules to spouse employment, organized trips, and what to do with your kids.

## **7. Shopping**

American style shopping in the area is available at RAF Lakenheath (including the The Exchange, Commissary, Shoppette, and Military Clothing); at RAF Mildenhall (BX-tra, small Commissary, Shoppette with gas station) and Off-base supermarkets include: Tesco, Sainsburys, Co-op, Asda (owned by Walmart), Iceland, Waitrose, Morrisons, Aldi and Lidl. Most offer online shopping and you can select delivery times to suit you. All shops in England charge five pence for each plastic bag, so take some bags with you if you wish to avoid the extra charges,

and help the environment by re-using bags. Or buy a 'bag for life' and get it replaced when it tears. Supermarket cards (free) are available to earn points and coupons to save money on your groceries. Items off-base include 20% Value Added Tax. Shop around for a bargain and visit a market. Market days where you can buy local produce take place as follows:

Brandon: Thursday and Saturday

Bury St. Edmunds: Wednesday and Saturday

Mildenhall: Friday

Newmarket: Tuesday and Saturday

Thetford: Tuesday and Saturday

## 8. **Get Connected / Local Villages**

As you settle in to the community, get to know your neighbors, explore the village libraries, town halls, and community centers. You'll find info regarding national/council bus schedules, play groups, car boot sales (organized events where people sell items out the back of their trunk), wildlife events, churches, castles, local bands playing in pubs, beer festivals, historic re-enactments, world championship events and more. If you have young children (0- to 5-years-old), you may wish to visit the [Children's Sure Start Centres](#) for free resources and group activities. To stay connected to what's going on in your area perhaps check a local newspaper or find them online (e.g. Bury Free Press, Newmarket Journal, Eastern Daily Press).

## 9. **Tipping**

If you eat at a pub, usually order at the bar and give your table number; there is no need to tip. However, if you go to a restaurant, the menu will say if gratuity is included or not. If gratuity is not included it is common to tip 10-15% of the bill either on your credit card or directly handing the server cash/coins with a "thank you." Leaving money on the table is seen as "here is some charity" which could cause offence.

## 10. **Exploring the area and Europe**

- Low cost airlines to Europe: [www.ryanair.com](http://www.ryanair.com) and [www.easyjet.com](http://www.easyjet.com).
- Public transport: Travel by bus, train, ferry [www.traveline.info](http://www.traveline.info), or underground <https://www.tfl.gov.uk/>.
- Low cost accommodation: [www.travelodge.co.uk](http://www.travelodge.co.uk) or [www.premierinn.com](http://www.premierinn.com) or [Youth Hostel Association](#) (not just youth) and [Scottish Youth Association](#). If you like camping there are hundreds of sites to choose from, perhaps start searching at the [AA rated website](#). Bed & breakfast accommodation is a great way to interact with locals and find out about places to visit. Check their rating through [Tourist Information Centres](#). Rooms are charged per person and usually include a full English hot breakfast. En-suite means you have a private bathroom. Many British people stay in self-catering at holiday parks in caravans, lodges, and apartments. These may offer family entertainment and leisure facilities included in the price. Popular sites include Hoseasons, Haven, Park Resorts, ParkDean, Park Holidays and Butlins.
- Other useful websites could include: [www.projectbritain.com](http://www.projectbritain.com) for cultural info; [www.visitengland.com](http://www.visitengland.com) and [www.visitbritain.com](http://www.visitbritain.com) for travel ideas. If you like history, perhaps [www.english-heritage.org.uk](http://www.english-heritage.org.uk) to explore castles, ruins and re-enactments; or [www.nationaltrust.org.uk](http://www.nationaltrust.org.uk) for ornate historic houses. Perhaps [www.moneysavingexpert.com](http://www.moneysavingexpert.com) for travel/dining out coupons, or [www.lakenheathyardsales.com](http://www.lakenheathyardsales.com) for general items.
- For lodging or info at other RAF bases call:
  - RAF Croughton: DSN: 236-8394 (01280-708394)
  - Menwith Hill Station: DSN: 262-7895 (01423 777895)
  - RAF St. Mawgan: DSN: 605-424-1000 (01637 872201)



## ***Once On-base – checklist to get you started***

<b><i>What do I need to do on my first duty day?</i></b>	<b><i>Contact Info</i></b>	<b><i>Completed</i></b>
1. Plan to visit your Commander's Support Staff (CSS) at 0800 hours, unless they tell you otherwise. Take papers from last base, family no-fee passports, and collect in-processing checklist and ration cards. Attend all appointments in uniform.	Your sponsor will provide this	
2. Visit Military Personnel Section (MPS), Bldg 436, to get officially gained to the base and ensure you and your family have proper travel documents. Give MPS the paperwork provided by the CSS.	Bldg 436, comm: 011-44-1638-542111 DSN: 314-238-2111	
3. Visit Airman & Family Readiness Center (A&FRC) to sign up for 2 days of newcomer briefings (held on Tuesdays and Thursdays). Collect on/off-base maps, loaner cell phone and GPS (if available), and PCS childcare vouchers. <a href="#">Highway Code book</a> can be loaned to help you study for the 50 question driving test on Thursday. <ul style="list-style-type: none"> <li>a. Arrange for all family members who will be driving in the U.K. to attend driver's training (Thursdays 0745 hours to 1245 hours).</li> <li>b. Discover Exceptional Family Member Program support</li> <li>c. During Thursday Info Fair, discover what's available on-base (i.e. Education Center classes and spouse tuition assistance; Women Infants and Children program; employment options; ITT and Outdoor Recreation trips; Fitness Center programs, and Health Promotions)</li> </ul>	Bldg 460, comm: 011-44-1638-543406 DSN: 314-238-3406	
<b><i>What do I need to do next? (if applicable)</i></b>	<b><i>Contact Info</i></b>	<b><i>Completed</i></b>
4. Contact the Housing Office within 5 days of arrival if you have dependents or you're going to live off-base (SrA or above with 3 years or more).	Bldg 429, RAFL, comm: 011-44-1638-522000 DSN: 314-226-2000	
5. Popular off-base websites include: <a href="http://www.rightmove.co.uk">www.rightmove.co.uk</a> , <a href="http://www.zoopla.co.uk">www.zoopla.co.uk</a> and <a href="http://www.teamprop.co.uk">www.teamprop.co.uk</a> .		
6. You will likely see a "listing estate agent," and set up viewing appointments which can take a few days to organize. Most estate agents will collect / escort you to the appointments.		
7. Visit Pass & Registration to register for the Common Access Card (CAC) scanner base entry system. Collect your 3AF driver's permit after passing the driver's written test.	Bldg 438, comm: 011-44-1638-545501 DSN: 314-238-5501	
8. Is this your first assignment? <ul style="list-style-type: none"> <li>a. <i>Airmen</i>: Your supervisor will sign you up to attend the First Term Airmen Center class after 2-day newcomer briefings.</li> <li>b. <i>Officer</i>: You will be required to complete extra briefings with A&amp;FRC, Equal Opportunity, and Wing Safety. Details provided during newcomer briefings.</li> </ul>	Professional Development Center, Bldg 440, comm: 011-44-1638-543766 DSN: 314-238-3766	
9. If you have young children register for on-base childcare on		

<p>MilitaryChildCare.com. Any questions contact the Child Development Center. Search online for <a href="#">off-base</a> providers.</p> <p>a. For youth programs visit Bldg 293 or call commercial 011-44-1638-545437 or DSN 314-238-5437 (KIDS).</p>	<p>Bldg 288, comm: 011-44-1638-542042 DSN: 314-238-2042</p>	
<p>10. Enroll child in <a href="#">DoDDs or local British schools</a>. For more information contact the School Liaison Officer at RAF Lakenheath.</p>	<p>RAFL Bldg 950, comm: 011-44-1638-525078 DSN: 314-226-5078</p>	
<p>11. Visit the RAF Mildenhall Post Office. Get your box number and code, and practice opening the box.</p>	<p>Bldg 172, comm: 011-44-1638-542151 DSN: 314-238-2151</p>	
<p>12. Open a pounds account. Decide if using on- or off-base bank. Obtain a method to pay for things off-base (chip and signature / chip and pin card). See info in <i>'Preparing to Travel'</i> section above.</p>		
<p>13. Set up standing order and perhaps direct debits to pay your landlord and utility services.</p>		
<p>14. Organize a cell phone. Decide if you just need a SIM card, pay as you go phone, or a contract phone. Discuss this with your sponsor.</p>		
<p>15. Decide on the best provider for internet usage at your house.</p>		
<p>16. Shipping a vehicle? Get it registered, complete the lights conversion, MOT/SVA requirements, and road tax.</p> <p>a. Buying a car locally? Ensure it has valid MOT, purchase <a href="#">road tax</a> and U.K. insurance before driving it. Failure to have these, and plates on the car will get you stopped by the police. Contact Pass &amp; Registration for assistance.</p>	<p>Bldg 438, comm: 011-44-1638-545501 DSN: 314-238-5501</p>	
<p>17. Visit the legal office to update your will, and get power of attorneys.</p>	<p>Bldg 428, comm: 011-44-1638-542028 DSN: 314-238-2028</p>	
<p>18. Contact a Military &amp; Family Life Counselor (MFLC) to help you through any difficulties and cope with extra stress.</p>	<p>Bldg 460, comm: 011-44-771-767-2617 011-44-787-021-4419</p>	
<p>19. For any off-base concerns or interests, such as community complaints or getting involved with the locals, please contact the Community Relations Adviser for assistance.</p>	<p>Bldg 239, comm: 011-44-1638-542254 DSN: 314-238-2254</p>	
<p>20. In a month or so, arrange a budget appointment, and contact A&amp;FRC for spouse employment or volunteer opportunities.</p>	<p>Bldg 460, comm: 011-44-1638-543406 DSN: 314-238-3406</p>	

## Useful Telephone Numbers

For the base operator, call DSN 238-1110  
For 1-800 numbers contact the base operator  
To call off base, dial 99 then complete number  
DSN Mildenhall (RAFM): 238  
RAFM commercial area code: 01638 54xxxx  
DSN Lakenheath (RAFL): 226  
RAFL commercial area code: 01638 52xxxx  
Free taxi (official business) to Lakenheath 238-2339

### Medical:

Dental Clinic – 238-2273

Medical Appointments – 226-8010

RAFM Flight Medicine – 238-2143

### Support Agencies:

Air Force Aid Society – 238-3406 or  
1-877-272-7337 (Stateside after hours)

Airman & Family Readiness Center – 238-3406

Community Closet – 238-4606 (all ranks)

Chapel – 238-2822

Child Development Center – 238-2042

Civilian Personnel – 238-3540

Community Relations Adviser – 238-2254

Command Post – 238-2121

Readiness and Emergency Mgmt – 238-4248/4254

Education Center – 238-2350

Equal Opportunity – 238-2468

Family Advocacy – 226-8070

Finance (Mil Pay) – email [100CPTS.FMFS@us.af.mil](mailto:100CPTS.FMFS@us.af.mil))

Fire Department (non-emergency) – 238-2763

Furniture Mgmt Office – 226-7030

Hardstand Fitness Center – 238-3735/3730

Health Promotions – 238-7161

Housing Office – 226-2000

Information, Tickets & Travel – 238-2630 or  
01638 54 2630

Inspector General – 238-4444 (IGIG)

Legal Office – 238-2028

### Emergencies:

On base – DSN: 999 or 01638 547 999 (Mildenhall)

Off base – 999 / 112

### Weather:

RAFM Road Conditions 238-3541 or 01638-543541

### Safety / Security:

OSI – 238-4568/3550/2071

Wing Safety – 238-2255

Security Forces – 238-2667

MoD Police – 238-6282 or 07901-773878

### Support Agencies:

Lodging (Gateway Inn) – 238-6001

Military Personnel Section – 238-2111

Pass & Registration – 238-6093/5501

Passport and VISA – 238-3490

Post Office – 238-2151

Red Cross – (RAFM) 238-3742; (RAFL) 238-1855

After hours 431-2334 or 877-272-7337 (This number  
can be dialed anywhere in the world and you do not  
need to dial a country or city code)

Retiree Affairs – 238-2039

Sexual Assault Response – 238-SARC/2009/7272

Drug Demand Reduction – 238-5091/7289

Traffic Management Office – (inbound) 238-  
2201/2927 (outbound) 2202

WIC – 226-1728

War Readiness/Mobility (Chem Gear) – 238-5080

Youth Center (RAF Mildenhall) – 238-2831

### Other Facilities:

Base Exchange RAFL 226-2996 /RAFM 238-2488

Commissary – RAFL 226-3515 / RAFL 226-3515

Community Bank – 238-2850

Keesler Federal Credit Union – 238-2686

Thrift Shop – 238-2303