



Travel Guide
Mildenhall, England



January 2017

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Advanced Programs Welcome Letter

APO AE 09459 • DSN 238-4172 • CIV 011-44-1638-54-4172 • apmildenhall@ou.edu

Dear OU Professor:

It is a pleasure to welcome you to RAF Mildenhall, home of the 100th Air Refueling Wing and one of two University of Oklahoma sites in England!

RAF Mildenhall is home to four different types of aircraft, two Wings, and multiple personnel areas. Since 1934, when it officially opened, RAF Mildenhall has been at the center of aviation for the air forces of the United Kingdom and the United States. The 100th Air Refueling Wing, 352nd Special Operations Wing, several tenant units and its associated heavy aircraft are stationed here in support of U.S. and NATO commitments.

About 80 miles from London, RAF Mildenhall is in East Anglia, a rural area comprised of four counties: Norfolk, Suffolk, Essex and Cambridgeshire. East Anglia, steeped in medieval history, boasts a unique heritage and fascinating character. It is an area of quiet, unspoiled villages and a varied landscape: dense pine forests, rich farmlands, rivers, and marshes that stretch east to the North Sea. Historical points of interest include Ely Cathedral, Cambridge, and the medieval town of Bury St. Edmunds. Abbey and castle ruins from the middle Ages dot the landscape and village churches allow visitors to peer into the past.

This is a pleasant installation and has all the required facilities. For your information, your class will meet on base in the building the Education Center. It is within walking distance of your room as are most other facilities on the base, although, due to periodic increased military use of lodging, it is quite possible that professors will be required to stay off base. In this case, M&L Taxi taxis can travel on and off-base. If you want to be prepared for the weather before you come, the local weather is available on web page <http://www.bbc.co.uk/weather/ip28>.

I look forward to meeting you and hope that you will enjoy your teaching experience at Mildenhall. If you have the time to see a bit of England, I would be more than happy to provide travel information. Please visit the web sites listed on page 22 of this guide, and do not hesitate to get in touch with me about any aspect of your trip.

Sincerely,

Elizabeth Fleming
UK Site Director

Mildenhall Site Office and Personnel Data

Civilian Address

The University of Oklahoma
R.A.F. Mildenhall, Suffolk
Building #427
IP 28 8NF
U.K.

APO Address (US Domestic Mail)

The University of Oklahoma
100 FSS/FSDE
Unit 4702
APO, AE 09459

Office Phone Numbers

- From United States: 011+44-1638-54-4172
- From Europe: 00+44-1638-54-4172
- Within England: 0+1638-54-4172
- Within Mildenhall: 01638 54-4172
- From a military/DSN phone (throughout Europe): 238-4172

Email

apmildenhall@ou.edu

Fax

From United States: 011-44-1638-71-7159

Site Director Phone

For emergency use only (mobile):

- From United States: + 44 7741 270960
- From Europe: 00-44-7741-270960
- Within England: 07741-270960

OU Office Hours

Monday through Friday: 0830-1630 (8:30am – 4:30pm)

Education Services Officer (ESO)

Mr. Tarrell Matthews
Civilian phone (from United States): 011-44-1638-54-3173
Military/DSN phone: 238-3173

Advanced Programs Site Coordinator

Chad Manos
Phone: (405) 325-1959
Fax: (405) 325-7273
Chad.manos@ou.edu

European Contract Support Office

Dr. Peggy Lerner, Director: apeudirector@ou.edu
Home phone: Included in travel documents

Taylor Austin, Assistant Director: apeuprograms@ou.edu

Teri Bonilla, Office Manager: apeuadmin@ou.edu

Office Phone (from United States) 011-49-631-750-07415

Office Phone (within Germany) 0631-75007415

Office Fax (49) 63175007416

Mailing Address:

The University of Oklahoma
Attn: (enter name)
CMR 469, General Delivery
APO, AE 09227

Street Address:

The University of Oklahoma
Mannheimer Strasse 132 67657
Kaiserslautern , Germany

Arrivals and Departures

Arrival at Heathrow Airport (primary airport used)

Disembarkation

After you have left the aircraft, proceed to Passport Control. If you have not already done so, you must complete a landing card provided by your flight attendant or you can find additional cards in the passport control area.

Passport Control

In the immigration hall, proceed to the desk that deals with your passport type (“Other Countries”). Present your passport and landing card for inspection.

Baggage Claim

Proceed to the baggage claim area. Please report lost luggage immediately to the airline.

Customs Clearance

Passengers arriving from outside the European Community (EC) must pass through either the Red or Green customs channels.

Taking the Commercial Shuttle Bus

Use the **National Express Airport Coach** (bus) service. Details, times, cost, pickup points and destination can be found at www.nationalexpress.com. Type in ‘**Heathrow**’ in the ‘from location field’ and ‘**Mildenhall**’ in the ‘to destination field,’ scroll to bottom of page and click on Times & Fares.

To take the correct bus, you should choose the **Mildenhall, coach stop**. Regardless of your scheduled bus time, your coach (bus) service’s final destination will be **Norwich**, which is posted on the front of the bus, with a stop at Mildenhall Village.

A taxi stand is at the drop-off point in the village for onward travel to **RAF Mildenhall, Gateway Inn** Billeting. A taxi will be unnecessary in most instances, since a Site Director will pick you up directly from the coach stop. As such, please note that it will be VERY important to contact the Site Director regarding arrival time to Mildenhall Village. National Express Service is the recommended service when flying into Stansted, Heathrow or Gatwick Airports for eventual arrival in the RAF Mildenhall/RAF Lakenheath area.

Departure times for the bus range 24 hours a day. The bus journey time will vary greatly depending on what time you’re departing the airport. It could take as little as approximately 2 and one half hours or as much as nearly five hours. The difference is due to stops in London and/or Stansted Airport on the way to Mildenhall Village. Please allow 60-90 minutes after you depart the plane on arrival to clear customs when planning your bus schedule.

To Change Money

There are Bureau de Change and bank services at all Heathrow terminals. Unless you plan to use a taxi when arriving in Mildenhall Village, it is unlikely that you will need British pounds before your arrival on base. At RAF Mildenhall, you can use your ATM card to obtain dollars and pounds at any time.

Please Note: If you choose to take a taxi from the coach stop, the Site Director must meet you at the gate in order to escort you onto the base. Therefore, if you are arriving after office hours, you **MUST** notify the Site Director in advance so they are available to meet you. Otherwise, you may have to stay off-base for the first night.

Arrival at Gatwick Airport (used for connecting from other sites)

Disembarkation

Once you have left the aircraft, follow the 'Baggage Reclaim' signs that will lead to the immigration hall. An Inter-terminal rapid transit links the North and South Terminals. The transit is free and runs every three minutes on its journey of two minutes. **North Terminal:** British Airways, Delta Airlines. **South Terminal:** Air France, Air UK, American Airlines, Continental Airlines, Northwest Airlines, TWA, and Virgin Atlantic.

Passport Control

In the immigration hall, proceed to the desk that deals with 'Other Countries' passports. You must complete a landing card provided by your flight attendant. Handling agent representatives can provide a card if you did not receive one on the aircraft.

Baggage Claim

In the seating area after Passport Control, look for your flight number on one of the television monitors. The message will let you know when your baggage is ready to collect. Free trolleys are available in both terminals.

Customs Clearance

You must clear customs after you claim your baggage. Use Red Point to declare goods and the Green Channel if you have nothing to declare in excess.

Taking the Commercial Shuttle Bus (referred to as 'coach' in UK)

Use the National Express Airport Coach (bus) service. Details, times, cost, pickup points and destination can be found at www.nationalexpress.com. Type in 'Gatwick' in the 'from location field' and 'Mildenhall' in the 'to destination field,' scroll to bottom of page and click on Times & Fares. In order to take the correct bus, you should choose the **Mildenhall** coach stop Suffolk option. Regardless of your scheduled bus time, your coach (bus) service's final destination will be **Norwich**, which is posted on the front of the bus, with a stop at Mildenhall Village. A taxi stand is at the drop-off point in the village for onward travel to **RAF Mildenhall**, Gateway Inn Billeting. A taxi will be unnecessary in most instances, since a Site Director will pick you up directly from the coach stop. As such, please note that it will be **VERY** important to contact the Site Director regarding arrival time to Mildenhall Village. National Express Service is the

recommended service when flying into Stansted, Heathrow or Gatwick Airports for eventual arrival in the RAF Mildenhall/RAF Lakenheath area.

Departure times for the bus range 24 hours a day. The bus journey time will vary greatly depending on what time you're departing the airport. It could take as little as approximately three hours or as much as nearly five hours. The difference is due to stops in London and/or Stansted Airport on the way to Mildenhall Village. Please allow 60-90 minutes after you depart the plane on arrival to clear customs when planning your bus schedule.

To Change Money

There is a Bureau de Change throughout both terminals. Unless you plan to use a taxi when arriving in Mildenhall Village, it is unlikely that you will need British pounds before your arrival on base. At RAF Mildenhall, you can use your ATM card to obtain dollars and pounds at any time.

Please Note: If you choose to take a taxi from the coach stop, the Site Director must meet you at the gate in order to escort you onto the base. Therefore, if you are arriving after office hours, you **MUST** notify the Site Director in advance so they are available to meet you. Otherwise, you may have to stay off-base for the first night.

Arrival at Stansted Airport (used if travelling from within Europe)

Disembarkation

After you leave the aircraft, follow the signs for "Baggage Reclaim." The transit system will take you to Immigration Hall; journey time is 2 minutes.

Passport Control

Go to the desk dealing with your passport type (e.g., "Other countries" or Non-EC"); complete a landing card provided by your flight attendant.

Baggage Claim

When your flight number appears on one of the displays, note the Baggage Reclaim unit that will carry your luggage. Free trolleys are available.

Customs Clearance

Use the Red Channel if you have goods to declare; use the Green Channel if you have nothing to declare.

Taking the Commercial Shuttle Bus

Use the National Express Airport Coach (bus) service. Details, times, cost, pickup points and destination can be found at www.nationalexpress.com. Type in 'Stansted' in the 'from location field' and 'Mildenhall' in the 'to destination field,' scroll to bottom of page and click on Times & Fares. In order to take the correct bus, you should **choose the Mildenhall coach stop**, and **NOT** the RAF Mildenhall option. Regardless of your scheduled bus time, your coach (bus) service's final destination will be **Norwich**, which is posted on the front of the bus, with a stop at

Mildenhall Village. A taxi stand is at the drop-off point in the village for onward travel to **RAF Mildenhall**, Gateway Inn Billeting. A taxi will be unnecessary in most instances, since a Site Director will pick you up directly from the coach stop. As such, please note that it will be **very** important to contact the Site Director regarding arrival time to Mildenhall Village. National Express Service is the recommended service when flying into Stansted, Heathrow or Gatwick Airports for eventual arrival in the RAF Mildenhall/RAF Lakenheath area. Departure times for the bus range 24 hours a day. **The bus journey runs just over an hour.** Please allow 60- 90 minutes to clear customs when planning your bus schedule.

To Change Money

There are Bureau de Change is located between the Departures and International Arrivals Concourses. Unless you plan to use a taxi when arriving in Mildenhall Village, it is unlikely that you will need British pounds before your arrival on base. At RAF Mildenhall, you can use your ATM card to obtain dollars and pounds at any time.

Please Note: If you choose to take a taxi from the coach stop, the Site Director must meet you at the gate in order to escort you onto the base. Therefore, if you are arriving after office hours, you **must** notify the Site Director in advance so they are available to meet you. Otherwise, you may have to stay off-base for the first night

Departure from Heathrow Airport

Arrival by Bus at Airport

Most bus (coach) services arrive at the Central Coach Station; please follow the signs to Terminal 3 (Main International Departures Terminal) unless flying British Airways, in which case you will make your way to Terminal 5.

Passport Control

HM (Her Majesty's) Immigration officials will examine passports before passengers proceed to the boarding gate.

Security

Airport security is very tight. You will be asked questions about your luggage, and all hand baggage may be x-rayed and/or hand searched. An additional security check is completed and random searches of passengers and luggage can also be expected.

Departure from Gatwick Airport

Arrival by Bus at Airport

All bus (coach) services are located on the ground floor of the South Terminal. Most international flights will depart out of the South Terminal. A shuttle bus runs between South and North if you'll be departing from the North Terminal. Please double check your departure terminal.

Check-In

Present ticket and passport. Baggage will be weighed and transferred to the aircraft. A boarding card will be issued.

Passport Control

After the security check, HM Immigration officials will inspect your passport.

Security

Before entering the departure lounge, airport security will inspect your boarding card. A security search, to include x-ray inspection of hand luggage, will follow.

Boarding

Television monitors list flight departures (boarding time and gate number). **No flight announcements are made.** Be at your departure gate no less than 45 minutes before departure as boarding will commence at this time.

Departure from Stansted Airport

Arrival at Airport by Bus

The bus (coach) station is located in front of the terminal forecourt; reach the terminal by pedestrian subway then take the lift (elevator), escalator or ramp. Signs are posted throughout the arrival area- follow directions on signage.

Check-In

Flight departure information (flight number, destination, and check-in desk number) is displayed at the forecourt end of the check-in islands. Check in closes promptly 45 minutes prior to your flight.

Passport Control

After the security check, HM Immigration officials will inspect your passport.

Security

Before entering the International Departures Lounge or the Domestic Departures Channel, passengers must pass through a security check area. Boarding cards must be shown.

Coach Station Locations

Heathrow Airport:

If arriving at Heathrow, Terminal 1, 2 or 3, go to the Central Coach (bus) Station for tickets and departure on National Express Coach Service 727.

If arriving at Heathrow, Terminal 4, go to the Coach Station for tickets and departure at Stops 9 or 10 for National Express Bus Service 727.

Gatwick Airport:

Those arriving at Gatwick may arrive at two different areas.

If you land at the north terminal, to Ground Level, Stop 2 for National Express Coach (bus) Service 727.

Those landing at the south terminal need to come out of the international arrival's area through the baggage claim area and through customs.

After leaving customs, make an immediate right turn and go toward the travel and information center.

Once there, make an immediate left and look for signs "To parking and ground transportation". It will be straight ahead of you. This will take you outside to the ground transportation area. Go down the steps where you will arrive at the coach station/departure, Stop 4 for National Express Bus Service 727.

Stansted Airport:

Follow the signs for Ground Transport/Coach Station/Departures just outside the airport for National Express Coach (bus) Service, with the final destination posted as Norwich.

Base Access/Privileges

By contract, we must have those who are here to teach go through the established procedure for access. These procedures, because of current security needs, necessarily change with or without notice to us. We appreciate your understanding that we are informing and preparing ourselves for your in-processing to the best of our ability. As well, you must be supported with privileges so that health care, legal assistance, and other services can be provided in cases of emergency. We are advised to notify the travel and contract support offices, if anyone attempts to opt out of this. We are living in times of very high security concerns and we must follow these guidelines or we will not be in contract compliance.

A valid, non-expired passport is required for base access on RAF Mildenhall.

Lodging

Gateway Inn (primary lodging)**Location**

Bldg 459
RAF Mildenhall

Mailing address

100 MWMH Reservations
APO, AE 09459

Email

lodgemhz@mildenhall.af.mil

Phone

- From United States: 011-44-1638-54-6001
- From Europe: 00+44-1638-54-6001
- Within England: (0-1638) 54-6001
- From a military DSN phone: 238-6001

Fax

- From a civilian phone: (0-1638) 54-3688
- From a military/DSN phone: 238-3688

Check-in Time

1400 (2:00 pm). Late check-in is available, but must be paid in advance with credit card for room to be held after 1800.

Check-out Time

1100 (11:00 am)

Typical Room Assignment and Cost per Night (*As of October 1, 2016*)

- Standard Room (Double): \$60.00
- Suite: \$66.75 (Retired Col. Only)

Methods of Payment Accepted

- U.S. Cash
- U.S. Personal Checks
- U.S. Traveler's Checks
- Local Cash Currency (pounds)
- MasterCard/Eurocard
- VISA

Beds in Typical Room Assignment

One double bed (some rooms have two twins).

Amenities in Typical Room Assignment

- Alarm Clock
- Bar
- Telephone (military)
- Coffee Maker
- Telephone (commercial/civilian)
- VCR/DVD

- Desk/Chair
- Television; local programs
- Fan
- Television with AFN and/or CNN
- Toiletries (soap, shampoo, etc.)
- Radio
- Iron & Ironing Board
- Kitchenette
- Microwave Oven (kitchen)
- Wash/face cloth
- Mini-Refrigerator (kitchen)

Bathroom Facilities in Typical Room Assignment

Private tub and shower, wash basin and toilet

Electricity in Room

110 volt and 220 volt. You must provide your own plug adapters (note that British plugs are different from those used elsewhere in Europe).

Facilities within Gateway Inn

- Laundry room
- Public civilian telephone
- Ice machine
- Military telephone
- Purchase of incidentals
- AT&T or MCI phone (access through desk)
- Video tape rental
- 24-hour desk service

Smoking Policy

Smoking is not allowed anywhere in the facility. Designated smoking areas are outside.

Facilities within walking distance of Gateway Inn:

- Education center/OU office (Bldg 427)
- Usual class location (Bldg 427)
- Secondary class location (Bldg 422)
- Primary breakfast facilities (Bldg 437)
- Closest full-service restaurant (Bldg 464)
- Closest fast-food restaurant (Bldg 423)

Policies Regarding Reservations and Room Assignments

Reservations:

Reservations are for official purposes only and are made by the Site Director. Spouses may not stay in billeting. Please be advised that if you plan on bringing family members you need to notify the Site Director **prior to your arrival**. You will be unable to sign them on and off base, so they will have to stay at the off-base accommodation.

Check in:

Room assignments are made on a daily basis.

“Bumping”:

Once reservations are made, "bumping" is a last resort. However, if this happens alternate accommodations will be made. Billeting is assigned according to USAF regulation; a "priority placement" system is in operation.

Policies Regarding Accompanying Persons:

Spouses and dependent children may not stay in billeting. Non-dependent relatives and non-related companions also may not stay in billeting or have access to the base. (see Secondary Lodging available). Base billeting is only required to provide a regular single occupancy room to faculty. Should you have additional needs (larger room, suite or have additional family members along (i.e. dependent children) you will need to stay in the Secondary Lodging facility. Any cost beyond that which is normally provided will be your responsibility to cover.

Bird in the Hand Motel (secondary lodging)

Location

Mildenhall

Mailing Address

The Street, Beck Row
Mildenhall, Suffolk
IP28 8ES

Phone

- From United States: 011+ 44-1638-71-3247
- From Europe: 00 + 44-1638-71-3247
- From Within England: (0-1638) 71-3247

Check-in Time

After 1400 (2:00 pm). Late check-in is available with prior notification.

Check-out Time

1000 (10:00 am)

Typical Room Assignment and Cost per Night

- Single/Double: £39.95 (additional rooms may be required dependent on the number of people in the party, please contact Site Director with details if more than one person will be arriving).
- Family Room: £65

Methods of Payment Accepted (add 3 % charge with credit card)

- Local Cash Currency (pounds)
- Local currency Traveler's Checks
- MasterCard
- VISA
- American Express

Beds in Typical Room Assignment

One single or one double/queen.

Amenities in Typical Room Assignment

- Telephone
- Radio
- Coffee/Tea maker
- Refrigerator
- Working desk
- TV

Bathroom Facilities in Typical Room Assignment

Private tub and shower, wash basin and toilet

Electricity in Room

220 volt only (transformer required for 110 volt appliances; special U.K. plug adapter required for dual voltage appliances)

Facilities within the Bird in the Hand

- Public civilian telephone
- Breakfast (not included in room cost)
- Bar/Restaurant/Lounge
- 24-hour desk service

Smoking Policy

Smoking is allowed throughout the facility.

Distances from Bird in the Hand to

- Education center/OU office (Bldg. 427) Walking Distance

- Usual class location (Mildenhall Building 422) Walking Distance
- Primary breakfast facilities In hotel
- Closest full-service restaurant In hotel
- Closest fast-food restaurant (Food Mall) Walking distance

Policies Regarding Reservations and Room Assignments

Reservations

Reservations are referred by the Gateway Inn military reservations clerk. Spouses not listed on travel orders may stay in the Bird in the Hand Motel on a Space A (space available) basis only.

Check in

Room assignments are made on a daily basis.

“Bumping”

Once reservations are made, "bumping" does not occur.

Cancellations

Must be made in writing. Charges may be incurred for cancellations made 48 hours or less before the reservation unless the room can be re-let.

Policies Regarding Accompanying Persons

Spouses and bona fide dependent children are allowed in off base billeting. Any accompanying family, friends, etc. can be accommodated at additional cost and if either is beyond that which is normally provided it will be your responsibility to cover the difference.

Administrative Support at Mildenhall

Please refer to the Advanced Programs Faculty Guide for an overview of the duties and responsibilities of OU Site Directors.

Computer Support

- Professors may make arrangements with the Site Director to use the computer for course-related tasks during regular office hours when equipment is not needed by the Site Director.
- Billeting rooms have WiFi access. Billeting office has wireless access in lobby area and a “community computer” from which you may check email, weather, etc. Computer applications such as Word, Excel, etc are not available and downloading is not permitted.
- Base Library – Workstations allow for internet access as well as full use of other applications/programs. Downloading is permitted, however, must conform to restrictions on “appropriate material.” Wireless access is also available for patrons who have their own laptop and network card.
- Bob Hope Community Center features internet café style workstations. Fairly limited usage capability; no downloading, printing, etc.

Audio/Visual Support

Laptop, DVD player, In-focus projector, SMART boards, and whiteboard with markers are all available to the professor.

Materials and Supplies

Please return unused materials and supplies for use by the next professor as supplies are limited.

Equipment	Availability
Dry erase board supplies	If needed, from Site Director
Office supplies	Limited quantities available from Site Director
Course materials	Faculty must bring their own texts and course materials

Mildenhall Classroom Facilities

Hours of Class

- Tuesday – Friday: 1800-2130 (6:00-9:30 PM)
- Saturday & Sunday: 0830-1630 (8:30 AM-4:30 PM)

Primary Classroom

Education Center, Bldg. 427

Distance to classroom from

- Gateway Inn: 2 blocks
- Bird in the Hand Motel: 1/4 mile

Typical Classroom Assignment

- Tables and chairs
- Maximum student capacity: 30
- White board
- Furniture may be moved if replaced to original arrangement
- Eating and/or drinking **officially** allowed in classroom
- Radiant heat (thermostatically controlled)

Facilities near Classroom

Facility	Location
Restrooms	Within building
Snack and Beverage vending machines	Bob Hope sells soda and snacks
Snack bar/fast food restaurants	Within one block – Galaxy club and BXtra

Facility	Location
Smoking area	Outside building

Audio/Visual Equipment

Overhead projector and screen (always in room); SMART Board

Building Security

A member of the University of Oklahoma is responsible for locking and unlocking the building before and after class. Please ensure all windows are closed and locked prior to leaving building each evening/afternoon.

Other Classroom Policies and Procedures

Room assignments are coordinated through the education center. Instructor and students are responsible for the condition of the classroom. In case of an emergency, contact:

- Security police: 999
- Ambulance: 999
- Fire: 999

Secondary Classroom: Bldg. 422

Distance from

- Gateway Inn: 2 blocks
- Bird in the Hand Motel: ¼ mile

Typical Classroom Assignment

- Tables and chairs
- Maximum student capacity: 30
- Dry board/white board
- Radiators (adjustable)
- Ceiling fans
- Eating/drinking allowed in room IF cleaned up thoroughly and trash can emptied into dumpster after each class.

Facilities near Classroom

Facility	Location
Men's & women's restrooms	In building
Snack bar/fast food restaurants	Within two blocks – Galaxy Club & BXtra
Beverage vending	Bob Hope Community Center
Smoking area	Outside building

Audio/Visual Equipment

- Overhead projector (in room)

- SMART Board
- Computer

Building Security

A member of the University of Oklahoma is responsible for locking and unlocking the building before and after class. Please ensure all windows are closed and locked prior to leaving the building each night/afternoon.

Other Classroom Policies and Procedures

Room assignments are coordinated through the education center. Instructor and students are responsible for the condition of the classroom. In case of an emergency, contact:

- Security police: 999
- Ambulance: 999
- Fire: 999

Transportation between Lodging and Classrooms

Walking Distance from Gateway Inn to:

- Primary classroom: 2 blocks
- Secondary classroom: 2 block

The Site Director is available on the first day of class for registration and to provide transportation that day. The professor will make arrangements for transportation for the other days.

Walking Distance from Bird in the Hand Motel to:

- Primary classroom: ¼ mile
- Secondary classroom: ¼ mile

Taxi:

M&L Taxis
Phone: 01638 712261

Phoenix Taxis
Phone: 01638 533060

Library at RAF Mildenhall

Location

Building 425

Phone

Military: 238-2352

Civilian: 01638 542352

Hours

- Monday, Tuesday, Friday: 1000 – 1800 (10:00 am – 6:00 pm)
- Wednesday/Thursday: 1000 – 1900 (10:00 am – 7:00 pm)
- Saturday: 1000 – 1400 (10:00 am – 2:00 pm)
- Family/Goal Days: Closed
- Sundays and US Holidays: Closed

Type of Library

Base library featuring fiction, non-fiction and reference.

Resource	Availability
Circulating book holdings	16,000
Reference book holdings	2% of holdings
Periodical holdings	Popular, mission-essential educational and current affairs
CD-ROM holdings	Proquest (magazines, articles)
ERIC holdings	Not available
Video tapes	Family, popular and CLEP
Other resources	Computer lab, photocopying (10 cents per copy), audio tapes (fiction), internet access and inter-library loan.

Lending Policies and Procedures

- Loan period for books: 3 weeks
- Loan period for video tapes: 3 weeks

In Case of Emergency while at Mildenhall

Emergency Phone Numbers

Service	Phone numbers
Ambulance	Military: 999; Civilian: 01638-54-7999
Fire	Military: 999; Civilian: 01638-54-7999
Military Police	Military: 999; Civilian: 01638-54-7999
Base Operator	Military: 111
Red Cross	Duty hours: Ext. 2107; Non-duty hours: 01638-54-2121

Medical Facilities

US Military: 48 Med Group (USAF)
Hospital, RAF Lakenheath

Phone (duty hours):

- Military/DSN: 226-8010
- Civilian: 01638-52-8010

Appointments: Monday through Friday: 0730 – 1600 (7:30 am – 4:00 pm)

Authorized use on a per visit charge; costs are usually reimbursable through state-side medical insurance.

Dental Facilities

US Military: 48 Med Group (USAF)
Dental Clinic, Bldg. 446, RAF Lakenheath

Phone (during duty hours):

- Military/DSN: 226-8795
- Civilian: 01638-52-8795

Emergency appointments: Monday through Friday: 0730 – 1900 (7:30 am – 7:00 pm);
Sick call: 0730 – 1300 (7:30 am – 1:00 pm)

For dental emergencies after duty hours, report to the hospital emergency room at RAF Lakenheath.

Using Your Medical/Dental Insurance

In most cases, outpatient visits must be paid in advance and bills submitted to insurance companies for reimbursement. In-patient care is billed directly to the insurance company—no advanced payment is necessary.

Resources

- Weather <http://www.weather.com/outlook/travel/businesstraveler/local/UKXX0213>
- Cambridge area: <http://www.visitcambridgeshire.org/>
- Airport shuttle bus: <http://www.nationalexpress.com>
- Tourism information for East Anglia: <http://www.visiteastofengland.com/>