



# **TORCH**

**Total  
Relocation  
&  
Community  
Handbook**

**Light the Way**

**RAF ALCONBURY  
RAF MOLESWORTH  
RAF WYTON**

**“One Wing, One Team, One Fight”**

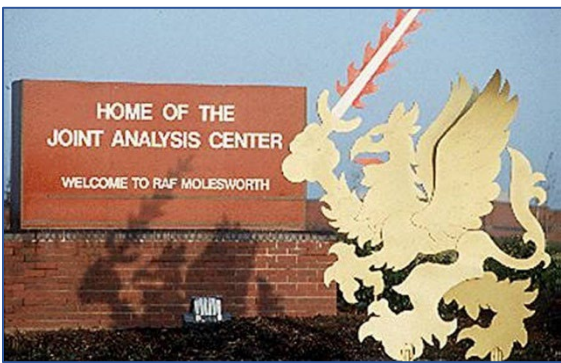
**Current as of 15 May 2025**

## Cheers! Welcome to the UK!



Welcome and congratulations on your assignment to the United Kingdom! We are very happy to have you join the Pathfinder community and look forward to making this tour spectacular. The 501st Combat Support Wing hosts seven installations across the UK and Norway: RAF Fairford, RAF Croughton, RAF Alconbury, RAF Molesworth, RAF Welford, RAF Menwith Hill and Stavanger AB. Services of the 501st also support personnel stationed at RAF Blenheim Crescent and RAF Wyton.

The 501st Combat Support Wing provides world-class combat support to enable intelligence, communications and global strike operations. The diverse mission portfolio of the 501st CSW includes the maintenance and operation of a bomber forward operating location; theater munitions movements and storage capabilities, global command and control communications capabilities to three combatant commanders, a communications access site, and support for theater intelligence operations. The Wing provides support to nearly 70 different U.S. military and government agencies throughout the United Kingdom and Norway including mission partners from the NATO Joint Warfare Centre at Stavanger, U.S. European Command, U.S. Africa Command and NATO intelligence analysis units at RAF Molesworth, and Air Force Global Strike Command at RAF Fairford and RAF Welford.



A move overseas can feel overwhelming. This guide is intended to help you prepare for arrival, get settled, make the most of your time here and get ready for your next assignment.

The resources and links provided in this guide are for informational purposes only. The name, address or contact information for any business, non-profit or other non-federal entity appearing in this publication does not constitute an expression or implied endorsement. If you have content

suggestions or if you are aware of a resource that is relevant to in-processing personnel and their families, please send the information to [501csw.pa@us.af.mil](mailto:501csw.pa@us.af.mil) for possible inclusion in an updated publication.

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## **NOW BOARDING: PREPARE TO PCS TO THE UK**

### **Command Sponsorship**

#### **What is Command Sponsorship?**

Command Sponsorship applications are done at the losing duty station and are not initiated in the U.K. unless the dependent is acquired after your arrival. Without Command Sponsorship, dependents in the UK are considered tourists who are limited to 180 days in-country with little support authorized from the U.S. Air Force.

Being granted Command Sponsorship means that your family members are approved to accompany a DoD member "Outside the Continental U.S." (OCONUS) for the length of his or her tour. Command Sponsorship of dependents is not guaranteed, and DoD members must apply for Command Sponsorship. This is usually handled through normal PCS orders processing by meeting all requirements and your military dependent family members being medically cleared. DoD civilians and contractors should research and carefully consider services for family members with special needs available at Alconbury-Molesworth and the surrounding community before accepting a position.

#### **What are the benefits of Command Sponsorship?**

Only Command-Sponsored dependents are authorized:

- No-Fee Passport & UK Visa / Vignette
- Travel: DoD member receives travel allowances and reimbursements for Command-Sponsored family members
- Cost of Living Allowance (COLA)/Post Allowance: DoD member will receive this special allowance at a higher "with-dependent" rate
- Household Goods Shipment: DoD member receives a higher "with-dependent" weight allowance for household goods
- Tuition-free, space-required attendance at DoDEA schools
- Access to on-base services and facilities such as the U.S. Post Office, Commissary and Base Exchange
- Employment: Dependents must be command-sponsored to apply for civilian employment on-base (excluding some NAF positions)

Please note, if you are Air Force and going through the accelerated orders process, ensure you receive the amendment reflecting that your dependents are medically cleared prior to departing your losing installation or your dependents will NOT have command sponsorship upon arrival.

For further questions, RAF Alconbury personnel can contact the CSS Office at:

DSN: 314-268-4357

Commercial: +44 01480 844357

Email: [501csw.fsp.mpf@us.af.mil](mailto:501csw.fsp.mpf@us.af.mil)

RAF Molesworth personnel can contact the JAC CSS at:

DSN: 314-268-1290

Commercial: +44 01480 841290

## Exceptional Family Member Program (EFMP) Screening



**EFMP** Family  
Support

The Exceptional Family Member Program (EFMP) is designed to assist active-duty military family members with special medical, educational, or early intervention service needs. The EFMP screening is mandatory for military personnel prior to assignment and a courtesy screening is also available to civilian and contractor personnel. The screening helps to ensure your family member's needs can be met in the new duty station and identifies resources and supports.

Contact the EFMP Family Support Coordinator for more information and assistance:

DSN: 314-268-3557

Commercial: +44 01480 843557

Email: [423fss.efmp.familysupport@us.af.mil](mailto:423fss.efmp.familysupport@us.af.mil)

**EFMP Family Vector**

[Moving and My Vector](#)

[Medical Trends Dashboard](#) – EFMP Medical Office and Family Member Travel Screening

### Authorization for Command Sponsorship

Many times, a military member will receive accelerated orders. These orders will list dependents who will receive benefits under that member. Please be advised that even though the member already has accelerated orders, they are required to complete the FMTS process for all dependents by completing the TSQ and any additional information requested. Once the FMTS process has been completed and all family members have been medically cleared, the member will then need to request amended orders that reflect the family member travel has been recommended. Without amended orders, your family will not have command sponsorship at your next duty station. When family is approved to accompany the active-duty member, each dependent will be listed on the PCS orders. Each dependent must then apply for a US No-Fee Passport (and Visa if applicable).

### FAQ

*What are the three components of EFMP?*

1. Identification and enrollment. Enrollment in the EFMP is mandatory for active-duty service members who have a family member with a qualifying medical and/or educational condition. When a family member is identified with special medical and/or educational needs, the special



needs are documented through enrollment in the EFMP. Medical services coordinate identification and enrollment into the EFMP.

2. Assignment coordination. Medical and military personnel work with service members and families to coordinate assignments. While the military mission is the driving force, enrollment in EFMP ensures that a family member's special medical and/or educational needs are considered, since appropriate services may be limited in some locations.
3. Family support. Family support is provided by EFMP family support providers at installation family support centers. EFMP Family Support assists families with special needs by helping them identify and access programs and services. This includes but is not limited to: information and referral for military and community services, education and outreach, development of family services plans, referral to other military and family support providers, local school and early intervention services information, warm handoffs to EFMP at the next location and non-clinical case management.

Learn more about EFMP in these resources:

[EFMP & Me](#)

[EFMP](#) brochure

[EFMP](#) videos

#### *Who should enroll in EFMP?*

Family members of active-duty personnel – a spouse, child or dependent adult – with documented special medical and/or educational needs are required to enroll in EFMP. This includes family members who:

- Require special medical services for a chronic condition
- Require adaptive equipment, assistive technology devices or services, environmental or architectural considerations for a chronic condition
- Receive ongoing service from a medical specialist
- Have significant behavioral health concerns
- Receive early intervention services or special education services; birth through age 21 or is eligible for these services.

Specific EFMP enrollment criteria can be found in [Department of Defense Instruction 1315.19](#).

#### *Why enroll in EFMP?*

Enrollment in EFMP is mandatory for active-duty service members and ensures family members' documented medical and/or educational needs are considered during the assignment coordination process. Through EFMP Family Support, families can receive assistance with navigating military and community support systems.

#### *How do I enroll in EFMP?*

Families can enroll by obtaining paperwork from the EFMP medical point of contact at their local military treatment facility, or from the EFMP liaison at their [installation EFMP Family Support office](#). You can find your service branch information here:

[Army](#)

[Marine Corps](#)

[Navy](#)

[Air Force](#)

Members of the National Guard or reserves may enroll in EFMP according to service-specific guidance.

The forms for enrollment are:

[Department of Defense Form 2792: Family Member Medical Summary](#) – this form identifies and documents all medical and mental health needs for family members who may meet criteria for enrollment into EFMP. The MTF staff or TRICARE-authorized provider will assist your family with EFMP enrollment and will provide you with the DD2792-Family Member Medical Summary. The form is completed for both children and adults.

[Department of Defense Form 2792-1: Special Education/Early Intervention Summary](#) – this form is completed to identify a family member with special educational/early intervention needs. The MTF staff and your public school's DODEA special education staff member will complete the DD2792-1 Special Education/Early Intervention Summary.

### *What is assignment coordination?*

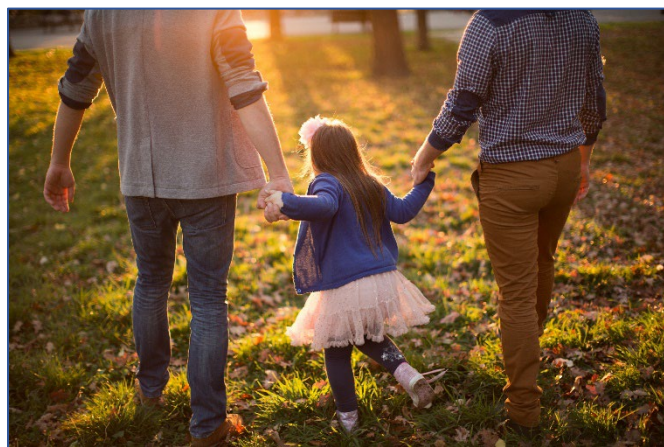
The military mission is the driving force behind the assignment process. Enrollment in EFMP ensures that family member's documented special medical and/or educational needs are considered in the assignment process.

Assignment coordination occurs when the personnel command requests that Department of Defense medical and/or educational professionals review a family member's documented needs to determine availability of services at a projected location. Assignment coordination is important because access to appropriate medical and/or educational services may be limited in some areas, especially in overseas and remote locations.

### *What is EFMP Family Support?*

Family Support services are provided by EFMP staff located at the Military and Family Readiness Center to help members and their families identify and access programs and services. This includes, but is not limited to, the following:

- Information and referrals for military and community services
- Education and outreach
- Information about available local school and early intervention services
- Warm handoffs to the Exceptional Family Member Program at new locations
- Non-clinical case management, including individualized services plans
- Educational events which enhance quality of life



### *How do I contact the EFMP family support staff?*

Families can access installation EFMP family support staff by contacting their [installation EFMP family support office](#).

If you are unable to locate an installation EFMP family support provider, you can contact Military OneSource to schedule a free and confidential special needs consultation. Expert staff will help you



navigate services for your family and connect you with military and community-based support. You can schedule appointments 24/7 by [live chat](#) or by calling 800-342-9647. [OCONUS calling options](#) are also available.

Learn more on Military OneSource about [EFMP family support](#).

#### *What are special needs consultations?*

Along with installation services, families with special needs have enhanced support through Military OneSource special needs consultations. Special needs consultants offer free and confidential, one-stop access to special needs and EFMP materials and resources. Families can inquire about a variety of topics including education, the military health care system, TRICARE coverage, state and federal programs, and more.

#### *Where can I find information about transitioning schools with an Exceptional Family Member?*

The [Alconbury-Molesworth School Liaison Office](#) can provide information about special education support and help to coordinate services for your student.

Your [installation Relocation Assistance Program](#) can help you minimize moving stress and get settled in a new duty station. Learn more about [relocation assistance](#) services on Military OneSource.

You can also try these other Department of Defense resources for making your special needs move as easy as possible:

- Preparing for your Move is a fact sheet with tips for military families with special needs to consider before, during and after a move.
- [Plan My Move](#) is an online tool that helps break moving down into clear, manageable steps. Create checklists that are unique to your family's needs.
- The [Education Directory for Children with Special Needs](#) helps you research special education resources before you move.
- The [OCONUS Special Needs Directory](#) provides support information for overseas communities.

## Passports & Visas

**Arriving in the UK without the appropriate documents could result in your family being denied entry or deported.** There are also consequences for unaccompanied dependents (those who are in-country where the sponsor is NOT assigned and do not have command sponsorship). Please contact your local special issuance passport agent to obtain the required passports prior to entering the UK. The RAF Alconbury and RAF Molesworth Passport offices cannot provide passport services unless you are in country already.



For further assistance, please contact:

RAF Alconbury Passport Office  
DSN 314-268-4357  
Commercial +44 01480 844357  
Email: [501csw.fsp.mpf@us.af.mil](mailto:501csw.fsp.mpf@us.af.mil)

RAF Molesworth Passport Office  
DSN 314-268-1290  
Commercial +44 01480 841290

[Click Here to visit the Alconbury-Molesworth Passport Office Webpage and book your appointment.](#)

### Official/ No-Fee Passport

**No-fee passports are not to be used for leisure travel; they are for official travel only.**

Eligible dependents may require a no-fee passport to enter the UK. Consult the [Foreign Clearance Guide](#) for current guidance.

If eligible family members are unable to obtain a No-Fee passport prior to their Departure from CONUS they may travel on their Tourist Passport for up to six months. Upon arrival, they may obtain a No-Fee passport from the Special Issuance Agency (Passport Office). The RAF Alconbury has their passport checklists available on the previously listed website but for RAF Molesworth you will need to reach out to them for their checklist. Application completion instructions are different based on the passport office you are intending to process your passport with so please ensure you are using the appropriate checklist for the appropriate agency.

[Click Here for the Official Passport Checklist](#)

### Waiver Options

When orders are unavailable, customers/units may request official passports using one of the three waiver options. Under normal conditions, passports can normally be processed within six to eight weeks.

Option 1) a memo in lieu of orders

Option 2) a deployment/movement memorandum

\*\*\* The memorandum request must be signed by an O-6 or equivalent from the organization that is requesting the exception\*\*\*

Option 3) a passport waiver request

352 SOW - The approved 16 Oct 18 SIA waiver memo falls under option 3, but will be in addition to the three Option Waivers.

NOTE: Option 3 should only be utilized when Options 1 or 2 are not available.

All dependents must be command-sponsored and have a U.S. no fee passport to accompany military members on your tour to the U.K. All DoD Civilian employees and their dependents must have a Visa

prior to arrival in the country. U.S. Contractors must have Visas reflecting their contract terms. The Visa may cost approximately \$1000.00 (prices subject to change) and is a reimbursable expense.

## Tourist Passport

Unfortunately, we are unable to provide tourist passports at RAF Alconbury or RAF Molesworth. Tourist passports can be obtained at RAF Mildenhall or the U.S. Embassy in London.

Military members must obtain a Tourist Passport for leisure travel to other countries. The Official Passport cannot be used for leisure travel. Command-sponsored family members (U.S. Citizens) are highly encouraged to have both Tourist and No-Fee Passports while residing in the United Kingdom. From the U.S., apply for tourist passports at any U.S. Post Office or visit: [www.travel.state.gov](http://www.travel.state.gov).

Travelers planning to perform unofficial (personal) travel during or in conjunction with their official overseas assignments, should obtain (at their own expense) a Regular (Tourist) Passport prior to departure from CONUS. If members are unable to obtain a tourist passport prior to their PCS from CONUS or OCONUS, they may obtain a tourist passport at the RAF Mildenhall Passport location. Member is responsible for fees incurred to obtain a tourist passport.

[Click Here for more information from the RAF Mildenhall MPF.](#)

### Tourist Passport and Other Fees

Tour Passport Adult (Age 16+) / New or Replacement \$145

Tour Passport Adult (Age 16+) / Renewal \$110

Tour Passport Minor (Under Age 16) / \$115

Consular Report of Birth Abroad / \$100

Accept money orders or cashier checks: no cash, credit cards, or personal checks.

Locations for money orders: USPS, Community Bank, Kessler Credit Union

## Exemption Vignette

DOD Military members and command-sponsored dependents do not require a visa upon entry or for their duration of time in the United Kingdom. Instead, they can obtain an exemption vignette which acts as a Visa and allows dependents (spouses and children under 21 years of age) of military members to show immigration exemption for the duration of their sponsors' tour. It is highly encouraged for military dependents who will be seeking off-base employment, schooling, renting property, etc. It is required for employment on the local UK economy. The vignette is free and will be placed in the no-fee passport or foreign passport. The checklist on the RAF Alconbury Passport site will work for both passport locations as there is not an associated application.

## DoD Contractors & Civilians

DOD civilians, DOD-sponsored contractors and their eligible family members are required to obtain a UK visa and provide biometric data as part of the visa application. **The visa application must be processed and approved prior to entry into the United Kingdom.**

Biometrics include fingerprint scans from each applicant with an electronic scanner. No ink, liquid or chemical will be used. Ensure fingertips are free from decorations (e.g. henna tattoos), cuts, abrasions, or other markings. Photographs will be taken with a digital camera. Ensure facial cuts and bruises have healed or disappeared prior to the appointment and understand photographs will not be

taken if the applicant's face is concealed in any way (e.g. head coverings that cover part of the face, dark glasses, or face or neck coverings).

WITHIN the United States, biometric data collection is accomplished at any of the United States Citizenship and Immigration Services (USCIS) Application Support Center (ASC) locations throughout the United States. During the online visa application process, applicants are directed to a biometric scheduling website. Once an appointment is scheduled, applicants must visit the USCIS ASC where fingerprint scans and digital photographs will be taken.

[Click Here to find out How to Apply for a Visa to Come to the UK](#)

OUTSIDE the United States, biometric data collection is accomplished at various locations based on the country applying from. For further information about the application process from overseas countries, [Click Here to Find a Visa Application Centre](#)

[Click Here for the DoD Foreign Clearance Guide](#)

## Temporary Lodging at RAF Alconbury

### Dormitories

Inbound personnel scheduled for a dormitory are not authorized TLA. Contact your First Sergeant and Housing Office (HO) to get a hospitality room. Unaccompanied First-Term Airmen will stay in a dormitory, and arrangements MUST be made 14 days before arrival.

If your sponsor has not yet arranged a dorm room for you, or if you would like to confirm the arrangements, please contact the Housing Office for details.

Housing Office  
DSN: 314-268-3518  
Commercial: +44 01480 843518  
Email: [423ces.housing@us.af.mil](mailto:423ces.housing@us.af.mil)

### Lodging Prior to Departure

CONUS Temporary Lodging Expense (TLE) reimburses stateside DoD members for up to 7 nights of lodging and meals in government quarters prior to departing for the U.K. Visit the [Joint Travel Regulations \(JTR\)](#) for more details.



### Lodging Upon Arrival

Temporary Lodging Facility (TLF) and Visiting Quarters:

The Britannia Inn is located at RAF Alconbury. Rooms can be booked up to 6 months in advance without PCS orders, but orders must be presented at check in. DoD member, sponsors or spouses can make reservations with a credit card.

Note: If your travel is delayed, you must contact the Britannia Inn if you will be unable to check in on time or your room will be released. If your reservation is guaranteed with a credit card and you do not contact the Britannia Inn, you will be charged a no-show fee.

TLF Rooms must be booked by contacting the Britannia Inn:

[Click Here to Book Online](#)

DSN: 314-268-6000, option 0

Commercial: +44 01480 846000

Email: [423fss.svml@us.af.mil](mailto:423fss.svml@us.af.mil)



### Temporary Lodging Allowance (TLA)

TLA reimburses members for overseas government lodging and meals in 10-night increments. Temporary Quarters Subsidy Allowance (TQSA) reimburses civilians for overseas government lodging and meals in 30-night increments.

#### *Length of Stay*

Active Duty - 30 days inbound and 10 days outbound. Extension is possible in 7-day increments on a space-available basis.

Civilian - 90 days inbound and 30 days outbound (make reservations in 30-day increments inbound and may request extension if more than 90 days is needed). The policy in accordance with AFM 134-35, for civilian inbounds is 30 days. If after 30 days an extension is required, it is based on space availability. The 90 days is the entitlement. Contact the RAF Mildenhall Civilian Personnel Office at [100fss.fsmc6@us.af.mil](mailto:100fss.fsmc6@us.af.mil) for more information.

### Pets & Lodging

TLF accepts pets! There are limited units for occupants PCSing with pets. If the units are occupied and non-pet rooms are available, you will not be issued a statement of non-availability if you have a pet and decide to stay off-base.

- At check-in, you must present a rabies certification for your pets
- Pets must always be on a leash
- Per AFI 132-6001, certain breeds (including mixed breeds) are not permitted on base, including lodging:
  - Pit Bull (American Staffordshire Bull Terrier or English Staffordshire Bull Terrier)
  - Rottweiler
  - Doberman Pinscher
  - Chow
  - Any Wolf hybrids
- Lodging costs for pets are at your own expense
- Nightly Pet Fee: \$10.00/night, payable in advance
- Pet Cleaning Fee: No cleaning fee unless there is damage
- Kennels are available in the area

### Off-base Lodging



Everyone must first try to secure lodging on-base. If there are no vacancies, you will be required to obtain a statement of non-availability prior to obtaining off-base lodging or risk denial of temporary lodging allowance (TLA) reimbursement! Britannia Inn can provide assistance to help secure lodging.

## Booking Travel to the UK

Once you receive travel orders, contact your nearest Traffic Management Office (TMO). All official travel will be arranged by TMO in accordance with DoD order of precedence. Additional travel information can be found on [Defense Travel Management Office](#) website. All official travel must be arranged by the TMO Passenger Travel section.

Contact TMO for more information:

DSN: 314-268-3723

Commercial: +44 01480 843723

Email: [501csw.lgrtptrafficmanagement@us.af.mil](mailto:501csw.lgrtptrafficmanagement@us.af.mil)

### *Individually Billed Account (IBA)*

With an IBA, DoD member will, use a Government Travel Card (GTC) to pay for flight plans made at the Commercial Travel Office (CTO). The DoD member will then claim reimbursement by filling out a travel voucher during in-processing in the U.K.

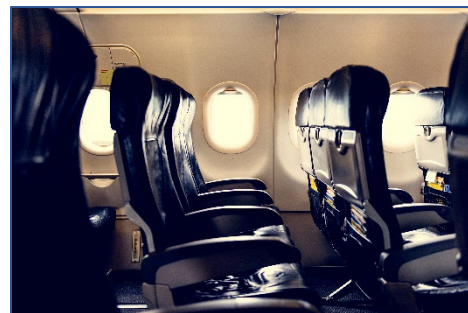
### *Centrally Billed Account (CBA)*

Use of a Centrally Billed Account (CBA) is authorized when the traveler meets the IBA exemption criteria in the Government Travel Card Regulation DoDI 5154.31, Volume 4, paragraphs 040601 and 040602. Additionally, the use of CBA should be stated on the orders.

## Booking Flight & Ticketing Process

All travel arrangements must be made through the Traffic Management Office (TMO) at your losing duty station.

- Determine your desired travel dates. Travel is from the airport nearest to your losing duty station (or location on orders) to the port of debarkation (arrival airport) on orders.
- Provide an email and point of contact
- The TMO Passenger Travel team will email your reservation (this is not your ticket).
- Once you have received orders, please get in contact with TMO Passenger Travel.
- TMO Passenger Travel will most likely send you a reservation worksheet to complete and return to them.
- Once TMO PAX has received the reservation worksheet, TMO will most likely have an over-the-phone counseling session with you.
- Following this you may receive an itinerary approx. 7 days after the counseling session
- When you are 5-7 days from your departing date, TMO Passenger Travel will send your itinerary to SATO for ticketing
- After receiving your E-Tickets, TMO Passenger Travel will sign you out in VMPF.



### *Preparing for Flight Day*

- Ask your airline if you can carry certain childcare items onto the plane (i.e. strollers, pack-n-plays, and car seats) Ensure you have contact info for your overseas sponsor, hotel, etc.
- Sign up for free call/message apps on phone/tablet
- Bring an international outlet adapter (great for overseas layovers)
- Check travel requirements for entering the UK
- NOTE: Keep receipts for travel reimbursement
- Hand-carry the following documents and items:
  - Medical & Dental Records
  - School Records
  - Important Documents for all Family Members
  - Documents, Food & Supplies for Pets

## **Pets in the UK**

RAF Feltwell Veterinary Treatment Facility

DSN: 314-238-7097

Commercial: +44 01638 527097

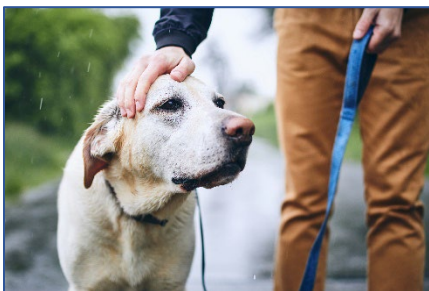
Email: [usaf.lakenheath.48-mdg.mbx.vet-clinic@mail.mil](mailto:usaf.lakenheath.48-mdg.mbx.vet-clinic@mail.mil)

### **Pets are a Privilege**

Traveling with pets requires a lot of pre-planning. Don't forget to connect with your sponsor for support if you need it. Just remember that everyone's travel experience with pets is different.



Bringing pets to the United Kingdom is a privilege, not an entitlement. All costs associated with pet travel are at your own expense, however, there could be grants available to assist you. Active-duty service members may now submit associated expenses for reimbursement during their PCS voucher process. The entitlement is for only one pet (dog or cat) and is limited to \$2,000 for an overseas move. Please ensure you receive a receipt for your pet's travel fees during check-in for your flight. DoD civilians may be able to claim pet travel costs with allocated miscellaneous expenses. Contact your Civilian Personnel Office for more information.



### **Planning Ahead**

Moving with your pet includes researching airline requirements and quarantine restriction laws in your new location. Many airlines have requirements for size, weight, breed, number of animals, kennel construction, documentation, and seasonal limitations. Small pets may be shipped on military flights, but availability and regulations frequently change.

Contact your local Personal Property Office to request specific country instructions. [Military OneSource Passenger & Pet Transportation](#) can make your move easier with helpful tips, resources and hands-on information related to moving with pets and more.

## Pet Travel Documentation

Policies and rules for shipping pets vary at each installation. It's important to understand the regulations, prohibitions and laws at your new installation before moving with a pet.

DEFRA governs the import and exports of pets for the U.K. For up-to-date guidance on bringing pets to the U.K. follow the step-by-step pet shipping information on the [DEFRA website](#). If you need more assistance, you can contact DEFRA by email: [pettravel@apha.gsi.gov.uk](mailto:pettravel@apha.gsi.gov.uk) or phone: 011-44-370-241-1710.

The required paperwork is shown on the website listed above. Completed certificates MUST be endorsed by the USDA (if pets are coming from the U.S.) after the tapeworm treatment (dogs only) has been done. This should be documented on the U.K. health certificate by a veterinarian. The easiest way to do this is to use a military veterinary treatment facility. If you are not near a military vet, then the forms must be sent to the USDA.

There are pet shipping companies around the local area which can be hired to help with the pet shipping process. One option is Silver Birch Pet Jets who can be reached at [pettravel@silverbirchpetjets.com](mailto:pettravel@silverbirchpetjets.com). (For informational purposes only - No federal endorsement is expressed or implied.)

## Registering Your Pet

Active-duty members must register pets with the VTF within 10 days of your pets arriving into the U.K. if you reside on-base, even if you use other veterinary services that are available in the local area. The registration packet can be emailed to you before arrival. The VTF is open Monday to Friday from 8:00 a.m. to 4:00 p.m. The office is closed on the last business day of each month for inventory.

Provide the following documents for registration:

- DD Form 2343
- Veterinary Health Record
- Copy of PCS orders
- ID card
- Copy of the pet's vaccination/medical records

## Vaccinations & Care

Before arrival and during residency the following vaccinations are required:



- Rabies - Both dogs and cats must get an annual rabies vaccination if you're planning to obtain a pet passport. The vaccination is good for three years.
- De-worming, flea, and tick - Ensure pet is on these preventive medicines year-round.
- Distemper - Annual vaccination.
- Hepatitis - Annual vaccination.
- Parvovirus - Annual vaccination.

- Leptospirosis - Annual vaccination.

Note: Vaccinations can be completed on RAF Feltwell or an off-base vet clinic near you.

It is important to realize pet laws in the U.K are different than laws in the U.S. The Animal Welfare Act makes the owner of a pet legally responsible for the care of your pet including:

- Proper diet and fresh water
- Suitable shelter for your pet (e.g. dog house, etc.)
- Any need to be housed with or apart from other animals
- The ability to express normal behavior
- Protection from and treatment of any injury or illness

You are also required to have a tag with contact information on your pet. U.K. leash laws require your dog to be on a leash at all times while out of your garden (yard). If your pet is picked up by the council without contact information, you could be fined up to £100.

It is illegal to dock your pet's ears or tail in the U.K., and de-clawing a cat is considered mutilation. No vets will perform these surgeries in the U.K.

More information can be found at:

- <https://www.gov.uk/caring-for-pets>
- [www.rspca.org.uk/adviceandwelfare](http://www.rspca.org.uk/adviceandwelfare)
- [www.bluecross.org.uk/pet-advice/laws-all-dog-owners-need-know](http://www.bluecross.org.uk/pet-advice/laws-all-dog-owners-need-know)
- <https://www.gov.uk/guidance/animal-welfare-legislation-protecting-pets>

There are a number of companies in the U.K. offering pet insurance. You can find information on several companies offering pet insurance online or through your U.K. vet office. Be sure to read the small print and double-check the monthly premium.

All pets in the U.K. must be microchipped with a 15-digit microchip. Please understand once you arrive in the country, you will need to register your pet's microchip number with a U.K. company. This is a law. The U.K. microchip databases CANNOT access US microchip companies' databases. If your pet is lost, all vet clinics or shelters will first scan for a microchip. If you have failed to register your pet in a U.K. database, the chances of reuniting with them will be slim. If your pet gets loose on-base, contact the 423 SFS at 314-268-2400/01480 842400. If living off-base, call the Police on the non-emergency number 101, your Local Authority where you reside or local veterinary clinics.

Registering at the RAF Feltwell VTF does not automatically register your pet's microchip number in a UK database, as this is a separate system. If you have any questions, please contact the U.S. military vet clinic at DSN 314-226-7097 or commercial 011-44-1638-527097.

## Boarding

If you go away on vacation, you are responsible to either leave your pet with someone or make sure someone stays in your home to care for your pet.

There are various pet boarding facilities available in the immediate area and generally costs about £15 per pet each night. You will want to make arrangements for boarding before you arrive in the U.K. Prior to booking a kennel, check to see if your sponsor will visit the facility to ensure it meets your needs.

Before you decide on a kennel, you will want to do some research. You will also want to ensure you keep the following items in mind:

- Current vaccines (check with each kennel for specific vaccine requirements)
- Leave clear instructions and enough supplies of any medications.
- Boarding kennels generally offer their own food, but if you have specific feeding instructions, discuss this with staff.
- Ensure your pet is wearing an identification tag.
- Leave emergency contact information for yourself and your pet's veterinarian.

## Pet Travel

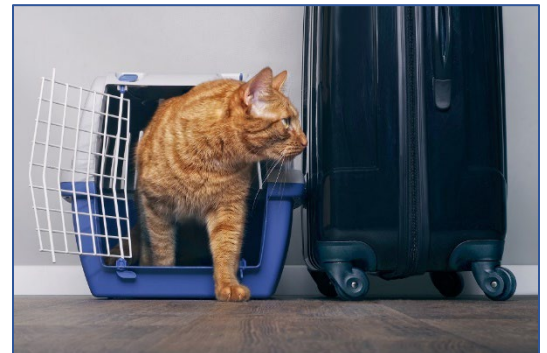
### *Heathrow Animal Reception Center*

Pets entering the United Kingdom must fly as cargo. Review the [Heathrow Animal Reception Centre](#) website for details on importing your pet, container requirements, the Pet travel scheme, and pet transport agents.

Pets need to comply with the Pet Travel Scheme (PETS) to enter the UK without serving statutory quarantine. Visit [USDA Pet Travel](#) for health requirements.

### *Requirements and Restrictions*

- Breeds: Check with the airlines to determine guidance related to any restrictions they may have. Per AFI 132-6001, certain breeds (including mixed breeds) are not permitted on base, including lodging:
  - Pit Bull (American Staffordshire Bull Terrier or English Staffordshire Bull Terrier)
  - Rottweiler
  - Doberman Pinscher
  - Chow and any wolf hybrids
- Kennel: Pets need airline-approved, hard cages with screw-bolt closures, breathing holes on all sides, room to stand up, turn around and lie down, water and food dishes.
- Visit International Air Transport Association for pet size and kennel requirements. Certain breeds/sizes require custom crates. Ensure connecting flights can handle pet crate size.
- Temperature: Airlines won't let pets travel as checked bag or cargo if it's too hot/cold on flight day. Have another plan in place.
- Airports & Layovers: For layovers in other countries, know each country's pet regulations before booking flights. Or try to avoid this by putting your pet on a different, direct flight.
- Animal Shippers: Based on breed/size, you may have to ship your pet separately. See International Pet and Animal Transportation Association shippers.





### *Commercial Travel Office (CTO)*

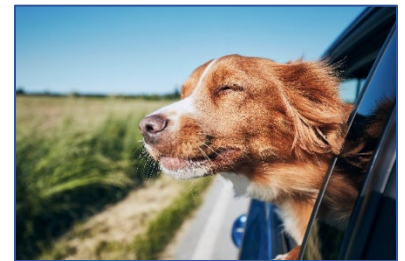
Pre-Plan: The Contract Travel Office (e.g. CWT, Sato Travel) does not book pet flights, but they can book you on a pet-friendly flight with a contracted airline or another U.S. Flag Carrier (as required by Fly America Act). Research dates and U.S. Flag Carriers that can fly your pet:

- Use the City Pairs Search Tool to find the airline contracted to fly you to your destination. Stop by CTO to discuss other carrier options.
- Research airline pet policies/military exceptions.
- Call the airline. Tell them you are on military orders and you want to fly with a pet. Write down flights and dates with available pet space.
- Visit CTO: Book flights with CTO after confirming the airline (and partner airlines) can fly your pet overseas. Bring pet-friendly flight options to CTO with: Pet breed, sex, age, cage dimensions and combined weight of pet with the cage.

### *Traveling in Europe with Pets*

Follow the requirements below to avoid any issues:

- Rabies vaccination must be up to date and given after 15-digit international microchip was implanted.
- If you plan to take your dog on a trip that is longer than one to five days outside of the U.K., you have to find a vet in the country you're traveling to get your pet a worming shot before coming back to the U.K.
- Pets must be contained while riding in a vehicle (carrier, harness, or seat belt).
- A pet passport must be with you and your pet at all times.
- Check the [UK Government Guidance on Pet Travel](#) for the most current information regarding requirements.



As always, it is best to check with your local vet in advance to ensure you have everything in order before your trip.

## **Shipping Household Goods**

Contact the Alconbury Traffic Management Office for more information:

Traffic Management Office & Passenger Travel  
501 CSW/LGRTP  
Room 4, Building 561A, APO AE 09470  
DSN: 314-268-3505  
Commercial: +44 01480 843505  
Email: [501csw.lgrtptrafficmanagement@us.af.mil](mailto:501csw.lgrtptrafficmanagement@us.af.mil)

### **What are you allowed to bring?**

Your PCS orders authorize you to ship your Household Goods (HHG) at the government's expense. There is a weight limit based on your rank and family status. You can check your weight allowances and estimate the weight of your HHG before you start to set up your move. Moving allowances are generally based on the overall weight of your HHG. Any overages on your approved weight will be your financial responsibility, so work hard to make sure you stay within your weight allowance.



### What are you not allowed to bring?

**The importation of weapons, knives, and firearms is strictly prohibited and can result in a prison sentence of 10 years to life.**



Service members, civilians and family members preparing for a permanent change of station move to the U.K. must make arrangements to leave firearms, swords and other weapons behind

before scheduling their move with the Traffic Management Office. This includes hunting rifles, knives and decorative/display weapons. Importing these items is punishable as a criminal offense under British law. Members can also face additional repercussions through their chain of command for failing to comply with Air Force instructions and falsifying documents.

The Department of Defense Personal Property Consignment Instruction Guide states: "It is strongly recommended that no firearms, parts of firearms, imitation or replica firearms, ammunition (live or inert) or other weapons are imported to the U.K." This includes, but is not limited to: handguns, automatic and burst fire weapons, semi-automatic and pump-action rifled weapons, parts of firearms, air and BB rifles and airsoft realistic imitation firearms. Ammunition is also prohibited in DoD-arranged personal property shipments.

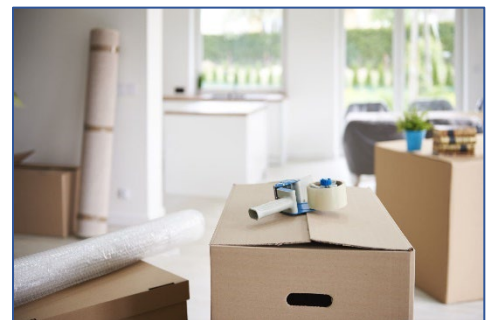
### Arranging Household Goods Shipment

Once you receive your orders, you should begin to plan what items you will take in your unaccompanied baggage, in your HHG shipment, and what might need to go into permanent storage.

Homes in the UK are much smaller than American homes. Consider leaving oversized furniture in permanent storage as doorways, hallways, and rooms may not accommodate these items. Also, most do not have closets or much storage space. Subject to availability, the Furnishings Management Section will loan major appliances including a washer, dryer and refrigerator for use during your assignment, so consider leaving these items in storage. Furnishings Management can also provide 220v to 110v transformers for small electronics and appliances, however, keep in mind that these can still cause damage to your electric devices and can use more electricity.

#### *Start an Inventory List*

- **Valuable Household Goods:** If it is not listed specifically on your mover's inventory form, it does not exist. Before packing day, create an inventory of all valuable household goods listing the item, brand, model, and serial number. Ensure the moving company includes the list of your valuable items on their inventory forms before you sign off on the sheet.
- **HHG Video & Pictures:** State the date in videos or show the date in photos.
- **Packing Day:** Organize valuable items in one area and explain that all of those items must be listed on inventory sheets in order for you to sign off on your paperwork. List any damage done to your home or property during packing before signing paperwork.
- **Tips:** Put all the items that you do not want to be packed up in a separate bedroom or closet. For small hardware pieces and electronic cords consider having Ziploc or similar bags and a marker pen to help identify what items go together.



## Personally Procured Move (PPM)

For a PPM, you will need to secure alternate means of moving your personal property. You must obtain weight tickets/receipts and request reimbursement. This includes postal shipments. Do not utilize flat rate boxes.

You will be reimbursed for postal shipping rates for fees incurred if you are at or below your max weight. You will need to provide a receipt with cost, weight, and PCS orders to TMO to claim reimbursement.

## Special HHG Considerations

Members in Dorms: Allotted 500 pounds Unaccompanied Baggage (UB) or 10% by surface Joint Travel Regulations (JTR) weight allowance.

Shipments After Arrival: Allowed if 12 months left on tour.

### *Pro Gear*

Pro-gear is work-related equipment. It must be completely separated from the rest of your items so that they can be packed, marked, and weighed separately. These items are not included in the total weight of household goods. Service members are authorized 2,000 lbs. and spouses are authorized 500 lbs.

### *Unaccompanied Baggage (UB)*

This is an air-freight shipment. These are the smaller household electronics, kitchen appliances and household goods you'll want to have just as you move into your new home overseas. Average transit time is 30-45 days to ship your UB.

It might be helpful to include the following in your UB:

- Kitchen: Dishes, pots/pans, mixing bowls, casserole dish, cutting board, chopping knife, silverware, strainer, wine/beer opener, paper towels, plastic ware, cooking utensils, kitchen towels, smaller consumables that you may need.
- Bathroom: Towels, washcloths, and toilet paper.
- Bedroom: Pillows, sheets, air mattress, mattress cover, rugs, clothing (check the weather – consider a mix of cold and warm weather items), hangers, and crib.
- Other: Bicycle and gear, dual-voltage electronics (e.g. smaller 44 inch TV & DVD player). Consider pack and play and small toys for children.

Visit [Defense Personal Property Program](#) for more information.

## Shipping & Owning Vehicles in the UK

Contact Pass and Registration for more information on registering your vehicle in the UK:

DSN: 314-268-2525

Commercial: +44 01480 842525

Email: [423SFS.S5.S5Personnel@us.af.mil](mailto:423SFS.S5.S5Personnel@us.af.mil)

[Click Here to schedule an appointment](#) for a driver's license or vehicle registration with Pass and Registration at RAF Molesworth.

## Shipping a Vehicle

Military members are authorized one Personally Operated Vehicle (POV) shipment at government expense. If married to another military member, then each are entitled to ship a POV at government expense. Any additional vehicle shipments will be at the member's expense. DoD personnel are limited to two vehicles imported with a customs exemption and any additional vehicles will be subject to customs fees.

Visit Defense [Personal Property Program](#) for more information.

### *Prep Your POV*

- Gas Tank: Gas tank must be exactly 1/4 full or less when you turn in your vehicle or they will turn away your car.
- Maintenance: Change old batteries, tires, oil and do general car maintenance before shipping.
- Clean & Wash: Clean the inside and outside of your vehicle very well a day or so before shipping.
- Photos & Video: Take clear photos and video of each angle of the exterior and interior of your vehicle, especially:
  - front/rear bumper, underside, roof, wheels, antennas, navigation/tech screens, & pre-existing damage.
- Remove Personal Items: Take out any personal items or accessories before dropping off your vehicle.
- Safety Vehicle Recall: It is important to verify there are no open safety vehicle recalls. To identify this it is best to contact an official dealer. Shipping may be terminated if there is a safety recall that has not been addressed.

### *Ship Your POV*

To ship your POV overseas, you will need to drop off your vehicle at a Vehicle Processing Center (VPC). To make appointments, learn about shipping, or track your POV shipment, visit [PCS My POV](#).

- Make an appointment online to drop off your POV
- Bring all necessary documents to your appointment:
  - 2 Copies of your shipping forms
  - 1 copy of your PCS Orders
  - Military or valid government ID
  - Proof of vehicle ownership, vehicle must be in DoD member's name
  - Power of Attorney (POA) if DoD Member is not present for POV drop off

- Complete pre-inspection at VPC entrance gate
- Check-in at VPC to have your documents reviewed
- Complete vehicle inspection with VPC inspector
- The inspection form is your proof as to the condition of your vehicle prior to shipment. Ensure that it is accurate. Don't feel rushed by inspectors.
- Keep your shipping summary and inspection forms - you'll need them to pick up your vehicle at the overseas VPC.
- Remember to keep a spare key for your vehicle.



## Renting a Vehicle

When you need to buy or rent a car there are several options available to you. NOTE: Car rental fees are not reimbursable, however it may benefit you if your car has not arrived when searching for a home and exploring the local community.

If an individual wishes to rent a vehicle instead of buying, they will still be able to obtain tax-free fuel on base. The individual(s) will show their CAC along with the rental agreement and their 3AF USAFE Form 435 (Driver's license/fuel card) to the operator at the gas pumps and pay after pumping. You will be required to insure the vehicle at the time of rental so do be prepared to call your insurance company to obtain temporary insurance.

## Buying a Vehicle

If you are going to buy a British vehicle from an individual or a British dealership you will need to follow these instructions:

- Get the owner/dealer to fill in the relevant part of the V5 British Registration document naming you as the new registered keeper of the vehicle. They will need to give you the green new keepers slip (V5C/2) and send the rest to DVLA, the UK's national DMV. The new keepers slip will allow you to purchase road (vehicle) tax, get gas on base and register the vehicle with the Pass and Registration Office. If you are given all of the V5, take it to the Pass & Registration office to register the vehicle and they will send this to DVLA on your behalf.
- When you come to dispose of the vehicle either by sale or scrap, remember to visit Pass and Registration with proof of the disposal. This is so that the vehicle can be removed from your record. Failure to do so could result in a delay to your leaving the base when you finally PCS.

[Click Here for the UK government checklist](#) on what to do when buying a car in the UK.

The British vehicle registration document (V5) is both the title and registration document for the vehicle. It is used for all things relating to the vehicle: physical changes, the color or the engine for example; changes of ownership; notification of sale to a dealership; scrapping the vehicle, and exporting the vehicle. It will also show the vehicles' taxation status. Within the document, there are guidance notes to assist you.

To legally drive on UK roads, aside from the driver having a valid driving license, the vehicle will need the following;

- Motor insurance: The driver needs to be named on the insurance policy for the vehicle. The vehicle being insured but without the driver being named on the policy is not sufficient to meet



the required standard, except where specifically listed. For example, it may say 'Any driver over 25 years of age'.

- A Current MOT: The Ministry of Transport (MOT) test is an annual safety inspection required on all vehicles over 3 years old. The MOT stays with the vehicle and is passed from the seller to the new buyer. If you buy a British car, make sure you check that the MOT is current, when it is due to expire, that it is signed and the correct VIN is listed on it before leaving the seller.
- In most cases your insurance will be invalidated if you drive without an MOT. That means you'll be breaking the law twice: first by driving without a valid MOT and second for driving without valid insurance. Make a note of when the next MOT is due and consider signing up for a reminder email / text through the UK government website.
- Road Tax: this can be paid online at the DVLA web site, or at some, but not all, UK Post Offices. Guidance to help with this can be found within the Registration Document and on the [UK government website](#).

## Vehicle Registration

### *Allowed Registered Vehicles*

Members can only have two vehicles at a time, per household, on their permit unless a Third Vehicle Authorization MFR has been signed by the member's First Sergeant. Motorcycles count as a vehicle for the household.

### *Custom Concession Vehicles*

Any motorized vehicle being imported into the United Kingdom, including motorcycles shipped in household goods, are considered to be Custom Concession (tax-free) vehicles. Customs Concession vehicles are any vehicles imported or purchased free of VAT (value added tax, car tax, and duty/excise tax), which include vehicles purchased from AAFES car sales or any military tax-free dealerships. British vehicles purchased in the UK are Non-Concession Vehicles. You may own as many Non-Concession Vehicles as you wish, however there are restrictions on fuel privileges.

Only active-duty military members and DOD civilian components are authorized to own a Custom Concession vehicle. Single, unaccompanied personnel without a dependent spouse are authorized to own and operate one concession vehicle. Personnel who are married and accompanied by their dependent spouse, irrespective of command sponsorship may own and operate two concession vehicles. (The government will only pay to ship one vehicle.) Dependents are not entitled to concession vehicles and are therefore not authorized to be issued or sign for 941 customs forms to pick up your vehicle from the port, purchase a used tax-free vehicle from a military member in the UK or buy a new vehicle from AAFES unless they are in a situation of extreme hardship. Any hardship request must go through the legal office prior to being granted. Any member shipping over more than their allowed number of Concessions Vehicles should contact the Pass & Registration Office as soon as possible.

### *Important Notes Regarding Imported Vehicles*

Any car imported into the UK by a member without paying import and value added tax is known as a customs concession vehicle. It can be imported from the US or another country; if the taxes aren't paid, it's a customs concession vehicle.

1. The rules governing concession vehicles are made via Her Majesty's Revenue and Customs (HMRC). Anything to do with a concession vehicle must go through HMRC via Pass and Registration, including importing, exporting, selling or scrapping etc.

2. To sell a concession vehicle to another member, the buyer must have below their tax-free allocation limit for it to proceed. If this is the case, both the seller and the buyer must visit the seller's Pass and Registration together to make the transfer.
3. A concession vehicle cannot be sold to a British national without the relevant taxes being paid to the UK Customs BEFORE the sale takes place. To receive the assessment of the amount to be paid, the member needs to visit Pass and Registration, who will start the process on the member's behalf.
4. If the vehicle is involved in a collision and deemed by its insurance company as a total loss, to remove the vehicle from the members record Pass and Registration require notice from the insurance company that they will, as well as the vehicle payout, pay all necessary taxes in relation to the vehicle. The details from the insurance company will be sent to HMRC and when they have received the funds it can be cleared from the member's record.

### Registering a Vehicle

- Bring the US Registration or Title with the VIN Number listed to your appointment. Civilian Personnel must also bring either a civilian component letter or passport with a componency stamp for verification of tax-free privileges. The componency stamp can be applied by the Civilian Personnel Office at RAF Mildenhall.
- At the appointment, you will complete 3 copies of Customs and Excise Form 941 and two pink copies will be provided to you. Bring these copies to the VPC to collect your vehicle. After your vehicle arrives at the port, it will be transported to the VPC at RAF Mildenhall where you can pick it up.
- Make an appointment for your UK registration at Pass and Registration to obtain your UK plate numbers. Vehicles imported into the country must be registered with the British authorities through the Pass and Registration office within 72 hours of being driven into the U.K or after being picked up from the port.
- Bring your Pink 941 form from the VPC, the current MOT or IVA Certificate and the title or registration to your appointment.
- DVLA will send the V5 registration document containing the registration number direct to the applicant at the address given to Pass and Registration at the time that the V5 package was completed. Vehicle owners are responsible for having license plates made using the assigned registration number. Bring proof of insurance to Pass and Registration to have the vehicle details can be added to your fuel card and update your insurance company with the new registration information.



[Click Here to schedule an appointment](#) for vehicle registration with Pass and Registration at RAF Molesworth.



### *License/Number Plates*

Vehicles must have a front and rear license plate mounted to the vehicle and cannot be placed in the windshield. Hand-carry your US license plates with you. Upon arrival of your POV your plates will be reattached to your car until your vehicle is fully registered in the U.K System and the British license plates can be made.

**Vehicles must be registered within 30 days of arrival in the UK. Vehicles can only be driven to obtain an MOT inspection or for required conversions prior to registration. NO EXCEPTIONS.** During this time, the vehicle must be insured to drive on public roads in the UK.

### *UK Light Conversions*

Light conversions are mandatory for every vehicle imported into the UK. Light conversions must be completed before the IVA or MOT inspection. The cost for a light conversion can be very high depending on the vehicle.

- All vehicles built after 1 April 1981 must have a fog light, mounted at the rear of the vehicle, centered to the right-hand side of the vehicle. Also, the light control switch must light up when the fog light is on and must be seen from the driver's seat.
- Parking lights must be white, not amber.
- The headlights in the UK are angled differently than in the States because of driving on the other side of the road. It is suggested that the re-aiming of your lights be done when you arrive in the UK.
- All vehicles built after 1 April 1986 must have a side repeater. A side repeater is a separate turn signal in the fender that can be seen from the driver side door. In most cases this means drilling holes in the fender of approximately 3/4 inch. Wraparound lights may substitute for the side repeater in some models.
- All rear turn signals must flash amber and must not adversely affect any other light (brake light, parking light).
- Very few American vehicles meet the standards for light requirements in the UK.



### *Road Tax*

Road tax is a yearly tax paid to the UK government on motor vehicles using public roads. Imported vehicles from outside of the UK will be Road Tax Free for the first year while in the UK, but must be taxed annually thereafter. When you buy a vehicle, the vehicle tax will not be transferred with the vehicle. You will need to get a new vehicle road tax before you can use the vehicle. You can tax the vehicle using the New Keeper Supplement (V5C/2) part of the vehicle registration certificate (V5C) online, by using the automated phone service - 24 hours a day, 7 days a week, or visiting a Post Office branch.

If you bring a vehicle with you to the UK and do not plan on driving it for an extended period of time, you can make a SORN (Statutory Off-Road Notification) if you don't use or keep your vehicle on a public road (e.g. you keep it in a garage, on a drive or on private land). You don't have to pay road tax. You can apply for a SORN online, by phone, or post.

### *Ministry of Transport (MOT) and Individual Vehicle Approval (IVA) Certificate*

Vehicles three years or older must have a Ministry of Transport (MOT) safety inspection completed annually. Vehicles under three-years-old receive an IVA (Individual Vehicle Approval). The inspections can be completed at Auto Hobby or a local mechanic. Click Here for more information about Getting an MOT. [<https://www.gov.uk/getting-an-mot>]

### *Drop Off / Pick Up from Vehicle Processing Center (VPC)*

You must show the US port or Vehicle Processing Center your Title (if you own your car) or a letter from the Lien Holder (Bank Credit Union, etc.) authorizing you to ship the Privately Owned Vehicle (POV) Overseas. If you don't have one of those documents, the port or VPC will not accept your car for shipment overseas.

Please take the following documents when picking up your POV: (Customs Forms should be delivered to the Port no less than 24hrs prior to pick-up.)

- Valid ID card
- Vehicle Inspection Form
- PCS orders

Dependents can only pick up POV for the sponsor if they are noted on the Original Inspection form or have SPOA. \*\*Note, dependents are not authorized to sign for the required 941 Customs forms needed to pick up your vehicle. Please contact Pass & Registration for questions\*\*

Please note any damages to your POV while still at the port, on form DD788 during inspection and take to the legal office-claims section. All inquiries on inbound POV's should be routed through TMO Inbound Section.

If you are impacted by a missed delivery date or experienced damage to your vehicle, please contact International Auto Logistics (IAL). If you require a rental vehicle due to a missed delivery date, members may make a request for a direct bill rental vehicle arranged by IAL to be considered on a case-by-case basis dependent on the individual need of the service member. Requests for direct bill rental cars should be directed to International Auto Logistics and should include the entitled member's first and last name, shipping instruction number, and the zip code where the rental car is being requested for pick up.

International Auto Logistics

[claims@ialpov.us](mailto:claims@ialpov.us)

1-855-389-9499, option 3

Claims Control Department

International Auto Logistics, LLC

1 Joe Frank Harris Blvd

Brunswick, GA 31523

Requests for Inconvenience Claims should be sent to IAL at [claims@ialpov.us](mailto:claims@ialpov.us)

If you have any questions or concerns, you can also contact:

Mildenhall SDDC Office Contract Office Responsibility

DSN: 314-238-2263  
Local: 011-44-1638-54-2263

### *Helpful Links*

- [Registering British Vehicles](#)
- [Road / Vehicle Tax](#)
- [MOT Inspection Check](#)
- [SORN a Vehicle](#)
- [Insurance](#)
- [Driving and Transport](#)
- [DVLA Fines](#)

### **Motorcycles**

If you are a motorcyclist or think you might be interested in motorcycling while stationed in Europe, there are a few things you should know first before making any riding plans or financial obligations.

Contact the Safety office for more information:

DSN 314-268-3837

Commercial +44 01480 843837

### *Requirements to Operate a Motorcycle*



- You must complete a Motorcycle Safety Foundation (MSF) approved safety course to get the required motorcycle endorsement on your 3AF driver's license before you can ride your motorcycle in Europe. A refresher MSF course is required every five years. Additionally, if it's more than five years since the last training, you will not be able to operate a motorcycle until the new training is completed.
- The frequency and availability of student slots are limited. You are highly encouraged to attend one of the

MSF safety courses offered at your stateside location prior to PCSing here to avoid any unnecessary delays in licensing.

- Members are also required to have a motorcycle endorsement on their current driver's license. If you do not have the endorsement, you will not be allowed to operate a motorcycle in the U.K. Many states allow adding the endorsement via mail however, you will have to contact your state's DMV for more information.
- Enforcement of Motorcycle Operating Requirements -- To reduce motorcycle related casualties, United States Air Force (USAF) implemented new motorcycle training standards. All military personnel who operate a motorcycle on or off base are required to adhere to the following criteria:
- Regardless of country assigned, all personnel who operate or ride as a passenger on a motorcycle must wear a protective helmet which, at a minimum, meets certification requirements of ECE 22.05. Department of Transportation (DOT), SNELL, and ANSI helmets do not meet host nation requirements.
- Eye Protection. Goggles, wrap around glasses, or a full-face shield (properly attached to helmet) designed to meet or exceed American National Standards Institute (ANSI) Standard



Z87.1 for impact and shatter resistance will be worn. Host nation equivalent is acceptable if it meets or exceeds ANSI Standard Z87.1 for impact and shatter resistance.

- Protective Clothing. Wear of long-sleeved shirt or jacket, long trousers, and full-fingered gloves are required. Gloves should be sturdy, non-slip type to permit a firm grip on the controls. Wear of a motorcycle jacket and pants constructed of abrasion resistant materials such as leather, Kevlar®, and/or Cordura® containing impact absorbing padding are strongly encouraged.
- Foot Protection. Riders will wear sturdy over the ankle footwear that affords protection for the feet and ankles (durable athletic shoes that cover the ankles may be worn).
- Garment and Motorcycle Visibility. Motorcycle riders should wear a brightly colored outer upper garment during the day and a reflective upper garment during the night.

## Ration & Fuel Cards

### *Fuel Card / UK Driver's License*

The fuel card may be referred to as the Third Air Force License, gas card, USAFE Form 435, and UK driver's permit. The fuel card is also the individual's driver's license on base. The front side of the fuel card is the driver's license, and the backside of the card is the fuel permit portion. On the back of the fuel card or USAFE Form 435 there is an implied consent section. This means that when you sign Form 3 (Application for USAFE Form 435), if you are suspected of being under the influence, you are giving consent to provide blood, breath, and urine IAW AFR 125-14. According to MILDI 31-218, members are held financially responsible if a vehicle is impounded or towed on base.

### *Replacing a Fuel Card*

The drivers' fuel card is a controlled item. If lost or mutilated, you will need a letter signed by the First Sergeant or Commander to replace it. Any time an update needs to be made you will need to turn in the old card to get a new one.

### *Off-Base Fuel Rations*

You must have an AAFES Forax Fuel Rations Card and a Military Star Card to utilize your fuel rations off-base. Visit or call the Base Exchange on RAF Alconbury to schedule an appointment to obtain your Fuel Rations credit card:

DSN: 314-268-3264

Commercial: +44 01840 843264

- Taxes will be deducted from the cost of your fuel and the reduced amount will be charged to the card.
- The card will be linked with your Military Star Card credit account.
- The card can be used at Shell and Esso fuel stations across the United Kingdom.
- Petrol vehicles are allotted 100 litres per month and diesel vehicles are allotted 400 litres per month.
- [Click Here](#) to see the fuel stations across England, Wales and Scotland who accept the Forax Fuel Card.

## Overseas Post Office

When stationed overseas, DoD Personnel are authorized a free U.S. Postal Service mailbox on-base to share with their dependents. Request your APO box up to 90 days in advance by submitting a copy of your PCS orders.

For assistance, contact the Post Office:

RAF Alconbury

DSN: 314-268-3539

Commercial: +44 01840 843539

Email: [423fss.fsxp.alconburypostoffice@us.af.mil](mailto:423fss.fsxp.alconburypostoffice@us.af.mil)

RAF Molesworth

DSN: 314-268-2991

Commercial: +44 01480 842991

Email: [423fss.fsxp.molesworthpostoffice@us.af.mil](mailto:423fss.fsxp.molesworthpostoffice@us.af.mil)

[Click here to submit a Change of Address](#) with the U.S. Postal Service prior to travelling to avoid delays with forwarding your mail.

After arrival, go to the Post Office on-base to obtain the combination to your Army Post Office (APO) Box and enroll in email notifications for package deliveries.

Sending mail to and from the United States can take 10-14 days or more with priority or first-class service. Your mailing address will be in this format:

*RAF Alconbury*

APO Address

Name

PSC 47 Box \_ \_ \_

APO, AE 09470

*RAF Molesworth*

APO Address

Name

PSC 46 Box \_ \_ \_

APO, AE 09470

UK Address

Name

PSC 47 Box \_ \_ \_

RAF Alconbury

Huntingdon

Cambridgeshire

PE28 4DA

UK Address

Name

PSC 46 Box \_ \_ \_

RAF Molesworth

Huntingdon

Cambridgeshire

PE28 0QB

Visit the [Alconbury-Molesworth Post Office](#) webpage for more information and current Hours of Operation.

# Child Care

## Child Care Services on RAF Alconbury

Contact RAF Alconbury Child & Youth Programs for more information:

Child Development Center-Paddington Station

DSN: 314-268-3527

Commercial: +44 01480 843527

Email: [423fss.fsfc.cdc@us.af.mil](mailto:423fss.fsfc.cdc@us.af.mil)

Youth Center

DSN: 314-268-3604

Commercial: +44 01480 843604

Email: [423fss.fsfy.youthprograms@us.af.mil](mailto:423fss.fsfy.youthprograms@us.af.mil)

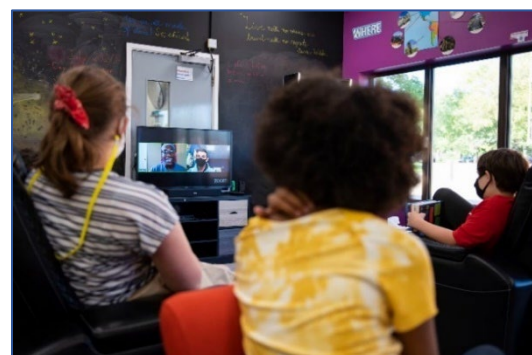
Visit the [Child Development Center](#) and [Youth Programs](#) webpages for more information about programs, offerings and to register your child.

The Paddington Station Child Development Center offers childcare for children ages 6 weeks to 5 years. The Youth Center provides School Age Care for ages 5-12 and Open Recreation for ages 9-18. Visit [www.militarychildcare.com](http://www.militarychildcare.com) to apply for childcare at RAF Alconbury.

## Child Care Services Off-Base

Local nurseries and childminders are available off the installation as well. You can find Registered Childminders & Nurseries at:

[Cambridgeshire](#)  
[Northamptonshire](#)



All 3 to 4-year-olds in England can get 570 free hours of free childcare per year. It's usually taken as 15 hours a week for 38 weeks of the year but can be adjusted with your provider.

The free early education and childcare:

- Must be with an approved childcare provider
- Stops when your child starts in reception class or reaches compulsory school age
- May incur extra costs like meals, nappies or trips
- Can start from the term after your child's 3rd birthday

## Youth Sponsorship

The LINK Crew helps to connect New Kids in the community with a Youth Sponsor who provides information and resources about their new base, school and life in the UK. The program is open to children ages 9+.

[Click Here to complete the Youth Sponsorship Questionnaire](#) and send to the Youth Center to request a Youth Sponsor for your child.

## Transitioning Schools

Changing schools can be very challenging for the entire family. Researching and preparing early can help relieve some of the anxiety that comes with the first day at a new school. The School Liaison can provide a wealth of resources and information about the three education options available: DoDEA, host-nation British school and homeschool and assists the Total Force of active-duty members from all service branches, Guard/Reserve, DoD civilians, contractors, retirees and local national employees.

Contact the School Liaison for more information:

DSN: 314-268-3232

Commercial: +44 01480 843232

Email: [schoolliaison.alconbury@us.af.mil](mailto:schoolliaison.alconbury@us.af.mil)

[Click Here to visit the School Liaison Program](#) website for more resources, offerings and information on local schools. Follow the [423 FSS School Liaison Office Facebook page](#) for all the latest news and events for your students.

It is best to request paper copies of your student's school records and hand carry these with you on the plane. Do not ship these with your household goods. [Click Here for the School Transition Checklist](#) to ensure you have all the necessary records.

### Department of Defense Education Activity

DoDEA hosts two schools at RAF Alconbury:

Alconbury Elementary School

Pre-K through Grade 5

DSN: 314-268-4360

Commercial: +44 01480 844360

[Visit the AES website](#) to find out more information.

Follow the [Alconbury Elementary School Facebook Page](#) for the latest updates.



Alconbury Middle High School

Grades 6-12

DSN: 324-417-7120

Commercial: +44 01638 460120

[Visit the AMHS website](#) to find out more information.

Follow the [Alconbury Middle High School Facebook Page](#) for the latest updates.



[Click Here to register your student online](#) at DoDEA schools.

## Host-Nation (British) School

As residents of the UK, visiting military members, DoD civilians and contractors are eligible to enroll at state-funded British schools at no cost. There are no avenues for reimbursement of costs such as school uniforms, meals, trips or transportation. There is also no reimbursement available for tuition fees if you decide to enroll in an independent (private) school.

[Click Here to learn more about the British school system.](#)

## Homeschool

Home education is legal and accepted in the United Kingdom and there are a variety of homeschooling methods available. The Alconbury-Molesworth Homeschool Co-op group meets on the first Monday of the month for a social/educational activity and a PE class on the third Monday of the month. Connect with the group on Facebook at [RAF Alconbury Molesworth Homeschoolers](#). Eligible homeschool students can also participate in auxiliary services at DoDEA such as clubs, sports and part-time classes. [Click Here to learn more about DoDEA Auxiliary Services](#) for homeschooled students.

## Interstate Compact on Educational Opportunity for Military Children (MIC3)

DoDEA students are covered by the MIC3 Compact. The Compact deals with the challenges of military children and their frequent relocations by allowing for uniform treatment as military children transfer between supported schools. While the Compact is not exhaustive in its coverage, it does address the key issues encountered by military families: eligibility, enrollment, placement and graduation.

Visit the [Military Interstate Children's Compact Commission \(MIC3\) website](#) for more information.

# Legal Considerations

The Legal office and Judge Advocate can assist with a variety of legal issues such as:

- Wills [Must complete the Will worksheet]
- Advance medical directives and health care powers of attorney [POA]
- Debt collection/credit reporting problems
- Identity theft
- Service Members Civil Relief Act (SCRA)
- Immigration and Naturalization
- Separation and divorce counseling
- UK specific legal and local issues such as traffic and council tax exemptions
- Landlord and Tenant issues
- Family law matters
- Consumer issues
- Ethics

Note: JA cannot advise on UK criminal matters.



## What is SCRA?

In 2003, President Bush signed the Service Members Civil Relief Act (SCRA) into law which replaced and expanded the former Soldiers and Sailors Civil Relief Act (SSCRA) from 1940.

The SCRA offers many protections to activity duty service members ranging from mortgages to interest rates. The SCRA can come into play in matters relating to:

- Banking
- Foreclosures & Mortgages
- Auto loans
- Leases & Contracts
- Legal Proceedings
- Family Law Considerations
- Taxation
- Voting

For a summary of SCRA protections visit: [Military OneSource](#)

[Click Here to visit the 501 CSW Judge Advocate webpage](#) for more information.



## **PREPARE FOR LANDING: AFTER ARRIVAL IN THE UK**

## **Getting to RAF Alconbury-Molesworth from the Airport**

**Civilian clothes must be worn when flying into UK airports.**

Four airports also serve the London area: London Heathrow (LHR), London Gatwick (LGW), London Stansted (STN) and London Luton (LTN). Temporary lodging facilities are at RAF Alconbury. RAF Alconbury lies west of the city of Huntingdon in Cambridgeshire, England. The nearest East/West dual carriage way (divided highway) is the A-14. The nearest North/South highway is the A-1. We are approximately 60 miles north of London.

Colin's Courier Service and Sawtry Cars can provide taxi transportation from the airport to your temporary lodging on-base and will meet you at the airport. You should request to prebook several weeks in advance and your sponsor can assist in making these reservations. You will be responsible for payment to the courier driver and will be reimbursed when you file your travel voucher. This is especially helpful when traveling with family members. (For informational purposes only - No federal endorsement is expressed or implied.)

[Click Here to request a booking with Colin's Courier Service](#)

[Click Here to request a booking with Sawtry Cars](#)

Post Codes in the UK are assigned to each district and street and can be used to pinpoint a precise location in a GPS, Google Maps or Waze app. The post code for RAF Alconbury is PE28 4DA and the postcode for RAF Molesworth is PE28 0QD.

## Driving and Transport Directions

### *Heathrow Airport to RAF Alconbury by car*

Follow the above directions but when you exit from the A-14, you will head towards Huntingdon, which is the right exit (3/4 of the way around the roundabout). Go straight through the next two roundabouts. You will come to a very large round-about. Go straight towards Huntingdon, which is also the A-141. Upon exiting, on to the A-141 stay in the left lane (about 1 mile) which will merge on to a slip road, (instead of dead ending into a roundabout). Driving this slip road about 2 1/2 miles, once past Little Stukeley there will be a brown sign saying RAF Alconbury, make a right turn, this is the entrance to RAF Alconbury where Lodging is located.

### *Gatwick Airport to RAF Alconbury by car*

Follow the above directions but when you exit from the A-14, you will actually stay in the lane marked A-141 Huntingdon (far right-hand lane of exit which is the right exit 3/4 of the way around the roundabout). Exit on to the A-141 and move into the left-hand lane. Once on the A-141 stay in the left lane (about 1/2 mile) which will merge on to a slip road, (instead of dead ending into a roundabout). Driving this slip road about 2 1/2 miles, once past Little Stukeley there will be a brown sign saying RAF Alconbury, make a right turn, this is the entrance to RAF Alconbury where Lodging is located.

### *Gatwick Airport to RAF Alconbury by train*

Take the train from the airport to Victoria rail (train) station when arriving at Gatwick. From there you will take the Victoria tube line (underground subway) to Kings Cross rail station. (Directions from Kings Cross to RAF Alconbury are below)

### *Heathrow Airport to RAF Alconbury by train*

Take the Piccadilly tube line (underground subway) to Kings Cross rail station.

At Kings Cross, go upstairs to the main departure area to check the departures/platform board. You are looking for the train to Peterborough, with a stop in Huntingdon, on the WAGN train line.

You may purchase tickets at the ticketing area on your left if you are looking at the departure schedules.

You will board the train for Peterborough -- make sure that the train stops at Huntingdon by checking the departures board -- occasionally trains are express only to Peterborough and do not stop in Huntingdon. If you have any questions, ask a guard or "Station Master" for help. When you arrive at Huntingdon, you can catch a taxi to RAF Alconbury, which is about 5 miles north.

### *Stansted Airport to RAF Alconbury by car*

Follow the signs for the M-11 motorway towards Cambridge. As you pass Cambridge, the M-11 will merge into the A-14. As the road merges, follow the signs guiding you towards Huntingdon, not to Newmarket, which will keep you in the proper lane that merges into the A-14 West. Travel the A-14 about 13 miles west toward Huntingdon/Peterborough. As you approach Huntingdon, you will have to

exit to the left to stay on the westbound A-14 towards Huntingdon (Alconbury). When you make this exit you will stay in the lane marked A-141 Huntingdon (far right-hand lane of exit which is the right exit 3/4 of the way around the roundabout). Exit on to the A-141 and move into the left-hand lane. Once on the A-141, stay in the left lane (about a mile) which will merge on to a slip road, instead of dead ending into a roundabout. Drive this slip road about 2 miles, once past Little Stukeley there will be a brown sign saying RAF Alconbury, make a right turn, this is the entrance to RAF Alconbury where Lodging is located.

## In-Processing

### Arrival & Sign-In

After arriving in the UK, report to the Command Support Staff (CSS) within 24hrs (1 duty day) to gain access to the base. The CSS will provide your in-processing checklists and request some information from you. Contact the CSS to obtain your new ID/CAC cards and enroll or update your information in DEERS.

\*Note: Be sure to obtain your Rations Card at your ID card appointment.

CSS Alconbury  
Bldg 671  
DSN: 314-268-4357  
Commercial: +44 01480 844357

CSS Molesworth  
Bldg 323  
DSN: 314-268-4678  
Commercial: +44 01480 844678

[Click Here to schedule a RAPIDS ID Card appointment](#) (enter "Alconbury" in the location search for both Alconbury and Molesworth locations.)

Military members should visit Military Personnel Customer Service within 48hrs (2 duty days) of arrival and provide the completed Initial Duty Assignment worksheet, and envelope from the previous base.

### Newcomer's Orientation

Newcomer's Orientation is held every other Thursday at the Community Activities Center at RAF Alconbury. This briefing is mandatory for military members and DoD civilians. Stop by the Military & Family Readiness Center or [Click Here to sign up online](#) within 48 hours of arrival. Spouses and contractors are encouraged to attend as well.

M&FRC  
Bldg 671, RAF Alconbury  
DSN: 314-268-3557  
Commercial: +44 01480 843557  
[Click Here to visit the M&FRC webpage](#)

# Travel Allowances

## Expenses

Reimbursable expenses may include flights, taxis that are authorized on base, and tolls to and from the airport. If you shipped a car, you will need to provide Finance with the Scratch and Dent form (good rule of thumb is to bring your GTC statement as this could be used in place of receipts). Keep receipts! Expenses associated with rental cars or pet travel are not reimbursable. Personally procured move expenses can be claimed with TMO. COVID test expenses are reimbursable for official travel.

## Housing

### *Dislocation Allowance (DLA)*

DLA covers part of the cost of moving. It is an allowance you don't pay back. DLA is based on rank/dependency status and if dependents relocate. Members in the Dorms are not eligible for DLA.

### *Temporary Lodging Expense (TLE)*

TLE reimburses up to 5 days of CONUS Permanent Duty Station government lodging & meals during a PCS. This will be paid as a travel payment with the voucher (split disbursement). A non-availability statement is required if lodged off-base. Receipt is required.

### *Temporary Lodging Allowance (TLA)*

TLA reimburses Airmen for OCONUS government lodging and meals during a PCS. A non-availability statement is required if staying off base. TLA claims are made through the Housing Office in 10-day increments. Maximum of 60 days reimbursement.

TLA will be paid as an entitlement in the mid-month or end-of-month paycheck. Check the remarks on your LES to see what days have been paid out. It is your responsibility to pay your Government Travel Card (GTC) for this entitlement! TLA will go on your LES and not to your GTC.

## Paying for Travel Expenses

### *Government Travel Card (GTC)*



Personnel on official government travel are issued a GTC for permissible expenses while on official travel orders. GTCs may not be used while on leave status. Unpaid GTC bills can be charged late fees can impact your personal credit score. Consult the unit's Agency Program Coordinator for details and to potentially be placed in Mission Critical Status prior to departure.

If your family needs financial assistance to help pay for travel expenses before you are reimbursed, check out these options:

### *Base Pay Advance*

One month base pay can be advanced less deductions 30 days prior to departure or 60 days after arrival. Review all options before taking a PCS pay advance. This must be paid back within 12 months. Certain situations require CC signature. Contact the Finance office for more information.

### *M&FRC: Housing Assistance Loan Overseas (HALO)*

The Air Force Aid HALO loan assists members with bridging the gap between applying for a housing advance and receiving the funds. It can also be used to help pay for lodging if you don't have a GTC. Contact the M&FRC for details on how to help put down money for the rental housing deposit, or pay for lodging.

You will need:

- Most current, full month Leave & Earnings Statement
- Signed lease and Housing form (AF Form 1039); or Lodging bill
- PCS orders

For more details call the M&FRC at DSN 314-268-3557/commercial +44 01480 843557.

### **TLA – TQSA Reimbursement Process**

DoD members are authorized Temporary Lodging Allowance (TLA) upon arrival and can submit paperwork for every 10 nights of lodging to be reimbursed for meal and/or lodging costs.

#### *How to get TLA Reimbursement: Military Members Only*

Member must file for TLA reimbursement in 10-day increments. To request TLA Reimbursement, provide the Housing Office with copies of the following items at [423ces.housing@us.af.mil](mailto:423ces.housing@us.af.mil):

- Copy of the hotel PAID RECEIPT showing charges for 10 days.
- Copy of PCS orders and amendments.
- If staying off-base, copy of non-availability statement issued by lodging
- House search form provided by the Housing office.

#### *How to get TQSA Reimbursement: Civilian Employees Only*

- Member must file for Temporary Quarter Subsidy Allowance (TQSA) reimbursement in 30-day increments.
- Contact Civilian Personnel Office to schedule a meeting to complete TQSA processing. Phone: +44-1638-54-3540 or DSN: 314-238-3540
- You are authorized TQSA for up to 90 days for temporary quarters
- This includes meals and laundry/dry-cleaning expenses
- You need to extend your lodging reservations every 30 days. Don't do this on the 30th day as you will be getting a "checkout" notice on that day. Plan in advance.
- Submit your travel voucher through the Comptroller Services Portal. Any questions call Finance at DSN: 314-268-3640 or Commercial: +44 01480 843640.
- [Click Here to visit the Mildenhall Civilian Personnel website](#) for more details.

### **Additional Overseas Allowances**

#### *Basic Allowance for Housing (BAH) Over Payment*

Any current BAH payments will stop effective the day prior to arriving at your new duty station. An overpayment may result due to the time you arrived here and the time your Finance paperwork is processed.

ADVANCE DEBT will show on your Leave and Earnings Statement (LES) the month after arrival.



As soon as you see this ADVANCE DEBT on your LES please contact Finance at DSN (314) 268-3640 or commercial +44 01480 843640, or submit a Comptroller Services Portal ticket if you have questions or concerns.

If Finance does not hear back from you within 30 days of the notification on your LES, then the debt will begin to come out of your pay.

#### *Overseas Housing Allowance (OHA for Military)*

On the LES this is shown as BAH. The maximum rent cap is determined based on rank and dependent status. The Housing Office will share the latest rates with you during Newcomer Orientation. The amount you receive is either your actual rent or rent cap (whichever is less). Utility allowance is included.

#### *Move-In Housing Allowance (MIHA)*

This is only received with OHA.



#### *Living Quarters Allowance (LQA for Civilians)*

Overseas Living Quarters Allowance rates are set by the State Department. [Click Here](#) and select United Kingdom to learn more about allowance rates. RAF Alconbury and RAF Molesworth are classified under the “Other” rate for the UK. [Click Here for the Department of State Standardized Regulations on Living Quarters Allowance.](#)

#### *Cost of Living Allowance (COLA for Military)*

COLA is paid to partially offset high costs when stationed overseas. This is determined by your rank, time in service, number of dependents, and whether you live in the dorms. When assigned to dorms you will receive 47% of the off-base rate.

#### *Post Allowance (for Civilians)*

Overseas Post Allowance rates are set by the State Department. [Click Here](#) and select United Kingdom to learn more about allowance rates. RAF Alconbury and RAF Molesworth are classified under the “Other” rate for the UK.

#### *Family Separation Allowance (FSA)*

Only given to members (mil-to-mil or with dependents) on an unaccompanied restricted tour, or with TDY en route and not with dependents for more than 30 days.

#### *Recruiters Assistance Program (RAP)*

Completion letter (memorandum) with recruiting office Commanders’ signature required. Once 100 CPTS Finance Office receives the letter, leave will be credited back.

#### *Comptroller Services Portal (CSP)*

[Comptroller Services Portal](#) is a new system where you can submit military, travel, and civilian pay questions at any time from a CAC enabled device. You can track your inquiry using the website with email notifications alerting you of any status change. CSP includes helpful financial information, and you will receive a response from a technician in a timely manner.

The Finance team can be contacted at DSN (314) 268-3640 or commercial +44 (0) 1480 843640, or submit a Comptroller Services Portal ticket if you have questions or concerns.

[Click here to visit the Defense Travel Management Office](#) for more information.

## Housing

Visit the Military Housing Office within 48 hours of arriving in the UK to obtain housing, verify your eligibility for Temporary Lodging Allowance (TLA), and receive counseling and guidance before entering into any written lease or rental/sales contract for housing.

Military Housing Office  
DSN: 314-268-3518  
Commercial: +44 01480 843518  
Email: [423CES.housing@us.af.mil](mailto:423CES.housing@us.af.mil)  
Bldg 572, RAF Alconbury

Visit the [RAF Alconbury Housing webpage](#) for more information. [Click Here for the RAF Alconbury Housing Office Facebook Page](#) for the latest information and updates.

### Types of Housing

- Dormitories On-Base
- Government Housing On-Base
  - Military Family Housing
  - The government covers the expenses of rent and all utilities except internet.
  - You will not receive any Overseas Housing Allowance (OHA).
  - Contact the Housing Office to sign up on the waiting list for base housing, as necessary.
- Private Housing Off-Base
  - Private homes are assessed by your installation's Housing Office or advertised by a letting agent.
  - You pay any associated fees.
  - You will receive OHA.

### Dormitories

Inbound personnel scheduled for a dormitory are not authorized TLA.

Contact your First Sergeant and Unaccompanied Housing Office (UHO) to get a hospitality room. Unaccompanied First Term Airmen will stay in a dormitory, and arrangements MUST be made 14 days before arrival.

If your sponsor has not yet arranged a dorm room for you, or if you would like to confirm the arrangements, please contact the UHO for details.





- Availability: Dorms are available for single active-duty personnel of grades of E4 and below.
- Furniture: includes a bed, chest of drawers, desk, and chair. Dorms also provide newcomers linens for their bed – pillow, pillowcase, sheets, and blanket.
- Layout: Members may share a bathroom and a kitchen with a suitemate.
- Getting a Room: The gaining unit should assign the inbound personnel a sponsor who can secure a dorm room.

Contact Unaccompanied Housing Office (UHO) for more information:

DSN: 314-268-3115

Commercial: +44 01480 843115

Email: [423ces.ceacuairomdormitoryleader@us.af.mil](mailto:423ces.ceacuairomdormitoryleader@us.af.mil)

### *Government Housing On-Base*

Military members with dependents are authorized government housing. Housing amenities include:

- UK spec washing machines, clothes dryers and stoves
- UK spec refrigerators and dishwashers
- Bedrooms to all units are carpeted
- Tiled or carpeted living spaces
- Dining areas are tiled
- Dual Voltage: There are both 220v and 110v sockets in the housing units for UK and US devices.







Restrictions at RAF Alconbury include:

- 2 pets per household (service dogs do not count as a pet)
- Exotic pets are not authorized
- Banned breeds are not permitted\*
- Farm, ranch or wild animals are prohibited
- Water beds may only be assembled in single story dwellings
- Handguns are not permitted in the UK. Shot guns, rifles and BB guns may be stored in MFH as long as they are registered with Security Forces Pass and Registration and owners comply with UK law which includes registering with UK Police.



### *Applying for Government Housing*

If you desire to live in government housing, please submit an advance application for assignment (DD Form 1746) through the MHO at your losing installation with a complete copy of your PCS orders. The effective date of the application (i.e. the date you become eligible for base housing) is the date you depart your prior installation (including members with TDY en route) or the date ordered to active duty. This date is also used to determine the order of precedence when managing the respective waitlists. Applications can also be submitted upon arrival during your first visit to the MHO. MHO staff will be able to assist in the completion of the application and will review PCS orders and housing options with you. For walk-in applications, as long as you apply for government housing within 30 days of arrival, you will be placed on the waiting list effective the date you departed from your

previous installation. After 30 days, the application date will be the date of the walk-in. Please be sure your application identifies and includes supporting documentation for an impending promotion or gain of dependents so that you can be placed on the appropriate waiting list.

### *Private Housing Off-Base*

Living off-base in the English community has its rewards and challenges. There are several steps to complete the housing process to include finding a house, signing a lease agreement, receiving your household goods, and setting up utilities. Do not sign any agreement without the Housing Office's approval.

To begin your housing search in the local area, try searching these websites:

- [Homes.mil](#)
- [Right Move](#)
- [Zoopla](#)
- [On the Market](#)

(For informational purposes only - No federal endorsement is expressed or implied.)

If you will have children attending DoDEA schools at RAF Alconbury and need bus transportation, please contact the Housing Office or School Transportation Office before securing a home to discuss the villages served by buses:

DoDEA Student Transportation Office  
DSN: 324-417-7124  
Commercial: +44 01638 460124  
Email: [Alconbury.SBO@dodea.edu](mailto:Alconbury.SBO@dodea.edu)

### *Viewing a Home*

Verify the available date before viewing the property to ensure the time you will be able to move in aligns within your TLA. Move-in date changes on a property is not justification for extending TLA.

Be sure to consider:

- Will my furniture fit? Take a tape measure with you.
- Narrow staircases and hallways may prevent large items from fitting in.
- Is it safe for my family?
- Is it close to a main road?
- Handrailing available?
- The total amount of smoke detectors?
- How far is this from the DODEA bus route or my child's British school?
- How will the drive feel in winter when it's dark, foggy, and icy?
- Expect to pay a holding fee for a rental.
- Ask realtors what the holding fee entails and have them send that in writing.
- Do not feel obliged to make spur-of-the-moment decisions. Ask your Housing Office and sponsor for a second opinion.
- Transportation: Your sponsor may be able to assist you in house-hunting. If they are not available there are local low-cost car rentals off-base. Housing counselors may be available with prior coordination.



- Lodging While Searching for a Home: TLA is authorized by the Housing Office for active-duty in 10 day increments. TQSA is authorized for civilians in 30 day increments and processed by the Civilian Personnel Office. For more information refer to the Britannia Inn.
- Renter's Insurance: Neither the U.S. Air Force nor the government insures your unit, government property, or your personal property. It is highly recommended that you purchase your own contents/renters insurance when residing in either Military Family Housing or off-base.

### *Signing a Lease*

- Prior to lease signing, contact your Housing Office to have a housing inspector conduct an Adequacy Standards inspection. The property must pass the Housing Office Adequacy inspection for OHA to be paid.
- If the inspector states that the property does not meet adequacy standards and you still want to move forward, the Landlord must complete the work prior to the tenancy being signed.
- Ensure the military clause is within the lease and have your Housing Office review it prior to lease signing.
- Prepare to pay a security deposit (around one month's rent) in pounds, which can be used by the landlord for any outstanding obligations when your tenancy ends. To avoid disputes over the condition of the property and your security deposit, ensure a condition inventory of the property is conducted at the beginning of your tenancy and signed by both you and the landlord.
- Your security deposit will be placed in a government-managed protection scheme.
- Ask your Letting Agent/Landlord for information on where the money is held and a reference number within two weeks of moving in (this should be included in the tenancy agreement).
- Confirm with your landlord what is an acceptable way to communicate with them (text or email) and obtain that in writing.

## Housing Allowances

### *Overseas Housing Allowance (OHA for Military)*

The maximum rent cap is determined based on rank and dependent status. The Housing Office will share the latest rates with you during Newcomer Orientation. The amount you receive is either your actual rent or rent cap (whichever is less). You will also be eligible for a Utility Allowance.

- Your OHA will start on the start date of your lease agreement. Do not use OHA for services outside of rent and utilities.
- Rent
  - OHA is paid at your maximum rental allowance or the maximum rent of the property (whichever is lower).
  - If the rental payment is over your entitled OHA, that cost is covered by you.
  - Understand that landlords have the right to lower or raise the cost of rent at the end of each term (one year at a time). Keep this in mind as you search for a home within your OHA cap.
- Utilities
  - Utility allowance will be provided for payments on electricity, heating and water.
  - You will be provided with an Energy Performance Certificate of a property before renting. The rating is from A to G with A being the most efficient and G being the least.
  - You will also be provided with a Gas Safety Certificate (C-12) and Domestic Electrical Safety Certificate.

- Council Tax
  - You are exempt from paying council tax but will need to complete and submit the council tax exemption form via the Housing Office. Failure to complete this will result in fines and court appearances and any associated fees. For assistance, contact the Housing or Legal Office.
- Move-In Housing Allowance (MIHA)
  - MIHA is a one-time payment to assist with additional costs you may receive while you move into your home off-base.
  - Advanced Overseas Housing Allowance (AOHA)
  - AOHA is an interest-free loan from the Finance Office to pay initial expenses associated with the first two months' rent and deposit.
    - Interest-free loan.
    - Repayment over 12 months.
    - Forms are available at your installation's Housing Office.
    - Must have signed approval from Commander.
    - Paid-up to three days prior to the tenancy start date.

#### *Important Information*

- You may be required to sign a "Right to Rent" letter. If so, it is vital to keep a copy of this and your lease to prove you have the right to rent the property and be in the U.K. Failure to prove this can result in a very large fine.
- Notify your landlord and Housing Office if your home will be empty for an extended period of time (deployments, family emergency in another country, etc.).
- DECT 6 devices such as baby monitors and US home phones are illegal (on- and off-base) and you can face a £5,000 fine.

#### *Living Quarters Allowance (for Civilians)*

Overseas Living Quarters Allowance rates are set by the State Department. Rates are provided as an annual total so you must divide the rate by 12 to reach your monthly maximum. The LQA rate can be used to pay for rent and utilities and is determined by pay grade and number of authorized family members. [Click Here to view the State Department Office of Allowances website](#) and select United Kingdom to find the current allowance rates. RAF Alconbury and RAF Molesworth are classified under the "Other" rate for the UK. [Click Here to view the Department of State Standardized Regulations](#) for LQA.

#### *Delivery of Household Goods*

- Log into the [Defense Personal Property System](#) to update your new phone number and personal email address.
- The local carrier will notify you once your shipment arrives.
- You may be required to complete customs forms or provide more details on specific items to release your shipment.
- Coordinate the delivery of your property directly with the carrier.

While waiting for your furniture to arrive, temporary items are available for loan including sofas, bedroom, and dining room furniture (whether you live on- or off-base) through your installation's Furnishings Management Section (FMS).

Duration of tour (DOT) items are also available for long-term loan off-base residents that include:

- Washer
- Dryer
- Refrigerator
- Transformers
- Wardrobes

Contact Furnishings Management for more information:

DSN: 314-268-3505

Commercial: +44 01480 843505

Bldg 562, RAF Alconbury

Bring copies of these documents to FMS to utilize services:

- Copy of orders
- Copy of Military Clause in your tenancy agreement

Note: Your local M&FRC has printers for you to use to obtain copies.

The Military & Family Readiness Center (M&FRC) can also provide a Loan Locker kit full of kitchen cookware and dishes which you can borrow for up to 30 days. The kits include dish sets for 2 or 4 people, but additional items can be provided if you have more family members. Contact M&FRC to get your Loan Locker kit:

DSN: 314-268-3557

Commercial: +44 01480 3557

Bldg 671, RAF Alconbury

Email: [423fss.dpf@us.af.mil](mailto:423fss.dpf@us.af.mil)

## Utilities

### Electricity

#### *Volt/Hertz Differences*

USA: 110-120 Volts 60 hertz

United Kingdom: 220-240 Volts 50 hertz

UK Electrical plugs have three rectangular pins and take fuses of 3, 5 and 13 amps. Appliances and electrical devices brought from other countries will require a transformer or plug adapter.



#### *Dual-Voltage (& Hertz) Devices*

For US appliances and electronics, check the label on the device. If it is dual-voltage, it will read "110-240V, 50-60Hz". If a device is dual voltage, you can operate it safely using a simple plug adapter which changes the shape of the prongs. If the device is not labeled as dual-voltage, operating it with only a plug adapter can permanently damage the item and/or start an electrical fire.

For devices which are not dual voltage, a transformer will change the voltage from 240v to 110v to allow safe operation. Transformers can be loaned during the length of your tour from Furnishings Management. Use caution as transformers can use a large amount of energy and may still cause damage to your device.

## Heating

The vast majority of homes in England are heated using radiators and do not utilize forced-air/ducted furnaces to which you might be accustomed in the US. Radiators produce heat by filling with hot water. The water boiler might use natural gas, electricity or kerosene oil to warm the water.

[Click Here for information on how to operate a radiator](#)

## Waste Collection and Disposal

The Local Council provides collection of general waste, recycling and green waste including food and garden materials for compost. The cost for waste collection is included with the Council Tax for your property and US visiting forces are exempt from paying this. Generally, rubbish and recycling are collected bi-weekly on an alternating timetable. Contact your landlord or Local Council to find out when your collection dates are and what you can and cannot recycle.

### Recycling

- Recycling is required!
- Fly-tipping – illegally dumping trash can lead to fines of up to £50,000. Additionally, bringing waste on base for disposal is not authorized.
- Local Recycling Centres are available to dispose of your items for free.
  - [Cambridgeshire Household Recycling Centres](#)
  - [North Northamptonshire Household Waste Recycling Centres](#)
- Bulky Household Waste Collection is available through the local council for a fee.
- Effective 1 January 2023, Upholstered furniture CANNOT be disposed of at the landfill. Contact your local Recycling Centre to find out how to dispose of these items.

### Waste & Recycling Disposal On-Base

Disposal in Organization Dumpsters is for solid compactable waste from official facilities.

Prohibited Materials:

- Liquid waste
- Domestic (household) waste
- Bulky waste (furniture)
- Recyclable materials
- Hazardous items (paints/chemicals)
- Waste electrical equipment



Recycling bins are located near or inside most buildings. Additional drop-off areas for recyclable materials can be found at:

- RAF Alconbury: Rear of Commissary
- RAF Molesworth: Near Tennis Courts
- Please follow all directions on the bins, and ensure recyclable materials go in the correct bin!



#### Prohibited Materials:

- Hazardous items (paints/chemicals)
- Waste electrical equipment
- Packaging material (polystyrene)/trash

For more details contact the Recycling Program Manager or the Community Relations Advisor:

Recycling Program Manager  
DSN 314-268-3168  
Commercial +44 01480 843168

Community Relations Advisor  
DSN 314-268-3762  
Commercial +44 01480 843762

### Internet, Phone and Television Services

(For informational purposes only - No federal endorsement is expressed or implied.)

#### *Internet*

Be sure to ask about the Internet speed before deciding on a house. Different providers offer competitive pricing. However, certain providers may not be able to guarantee fast connection speeds depending on the location of your residence. To check what provider works best in your area and has the best deal, enter your postcode to search a price comparison website:

- [Money Supermarket](#)
- [Go Compare](#)
- [U Switch](#)
- [Compare the Market](#)
- [Money Saving Expert](#)

#### Major internet providers:

- [British Telecom \(BT\)](#)
- [Sky](#)
- [Three](#)
- [Virgin Media](#)



#### *Home Phones*

There are several different options regarding home phones. Many opt to use their cell phones as their primary phone, thus eliminating the need for a landline. However, certain broadband providers such as EE/BT require a landline in order to provide other services. If you choose to set up a landline, many companies (such as those listed above) offer bundle packages.

#### *Cell/Mobile Phones*

The UK network uses the 900 or 1800 GSM system, so visitors from the United States (where the system is 800 or 1900 MHz band) will need to acquire a tri- or quad-band set. Be aware that if you enable the “roaming” feature on your phone when abroad you may be charged for the calls you receive, as well as for the calls you make. Contact your US service provider for specific details.



Contact your network operator to unlock your account so you can use your phone in the UK with a different provider. They will suspend your contract while you are overseas. They may need a copy of your PCS orders as verification.

Major Mobile Phone Providers:

- [EE](#)
- [Three](#)
- [O2](#)
- [Vodafone](#)
- [Virgin Mobile](#)

Plans & Service contracts

- Approximately two-to-three years.
- Need a pounds sterling account prior to obtaining a contract.
- No military clause included.
- Set a limit (cap) on charges to ensure you don't use more data than planned
- Set up an online account to view/change your plan

Pre-pay option (Pay as you go)

- No pounds sterling account needed to set up.
- Add minutes online at most retail locations and some ATMs.
- Set up an online account to view/change your plan

Keep in Touch with Family & Friends

There are a number of free or inexpensive apps to contact people in another country:

- iPhone iMessage/Facetime [Free texts & video calls]
- WhatsApp [Free texts, calls & very popular]
- Facebook Messenger [Free texts and calls]
- Skype [Free chats & video calls]
- Magic Jack App [Free/\$ voice calls & U.S. number]
- Vonage [Costs \$, U.S. number & voice calls]

NOTE: For apps to work, add "+" before Country Code (+44)

### *Television*

You will need to obtain a television license if on any device (TV, cell phone, tablet, laptop, etc.) you plan to watch: **live TV** or stream **live video** or watch any programs on **NOW TV** and **BBC iPlayer**. The TV License costs £159 per year. If you watch live television without a license, you could be fined up to £1000. For more information, visit [TV Licensing](#) or find more information on the [UK Government website](#).

Common television providers:

- [American Forces Network \(AFN\) Europe](#)
- [Sky](#)
- [BT](#)
- [Virgin Media](#)
- [Now TV](#)

# Driving in the UK

Driving in the United Kingdom is unique from driving on American or other European roads. If you purchase a British-specification vehicle, you will operate it from the right side. *All vehicles* are driven on the left side of the road.

You must take a driver's exam within 30 days of arriving to obtain your Third AF driving/fuel permit. The briefing and exam are held weekly on Wednesday mornings at 0815 at the RAF Alconbury Community Activities Center (Bldg 685) and are first-come, first-served only, you do not need to sign up. The briefing will include a basic overview of driving in the UK, however you are highly encouraged to study and understand the [Highway Code](#) on your own beforehand as the briefing alone will not equip you with the necessary knowledge.

These resources will help prepare you for the exam and driving in the UK:

- [www.gov.uk/browse/driving](http://www.gov.uk/browse/driving)
- [Take a practice theory test - GOV.UK \(www.gov.uk\)](http://www.gov.uk)
- [501cswi31-218.pdf \(af.mil\)](#)

Contact the Security Forces Training Office for more information about the Driving Exam:

DSN: 314-268-2906

Commercial: +44 01480 842906

Email: [423sfs.s3t.training@us.af.mil](mailto:423sfs.s3t.training@us.af.mil)

## Safety and Driving Rules

- Do not pass on the left of a dual-carriageway or motorway. Passing is only permitted on the right side lane.
- Passing is only permitted to overtake vehicles and in certain circumstances.
  - The vehicle in front of you is traveling less than 30 mph
  - The road you are traveling is marked and approved for passing
  - It is safe to pass
  - Once you have passed, move back to the left lane
- Tailgating and brake-checking are illegal
- Cameras are placed on roads all over the country. If the camera indicates you are speeding or driving in a bus lane, you will receive a fine in the post and points will be placed on your license.
- Using a cell phone while driving is illegal. Only use a cell phone as a GPS/Sat Nav if it is mounted away from the driver.
- Failure to maintain tires can result in a fine and points placed on your license.
- Country roads can be very dangerous and unpredictable. They are often narrow with sharp corners, ditches on the sides, potholes and no hard shoulder.
- Driving Under the Influence is a very serious offence that will result in a large fine and driving ban.
- It is illegal to leave your vehicle unattended while it is running.
- Vehicles newer than 1 April 85 must have windshields that allow 75% of visual light to pass through the glass and front side windows that allow 70% of visual light to pass through the

glass. The rear windows of vehicles can be heavily tinted as long as the vehicle is equipped with side mirrors. The police or VOSA vehicle examiners use light measuring equipment to measure window tint. If your windscreen or front side windows are tinted too much you could get a 'prohibition notice' stopping you from using your vehicle on the road until you have the extra tint removed, and/or a penalty notice or court summons. Tinted windows are not part of the MOT test.

## Tolls

Some tolls will only be available to pay online. The most common in this area is the Dart Charge. You need an account to manage this or use [this website](#) to pay. This must be paid by midnight of the day after you have crossed or the fee may increase.

Other Tolls which do not require an online account accept some collection of the following payment methods, dependent on the road:

- Contactless
- Chip & Pin
- Apple Pay
- Google Pay
- Samsung Pay

[Click Here](#) to find out how much you'll have to pay to use toll roads, bridges and tunnels within the UK road network.

### *Additional Taxes on London Roads*

When driving in London, you are subject to the Low Emission charge (diesel vehicles), Ultra-Low Emissions Zone (ULEZ) charge (petrol and diesel vehicles) and Congestion charges. [Click Here](#) to find out if your vehicle is subject to these charges.

New taxes have also been implemented at Heathrow Airport and other UK airports for pick up and drop off. Check with your airport for current fees.

## Parking

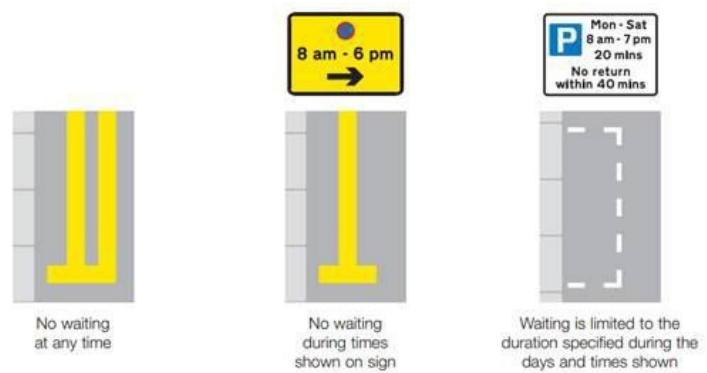
Parking restrictions can be displayed in many ways: Lines on the pavement, signs, parking spot markings, and more. Be sure to check all surrounding signs and look out for road markings to avoid fines.

For parking signs and information, see the [British Parking Association](#).

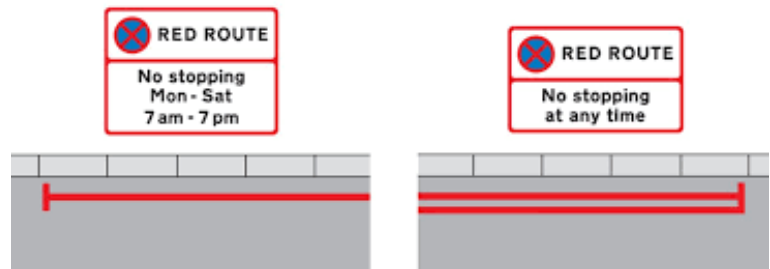
### *Road Markings*

Lines along the side of the road are used to show where restrictions on stopping, waiting, or parking apply. Generally no lines means no fines. If the road is not marked with one of the following lines it is legal to park on the side of that road, but preferably not on the curb or sidewalk. Other cars must be able to pass your vehicle on one side and pedestrians should still be able to use the footpath. You should not park on a curve or blocking entryways. You will see this on many country roads, so keep an eye out for cars parked on either side of the road.

- Single and double yellow lines control waiting. Even where waiting is prohibited, if you can do so safely you may set down and pick up passengers and may also stop to load or unload goods unless this is prohibited by short yellow curb marks or 'blips'.



- A double yellow line means no waiting at any time.
  - A single yellow line means no waiting during the time specified either on nearby time plates or on zone entry signs if you are in a Controlled Parking Zone (CPZ).
- Red lines are currently only used in the London, West Midlands and Edinburgh areas, but are likely to appear in other locations in the future.
  - A double red line means no stopping for any purpose at any time. Except in an emergency or to set down or pick up a disabled person.
  - A single red line has the same meaning, but only applies at the times stated on the signs that face the moving traffic.



### *Parking Fees*

Always look at the signs in the area where you are planning to park. When paying to park, overestimate how long you plan to spend in the area, or at the store. If you return after your ticket has expired, you could face a £70 pound fine.

Consider using Park & Ride services in bigger towns and cities. In Cambridge, for example, it could cost up to £20 to park, however, the Park & Ride service may only cost approx. £5.

Consider using an App to pay for parking if you can – this could make it easier to extend your stay if you need to, as you won't need to physically be at your vehicle to do that.

Common Parking Apps include: Ringo, JustPark, PaybyPhone, NCP (For informational purposes only - No federal endorsement is expressed or implied.)

## **Healthcare**

### **For Emergencies:**

**RAF Alconbury & RAF Molesworth On-Base Landline Phone: 911**

**RAF Alconbury & RAF Molesworth On-Base Cell Phone: +44 01480 841911**

**Off-Base: 999**

For After Hours or Urgent/Emergent Care:

Hinchingbrooke Hospital (5mi from RAFA)  
Parkway Hinchingbrooke  
Huntingdon PE29 6NT

Peterborough City Hospital (19mi from RAFA)  
Edith Cavell Campus, Bretton Gate  
Peterborough PE3 9GZ

RAF Lakenheath ER (49mi from RAFA)  
Brandon IP27 9PN  
Comm: +44 1638 528010

### 423d Medical Squadron

The 423 MDS operates a clinic at RAF Alconbury offering the following limited services for active-duty personnel:

- Family Practice
- Immunizations
- Dental
- Behavioral & Mental Health
- Satellite Pharmacy
- Lab

Medical Appointments  
DSN: 314-268-2273  
Commercial: +44 01480 842273  
Bldg 623, RAF Alconbury



Dental Appointments  
DSN: 314-268-4585  
Commercial: +44 01480 844585

Mental Health  
DSN: 314-268-4504  
Commercial: +44 01480 844504

Pharmacy:  
DSN: 314-268-4556  
Commercial: +44 01480 844556



Educational and Developmental Intervention Services (EDIS)  
DSN: 314-265-4513  
Commercial: +44 01480 844513

Students enrolled at DoDEA schools who are not dependents of active-duty members may also receive immunization services and sports physicals at the Alconbury Clinic.

*Medical In-Processing*



To ensure active-duty members and family are enrolled in TRICARE to receive healthcare in England:

- Airmen will need a copy of PCS orders and AF Form 1466 for Accompanied Airmen to complete TRICARE enrollment form one of three ways;
  - In-person enrollment at Tricare Office
  - Telephonic Enrollment with Regional Contractor ISOS +44 20 8762 8384 Opt 4
  - Email enrollment, call Tricare at DSN 314-226-8143 for information. (Must have CAC enable computer for this option)
- If you miss the weekly in-processing briefing, just call Tricare Service Center or go to the clinic in the Admin Section of the Hospital and they will assist you.

Helpful Tricare Links:

[RAF Alconbury Tricare](#)

[Tricare newcomers' briefing](#)

[Tricare Overseas](#)

[Tricare Life Events](#)

[Tricare Online MHS Genesis](#)



### National Health Service (NHS)

The [National Health Service \(NHS\)](#) is available to DoD civilian and contractor personnel. You can [Search for a General Practitioner \(GP\)](#) by your postcode. You should see the GP which covers the area where you reside. Contact the GP Surgery or Centre (Clinic) to register as a new patient and you will be assigned an NHS number.

Children under age 18 are eligible to receive free dental exams and vision exams through the NHS, however not all providers will have these appointments available. Private medical and dental care is also available on the economy and some may be accepted by US insurance companies. Contact your insurance company or discuss your insurance with the provider for more information on payment before agreeing to private care.

### *Treatment Differences*

Many options are available to you, such as Western, Eastern, and homeopathic techniques. Talk with your doctor or patient liaison if you are in pain or are not responding well to these treatments. U.K. doctors may not always have a chaperone when examining a patient of the opposite sex. If you feel uncomfortable, it is appropriate to ask for an additional person in the room.

Be aware that some medications that the U.S. classifies as controlled substances such as codeine are available on the economy without a prescription, **but are not authorized** for active-duty members. **Check the ingredients for any over-the-counter medications before consuming.**

## Banking, Payments & Cell Phones

There are a few ways that you can pay your bills in the UK:

### *Post Office*

Pay your energy, water, housing, telephone, broadband and other bills, including all major utilities at your local Post Office in most villages and towns.

- Take in your utility bill and explain how much you would like to pay. They will give you a receipt for your payment. You can pay with cash or debit card at the Post Office and they don't charge for electronic payments (though some banks may charge – check with your bank if you're not sure). Cheques are accepted at some Post Offices.
- To top up pre-paid energy meters take your electricity key and/or gas card.
- For mobile phone top-ups, take your top-up card or ask for an e-voucher.
- Convenience stores with a Payzone sign
  - Whenever it's open (this will vary depending on location), this may include evenings and weekends (where available).
  - Payzone retailers have a device in their store that enables customers to complete over 200 bill payment transactions in their shop. Simply find your nearest store using [Payzone's Store Locator](#). Don't forget to check the opening hours and which bill payment services it offers, as this can vary. Pop into your local Payzone shop, pay your bill and pick up any groceries you need at the same time.

[Click Here for more information about Post Office Bill Pay.](#)

### *Bank Teller: Possible fee*

Many utility companies allow you to pay through a local Bank. The utility bill may state a specific Bank to use free of charge. Others may charge you a fee. Take the payment stub from your bill to your bank. They'll deduct the bill amount from your bank account and transfer it to the utility company.

### *Direct Debit*

Setting up a regular direct debit is simple, safe and convenient and allows you to spread the cost of your bill over the year rather than paying a lump sum. Talk to your Bank to determine how to set this up. You will need a Direct Debit instruction form to complete which is provided by the utility company. A Direct Debit can only be set up by the organization to which you're making the payment. Normally, you sign a mandate that gives the company permission to take funds from your account in an agreed way – like a monthly mobile phone bill. It normally confirms who's receiving the payment, the account to be debited, the amount and the dates of the payment. You're protected under the Direct Debit Guarantee scheme so that any amount debited in error is refunded immediately.



### *Internet Banking, BACS or CHAPS*

Ask your bank how to setup “payee” accounts so that you can pay your utilities online from home. In the memo line of every online payment, ALWAYS include your name, account number and bill number. Without this info your payment could get lost with no way for the payee (e.g. utility company) to track it down.

### *Online or over the phone via the company website*

Companies will allow you to pay your bills online via credit card if it's been issued by a UK financial institution.

### *Standing Order*

A standing order is a regular payment that you can set up to pay other people, organizations or transfer to your other bank accounts. You can amend or cancel the standing order as and when you like. If living off base, your landlord is likely to ask you to set this up to pay your rent.

### *Local Banking*

(For informational purposes only - No federal endorsement is expressed or implied.)

To pay UK bills by means other than cash, you'll need a local pounds-sterling (GBP) bank account. There are two on-base options at RAF Alconbury. It is advised that you visit or call before arrival for the most up-to-date information and to set up your account.



[Click Here for Community Bank](#)

[Click Here for Keesler Federal Credit Union](#)

Off-base options include:

- Barclays
- Halifax
- HSBC
- Lloyds
- Nationwide Building Society
- Natwest
- Santander
- Yorkshire Building Society

### *International Allotment for Rent Pay*

If you wish to use off-base banks, consider setting up an International Allotment. This could save time and money when converting dollars to pounds. You will need to complete some forms with Finance and set up an ITS account in the member's name. Submit an inquiry through the Comptroller Service Portal for more details.

### **ATM Exchange Rates**

When getting Pounds or Euros from an ATM, the exchange rate is generally more favorable if you take out a higher amount in a single transaction, rather than take out smaller amounts via multiple withdrawals.

**NOTE:** Most debit cards include a foreign transaction fee when converting your foreign purchase or ATM withdrawal into U.S. dollars. It's usually 1-2% of the total transaction. However, for cards without a fee you may just get a lower exchange rate. Shop around for the best card.



## ENJOY YOUR STAY: MAKE THE MOST OF YOUR TIME IN THE UK

### Spouse & Dependent Employment

Like many other overseas locations, it can be a challenging environment for spouses who are seeking employment. It is common for applicants to wait six months or longer to land a job that aligns with their education and/or experience. However, command-sponsored dependents are eligible for employment both on and off the installation and the language is not a barrier to working off-base.

[Click here for the M&FRC Employment Guide](#) for more information and resources.

#### Employment Opportunities On-Base



- Federal and Non-Appropriated Fund (NAF) positions support installations through services in Morale, Welfare and Recreation (MWR) and Force Support Squadrons (FSS). Hours range from regular, full-time to flexible part-time with varying employment benefits.: These positions provide support through various functions across the installation. [Click here to visit USAJobs](#) to view current openings.
- DODEA-Europe: These schools offer full-time positions in teaching, substitute teachers, administrative staff and educational aids. [Click here for the DoDEA Human Resources office](#).
- Army and Air Force Exchange Service (AAFES): [Click here to apply online](#) or visit the Base Exchange for more information on available opportunities.
- Community banks and credit unions: Jobs as bank tellers and managers.
- Defense Commissary Agency (DECA): Jobs at commissaries.
- Defense Contractors: Job opportunities in technology, management, accounting, and administration are available with contracting firms. Your installation's contracting office and M&FRC office will have information about vacancies.

#### *Federal Employment Preferences*

Starting 30 days before you arrive at a new duty station, military spouses can apply to government jobs using preferences for job consideration for Military Spouse Preference (MSP) and/or Overseas Family Member Preference (if you meet all criteria). Search USAJobs.gov to apply and include your sponsor's PCS orders listing your name and your marriage license in your application.

#### Employment Opportunities Off-Base

As part of the Status of Forces Agreement (SOFA), command-sponsored family members (military or civilian) with a vignette stamp in their U.S. no-fee passport (and no employment restrictions on their passport) are able to work on the British economy without a work permit.

- You must apply for a National Insurance Number (NIN) when looking for work, starting work or setting up as self-employed. Contact Jobcentre Plus at 0800-141-2075 to arrange to get a NIN or [Click Here to apply online](#). They may require for you to attend an “evidence of identity” interview.
- [Jobcentres](#) are government-run employment offices.
- British Income Tax: If you work in the U.K., you will have to pay UK income tax. The tax is collected by the [HM Revenue and Customs](#). Tax is paid based on your income during the tax year between April 6 and April 5 the next year. Click Here for more information about [UK Income Tax](#). Additional questions regarding British income tax may be directed to the Legal Office at DSN: 314-268-3535 or Commercial: +44 01480 843535.

### *Employment as a nurse in the UK*

Many degrees and certifications earned in the US are not automatically recognized in the UK. One primary example is nursing. To work in a full nursing capacity in England, you must register and be accredited by the NMC – United Kingdom Nursing and Midwifery Council. The BSN (Bachelor of Science in Nursing) can be granted reciprocity. However, the accreditation process for Associate Degree Nursing (AND) has been more challenging. If you are interested in having your nursing qualifications evaluated, request an application package for “Foreign-Trained Nurses” by contacting:

Nursing & Midwifery Council (NMC)  
 23 Portland Place London W1B 1PZ  
 Tel: 02073 339333  
<http://www.nmc-uk.org>

Nurses MUST register with the NMC in order to work in the UK and pay the evaluation fee of £140. The computer-based Test of Competence costs £83 and can be completed online anywhere in the world. The Objective Structured Clinical Examination OSCE practical test is offered at several testing sites in-person in the UK at a cost of £794. Realistically allow 6-12 months until obtaining a PIN (registration number) for which there is an annual fee to work in the UK. Once you are qualified, you can work for a Nursing Agency, Hospital, or Private Home. (Costs correct as of Nov 21).

### **Volunteering**

There is so much learning and reward working as a volunteer. Often, this is the main avenue people take to eventually land a great job. Volunteering can help you gain experience and network to land a paid position in the future.

### *Volunteer Opportunities*

To start making connections, visit the M&FRC, FSS facilities and other offices for volunteer opportunities. Areas on base often looking for volunteers may include:

- Youth Sports coaching opportunities with Alconbury Youth Programs (call DSN 314-268-3604, Commercial: +44 01480 843604)
- [American Red Cross](#) Volunteer Connection
- [DejaNew Thrift Shop](#) operated by the Alconbury-Molesworth Spouse Club
- Alconbury Middle High School sports (call DSN: 314-268-4400 or Commercial: +44 01480 844400)



Reach out to various offices across the installation which align with your career goals. You never know if they need volunteers or are willing to let people shadow them.

For local off-base opportunities and questions, contact the Community Relations Adviser at DSN: 314-268-3762 or Commercial: +44 01480 843762.

## Education & Training

Taking the time to advance your education can help you excel in the future. Educational opportunities on installations in England come with a variety of programs at universities partnered with the DoD.

Alconbury Education Center is attached to the Library building. Contact us to discuss commissioning programs, VA education benefits, Community College of the Air Force and civilian degree opportunities, and financial aid options.

DSN: 314-268-3306  
Commercial: 011-44-01480 843306  
Email: [423fss.ed.center@us.af.mil](mailto:423fss.ed.center@us.af.mil)  
Bldg 678, RAF Alconbury



[Click Here for the Education Center](#) webpage to learn more about offerings and current office hours.

### *Tuition Assistance*

The Air Force provides military tuition assistance (MiTA) for the cost of tuition not to exceed \$250 per semester hour credit and \$166.66 per quarter hour credit, and a fiscal year annual MiTA cap of \$4,500, applicable to all eligible Airmen.

Civilian Tuition Assistance Program (CTAP) is available to permanent full-time appropriated fund employees. The goal of the CTAP is to assist civilians in their continued self-development and includes coursework from the associates up to the PhD level at an accredited college or university listed in the DoD Voluntary Education Partnership Memorandum of Understanding directory and can be used for up to 75% of tuition cost, but may not exceed \$250.00 per semester hour or \$166.00 per quarter hour and \$4,500 per fiscal year. Further information can be found on the myPers website or by contacting the Total Force Support Center.

The My Career Advancement Account Scholarship is a workforce development program that provides eligible military spouses with financial assistance for licenses, certifications or associate degrees to pursue an occupation or career field. For information on MyCAA please visit <https://mycaa.militaryonesource.mil>.

Note: For tuition assistance and financial aid information, visit [www.military.com/education](http://www.military.com/education) or [www.militaryta.com](http://www.militaryta.com)

Military spouses can also choose to engage with an education and career coach through the DoD's Spouse Education and Career Opportunities program or SECO. These coaches can assist them in

exploring multiple tools, resources, and information to reach their educational goals. To contact a career coach call 800-342-9647 or visit [Click Here to visit the SECO Portal](#).

#### *American Universities On-Base*



UNIVERSITY OF MARYLAND  
GLOBAL CAMPUS

The University of Maryland Global Campus (UMGC) offers courses leading to undergraduate degrees in business administration, management, social work, and computer science and information systems management along with 15 other majors available for a bachelor's degree. They also provide a wide range of courses including general education requirements for the Community College of the Air Force. Master's degrees are offered in Business Administration (MBA), Cybersecurity, Information Technology (MSIT), Management - Criminal Justice, Management - Homeland Security, and Social Work. UMGC also offers certification in a number of different fields. For more information and office hours call UMGC.

RAF Alconbury University of Maryland Global Campus (UMGC) Office

DSN: 314-268-3686

Commercial: +44 01480 843686

Email: [alconbury-europe@umgc.edu](mailto:alconbury-europe@umgc.edu)

Webpage: <https://www.umgc.edu/>



**EMBRY-RIDDLE**  
AERONAUTICAL UNIVERSITY

Embry-Riddle Aeronautical University at RAF Mildenhall offers Associate, Bachelor, and Master's degrees in technical fields such as Aeronautics, Aviation Maintenance, Engineering, Logistics, Occupational Safety & Health, Business Analytics, and Unmanned

Systems, among others. There are a range of Minors and Specializations to complement each degree, some of which include Environmental Science, Meteorology, and Aviation Safety. Courses are available face-to-face, online, and via blended learning formats. For more information call ERAU.

Embry-Riddle Aeronautical University Mildenhall Office

DSN: 238-2916/3185

Commercial: +44 01638-542916/3185

Email: [mildenhall@erau.edu](mailto:mildenhall@erau.edu)

Webpage: <https://erau.edu/>

## **Military & Family Readiness Center**



The Pathfinder Military and Family Readiness Center (M&FRC) is a gateway to the resources you need. It is one part of the overall Family Readiness System, which is the network of agencies, programs, services, partnerships and individuals that supports your personal and family life readiness, mobilization and deployment readiness, and economic readiness. It should be one of your first stops once you arrive at the new installation.

For assistance contact the M&FRC:

DSN: 314-268-3557  
Commercial +44 01480 843557  
Bldg 671, RAF Alconbury  
Email: [423fss.dpf@us.af.mil](mailto:423fss.dpf@us.af.mil)

[Click here to visit the M&FRC webpage](#) to learn about all the programs and support offered and sign up for classes and workshops. Join the Pathfinder Military & Family Readiness Center on Facebook for the latest updates on workshops and events as well as job and scholarship alerts.

#### *Deployment Support*

Provides information, education, and support to assist you and your family during all phases of the deployment cycle.

#### *Relocation Assistance*

An array of services during the relocation process to meet your moving needs. Cultural adaptation information is shared during briefings to help newcomers and their families learn more about the history, culture and opportunities in the U.K

#### *Personal Financial Readiness*

Provides information, education, and one-on-one financial counseling to assist you and your family in maintaining your financial readiness. Individual appointments are available to discuss any financial goals from building spending plans, overcoming debt, saving and investing, and retirement. Various other financial topic seminars are held throughout the year.

#### *Emergency Financial Assistance (Air Force Aid Society)*

Provides emergency financial assistance for active-duty military members and retirees. Assistance, usually in the form of an interest-free loan, is provided on an individual basis and is subject to application and approval. Members are encouraged to contact the M&FRC for more information.

Emergency assistance needed after normal duty hours, on weekends and holidays will be provided through the American Red Cross stateside at [www.redcross.org](http://www.redcross.org) or call 877-272-7337.

After-hours assistance is limited to actual emergencies which cannot wait for normal duty hours such as an e-ticket for emergency travel. If additional funds for food and lodging are required in addition to airfare, these funds (if approved) will be sent via Western Union, where and when available, to the destination location.

#### *Employment Assistance*

Offers comprehensive information, tools, and resources to support career exploration, education, training and licensing, career connections, and employment readiness. Classes including Federal Resume and LinkedIn or Left Out will help build your portfolio. Individual resume reviews are available by appointment.

#### *Scholarship Opportunities*

The My Career Advancement Account Scholarship Program, a workforce development program that provides up to \$4,000 of financial assistance to eligible military spouses who are pursuing a license, certification, or associate degree in a portable career field and occupation.

### *Personal Work-Life Program*

Provides information and education to assist you and your family in developing resilience skills that can help as you navigate your mobile military lives. Classes are offered to support and enhance your personal life to ensure the mission can be completed. Classes offered vary from leadership, team-building, communication skills, relationship and self-management skills and family dynamics.

### *Information and Referral*

The M&FRC can assist you in identifying and clarifying needs to determine appropriate forms of assistance and in locating services and programs available both on and off your installation.

### *Transition Assistance Program*

Prepares separating, retiring, and demobilizing service members and their families with the information, skills, and knowledge necessary for a successful transition from military to civilian life. TAP is mandatory for all service members within 365 days of separation.

### *Federal Voting Assistance Program (FVAP)*

The Federal Voting Assistance Program ensures service members, their eligible family members and overseas citizens have the tools and resources to register to vote and request an absentee ballot, regardless of their state of residence. The Voting Assistance Guide (VAG) is a reference guide for everything you need to know about absentee voting in all 50 states, the U.S. territories and the District of Columbia.

The VAG is available on the [FVAP website](#). Select your state to find your local election office's contact information.

Voting forms are also available on the [FVAP website's form section](#)

### *Women, Infants, and Children Overseas*

The Women, Infants and Children Overseas office is located in building 671 at RAF Alconbury. To make an appointment, please call:

DSN: 314-268-3158

Commercial: +44 01480 843158

Email: [423fss.wic.wicoffice@us.af.mil](mailto:423fss.wic.wicoffice@us.af.mil)

The Department of Defense offers the WIC Overseas program to eligible participants living overseas. WIC Overseas provides participants with nutritious food, nutrition and health screenings and breastfeeding support. The program is available to eligible expectant mothers, mothers, infants and children under the age of five years, who are part of the DoD family overseas, including members of the armed forces, civilian employees and DoD contractors and their family members.

The program provides benefits to a woman during pregnancy and after the birth of her child. Benefits may be provided to the mother until the infant is 6 months old or for mothers who are breastfeeding, until the child's first birthday. Income and family size as well as certain other criteria are considered when determining eligibility. You may also be eligible if you have participated in the stateside WIC program.

# Pregnancy & Childbirth in the UK

Congratulations, you're expecting! Follow these steps to ensure everything is ready to welcome your new bundle of joy.



## Newborn Checklist

For RAF Alconbury-Molesworth-Wyton

### BEFORE BABY'S ARRIVAL

#### Active-Duty Military, DoD Civilians and Contractor Expectant Parents:

- ☐ Attend Bundles for Babies (Schedule with M&FRC by calling +44 01480 843557)
  - ❖ Join the MFRC to discuss important topics including Financial Planning, Car Seat Safety, Tricare & DEERS, Childcare, WIC, Calming Your Baby.
- ☐ Sign up for Childcare at the Paddington Station Child Development Center at RAF Alconbury by visiting <https://militarychildcare.com/> or search for off-base childminders and nurseries:
  - Cambridgeshire: [https://www.cambridgeshire.gov.uk/directory?f.Classification\[classification=Childcare](https://www.cambridgeshire.gov.uk/directory?f.Classification[classification=Childcare)
  - Northamptonshire: <https://www.northnorthants.gov.uk/early-years-and-childcare/find-childcare-provider>
- ☐ Enroll in WIC Overseas by calling DSN 314-268-3158/Commercial: +44 01480 843158 or Lakenheath at DSN 314-226-1728/Commercial +44 01638 521728. WIC Overseas is a program that offers nutritional advice as well as vouchers that can be used at the Commissary for certain foods for families who meet the income guidelines.
- ☐ **Active-Duty Military-** Review delivery options and OB Packet
  - ❖ The PCM team at RAF Alconbury will place a referral for your OB care as well as order necessary labs and recommended prenatal vitamins which are important for the health of you and your baby. Your options to receive care for your pregnancy and delivery include:
    - Military Treatment Facility- 48th Medical Group (MDG) at RAF Lakenheath is the nearest MTF offering OB care and delivery. Your PCM team nurse will place a referral with the 48th MDG Women's Health Clinic and order necessary labs as well as order your prenatal vitamins. Prior to your first appointment at Lakenheath, you need to fill out the prenatal paperwork provided and go to the lab at RAF Alconbury to have lab samples taken. The nurse will also provide you with a QR code to access the Purple Book (Pregnancy and Childbirth Prenatal Care guide).
      - ☐ Please call the 48 MDG appointment line at 01638 528010 to schedule a dating ultrasound appointment 48 hours after we place the consult. The OB clinic staff will not call you to make an appointment.
    - Important phone numbers:
      - ☐ OB Clinic at RAFL: 226-8427 | 01638 52 8427
      - ☐ L&D at RAFL: 226-8386 | 01638 52 8386
      - ☐ Postpartum at RAFL: 226-8425 | 01638 52 8425
      - ☐ Lodging at RAFL: 226-6700 | 01638 52 2303
      - ☐ TRICARE at RAFL: 226-8688 | 01638 52 8688



- Off-Base-The nearest maternity care services to RAF Alconbury are Hinchingsbrooke Hospital in Huntingdon, Peterborough City Hospital, Rosie's Hospital in Cambridge and Northampton General Hospital. You can also check <http://www.tricare-overseas.com> for other facilities closest to your home address.
  - ❑ The PCM team nurse will place an off-base obstetrics referral. Please contact the referral management office at 01480 844502 to activate the referral and they will advise you on how to schedule an appointment.
  - ❑ If delivering off-base, call Tricare International SOS at 0208 7628384 once admitted for labor and delivery to inform them of the admission. Anyone may call on the mother's behalf. The call will take less than a few minutes.
- ALL ACTIVE-DUTY MEMBERS will have a pregnancy profile placed. You will also need to report to Public Health for a mandatory briefing.
- ❖ Storknesting at Lakenheath
  - Storknesting is available at Lakenheath and will begin around the 38-week mark. If you would prefer to be seen at the MTF instead of a local OB, please review the information on storknesting. **Please note that all of your OB care will be at Lakenheath if you choose to storknest.**
  - ❑ Eligibility Letter & Orders: Advise your provider and the Lakenheath OB Clinic that you intend on Storknesting as soon as possible so they can initiate your orders and make necessary arrangements. You will need a letter from the OB Clinic at RAFL stating that you are eligible for storknesting. Discuss this with your current provider and they can help you through the process.
  - ❑ Lodging: It will be your responsibility to arrange for lodging as soon as you know you will be storknesting. Speak with your provider to receive an eligibility letter. *Lodging on base is only required to provide room for the storknesting patient, so if you intend to bring your family, please be aware that family accommodations may not be available.*
- ❑ **DoD Civilians & Contractors**-Contact your NHS or private GP for referral information to local obstetric services. The closest off base maternity care services to RAF Alconbury are Hinchingsbrooke Hospital in Huntingdon, Peterborough City Hospital, Rosie's Hospital in Cambridge and Northampton General Hospital.

## AFTER BABY'S ARRIVAL-Complete as soon as possible

- ❑ UK Long Form Birth Certificate (No later than 42 days after birth)
  - Obtain British Birth Certificate either in the hospital or the Registrar's Office at a cost of £11. The birth must be registered within 42 days. You will need this long form/full birth certificate that includes the parents' names for the subsequent steps. **This step must be completed to enroll in DEERS, TRICARE and receive your CRBA.**



- ❖ Baby born in Cambridgeshire (Hinchingsbrooke/Addenbrooke's): [Click here to visit Cambridgeshire County Council](#) and schedule an appointment online or call 0345 045 1363 Lines open Monday to Friday 8am to 6pm and Saturday 9am to 1pm excluding Bank Holidays).
- ❖ Baby born at RAF Lakenheath: [Click here to visit Suffolk County Council](#) and schedule an appointment online or call 0345 6072060 for Bury St Edmunds (other pick up locations include

Ipswich, Stowmarket, Woodbridge, Saxmundham, Sudbury, Haverhill, Lowestoft, Newmarket and Felixstowe).

- ❖ Baby born in North Northamptonshire: [Click here to visit North Northamptonshire Council](#) and schedule an appointment online. Offices are available in Corby, Kettering and Wellingborough.
- ❖ Baby born in West Northamptonshire: [Click here to visit West Northamptonshire Council](#) and schedule an appointment online. Offices available in Daventry, Northampton and Towcester.
- ❖ Baby born in Central Bedfordshire: [Click here to visit Central Bedfordshire Council](#) and schedule an appointment online. Offices are available in Ampthill and Leighton Buzzard.
- ❖ Baby born in Bedford Borough: [Click here to visit Bedford Borough Council](#) and schedule an appointment online.

- ☐ Enroll in DEERS by calling CSS at DSN 314-268-4357/Commercial +44 01480 844357 **(Complete ASAP after birth)**
- ☐ **Military**-Enroll in Tricare **(No later than 90 days after birth)**
  - ☐ Visit the TRICARE Operations and Patient Administration (TOPA) office on the second floor of the MTF to get your baby enrolled in TRICARE.
  - ☐ Once the baby is assigned to a PCM, please call the RAF Alconbury appointment line at DSN 314-268-2273/Commercial +44 01480 842273 to schedule a 2-week Well Child Check (WCC) with their PCM.
  - ☐ For questions, call DSN 314-268-4561/Commercial +44 01480 844561
- ☐ **DoD Civilians and Contractors**-Complete enrollment with health insurance company and NHS
- ☐ Circumcision for males, if desired **(No later than 30 days after birth)**
  - **UK Hospitals DO NOT do circumcisions after a male infant is born!**
  - Circumcisions are done at RAF Croughton or RAF Lakenheath between the age of 1-30 days (with a referral from the child's PCM)
  - You must receive a birth certificate from the UK hospital prior to discharge
  - The child must be registered with DEERS and TRICARE
  - If you have any questions about circumcisions or the process, please call the Lakenheath Clinic at DSN 314-226-8010 or commercial +44 01638 528010 or Croughton Clinic at DSN 314-236-8848 or commercial +44 01280 708848

**THIS SECTION MUST BE COMPLETED BEFORE BOOKING WITH CSS**

- ☐ Application for Consular Report of Birth Abroad
  - ☐ Application for U.S. Official Passport
  - ☐ Application for U.S. Tourist Passport
  - ☐ Application for Social Security Number
  - ☐ Book appointment with CSS to process paperwork at RAF Mildenhall by calling +44 01638 2222
  - ☐ Update Dependent OHA and COLA with Finance by calling +44 01480 843989
- Documents Needed:
- ☐ Birth Certificate
  - ☐ Automatic Command Sponsorship Paperwork (This is provided at your CSS appointment)
- ☐ **Military**- Well-Child Check (Getting your baby seen by a PCM after birth):
    - ❖ Newborns **MUST** be seen at the Pediatrics Clinic at RAF Lakenheath for their 2-day well check. The Family Health Clinic at RAF Alconbury **DOES NOT** provide 2-day well-baby checks.
    - ❖ If you delivered your baby at RAF Lakenheath, the hospital staff will arrange for your baby's 2-day well check prior to your discharge.
    - ❖ If you delivered off base, you will need to contact RAF Lakenheath Patient Admin at +44 01638 528724 as soon as possible to get your newborn mini-registered with the MTF. You do not

need the Certificate of Birth to complete this step. Once the mini-registration is completed, you may request that Patient Admin transfer your call to the Pediatric Clinic for scheduling. Alternatively, you could also call their appointment line at 01638 528010 and request a telephone consult be sent to the Pediatric Clinic for newborn scheduling. A nurse or tech will then reach out to you to schedule the appointment.

- ❖ PLEASE NOTE: TRICARE does not cover the cost of home visits by a nurse to see your baby at your home or to provide lactation consultation services in the home. This is a common practice in the UK, but the cost is not covered by your TRICARE benefit.
- **DoD Civilians and Contractors**-Post-natal visits will be scheduled through the NHS or your private medical provider for regular well-child checks for you and your baby during the first 8 weeks after birth either at your home or clinic.
  - ❖ A pediatrician, mid-wife or neonatal nurse will conduct a newborn physical examination within 72 hours after birth.
  - ❖ A heel-prick blood test will be performed between days 5-8 after birth.

## Helpful Resources

- ❖ Visit [Military OneSource](#) for parenting resources and information.
- ❖ [The Period of Purple Crying](#) is another website developed to help you understand your baby's crying.
- ❖ New Parent Support program at RAF Lakenheath is open to all 501 CSW parents, no matter where they decide to deliver. Classes include Baby Basics and Dad's Class. Office visits can also be coordinated for times that you may already be at RAF Lakenheath. They offer info on growth and development, advice on parenting skills, or just a supportive ear. Please call the office 1-2 weeks ahead of time to coordinate. To find out more information about classes and services they offer, please contact them at DSN 226-8070 or COMM 01638-52-8070.

## Active-Duty Military: How to Obtain a Breast Pump

At 28 weeks, active-duty families will be eligible to obtain a breast pump and supplies through TRICARE. Review the packet and decide if you want to do the cashless/claimless option vs purchase a pump not offered through Newcampe Med LTD or Janz Medical Supply and apply for reimbursement

- ❖ If you would rather obtain one of the available pumps through the cashless/claimless option
  - Call 01480 844502 to activate the referral
  - Of note, when you call to activate your referral you will need to know the specific type of pump that you want and whether you want it through Newcampe Med LTD. or Janz Medical Supply
- ❖ If you would rather purchase your own pump and apply for reimbursement through TRICARE, you can do that at any time online following the instructions attached

Please, note when you call to activate your referral, there will be 2 referrals placed in the system

1. For breast pump and storage bags
2. For breast pump maintenance supplies

\*\*\* If at this time you are unsure whether you want to obtain a breast pump and which type you want, please, know that usually you can get a breast pump and all needed supplies from Janz Medical Supply and Newcampe Med LTD. within 1-2weeks. Once you decide which option is right for you, you can call TRICARE to activate the referral (it will already be in the system). Please, refrain from putting in TCONs asking for DME referrals. If you have questions, bring them with you to discuss at your next

appointment. When you call TRICARE, if the referral is not in the system, please, wait until your next appointment and ask for referral to be placed at that time.

#### \*\*\*Attached Prescription Descriptions

##### Prescription #1

- ❖ Prescription for breast pump, kit and power adaptor -to be used at the time of obtaining the
- ❖ pump after 27 weeks gestation
- ❖ Prescription for 90 breastmilk storage bags per month for up to 36 months

##### Prescription #2

- ❖ To be used at any time within 36 months after birth of the baby for replacement supplies as
- ❖ Needed

## TRICARE Breast Pump Information

Not all breastfeeding assistance procedures and evaluation services are covered by TRICARE. The following supplies must be obtained from a TRICARE-authorized provider, supplier or vendor and are covered for up to 36 months after the birth event:

- Standard power adapters
- Tubing and tubing adaptors
- Locking rings
- Bottles and bottle caps
- Shield/splash protectors
- Storage bags
- One breast pump kit per birth event\*\*\*

### *Cashless/Claimless Option*

In order for your purchase to be cashless/claimless you must follow these steps:

- ❖ Obtain a prescription from a provider written on or after 27 weeks gestation
- ❖ Request for a provider to write a referral for the name of the vendor
- ❖ Contact the Referral Management Center at 226-8010 or 01638528010 option 1 then 4 to active your referral
- ❖ International SOS will send you the authorization within 5 business days; Contact ISOS if you do not receive auth
- ❖ Choose the vendor and contact to set up a date and time for pickup or delivery of your breast pump:
  - Newcampe Med LTD. (01638-660479) Located in Newmarket; they can deliver to your home
    - Spectra 1 or 2
    - Spectra bags only
  - Janz Medical Supply (01638-534163) Located at the BX on RAF Lakenheath
    - Spectra 1, Medela options (Freestyle Flex & Pump-In-Style), Freemie Independence and Elvie (single pump only)
    - Spectra and Kiinde bags

### *Reimbursement Option*

- ❖ Your provider will write a prescription for the breast pump.
- ❖ Pay out of pocket for a basic electric pump on or after 27 weeks gestation.
- ❖ You may purchase from any online retailer or directly from AAFES.
  - If purchased from a stateside vendor, TRICARE will only cover up to \$312.84.
  - If purchased from an overseas vendor, TRICARE will cover up to \$500.55.

- If ordered from any stateside on line vendor such as Target or Walmart, you will only be reimbursed up to the stateside cap of \$312.84. If you choose a more expensive pump, then you will be responsible for the difference.
- ❖ Be sure to verify the exact cost of the breast pump. Be cautious of online vendors as they do not always list the price on their site\*\*
- ❖ Save your receipt from the purchase of your breast pump and a copy of your prescription.
- ❖ Register for the secure claims portal and submit a claim on line (<http://www.tricare-overseas.com>)
- ❖ Tutorials (<http://www.tricare-overseas.com/beneficiaries/claims/porta1-tutorials>)
- ❖ Reimbursement can take up to 90 days to process

Contact information for any questions:

- RAF Alconbury TRICARE office: DSN: 268-4502 / COMM: 01480 844502
- International SOS at 02087 628384 option #3
- Contact your provider at 01480 842273 or via the Relay Health Secure Messaging portal



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# NEWBORN PACKAGE

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100 FSS/Passport Office

Mon-Thurs 0830-1500 Walk-In For Passport Pick-Ups

Appointments only:

**Book Appointment:** <https://rafmildenhallpassports.setmore.com/>

Closed every Friday for processing

**CLOSED:** Second Thurs of the month, USAFE Family Days, US Federal Holidays, and Goal Days

**100fss.passport@us.af.mil / DSN: 238-2222/5440 / COMM: 01638 54 2222**

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*Purpose of the Newborn Package:* The Newborn Package will assist members when applying for a newborn's Consular Report of Birth Abroad, No-Fee and Tourist Passports, Social Security Card, and Exemption Vignette (if desired). **Recommend parents make an appointment** to the US Embassy in London to apply for the Consular Report of Birth Abroad, Tourist Passport, and Social Security Card in one visit (to schedule an appointment visit UK.USEMBASSY.GOV) then complete the No-Fee Passport application at the RAFM Passport Office after receiving the Consular Report of Birth Abroad.

**Please Note:** We cannot hold on to any documents or complete any forms online for the member. Failure to provide all required documents and correctly filled out forms will result in appointment being rescheduled for a later date.

## FIRST VISIT: CONSULAR REPORT OF BIRTH ABROAD, TOURIST PASSPORT, & SSN

*(estimated processing time: 14 weeks)*

Items Required for Consular Report of Birth Abroad:

- DS-2029 Application Form (Google "**DS 2029**" / click first link: <https://eforms.state.gov/Forms/ds2029.pdf>) (Please use the Passport Office address for the mailing address—listed on back)

*\*Do not sign the application form until a Passport Agent is present and has reviewed it\**

- Copy of Parents' Photo ID (front and back of military ID)

- The following ORIGINAL DOCUMENTS are required to be submitted with the application:

- o British Birth Certificate
- o **Parents' Marriage** Certificate
- o **Parents'** Passports, Birth Certificates, or Naturalization Certificates
- o Divorce Decrees (if applicable)
- o Any Official Name Change Documents

- (2) TWO (Royal Mail Special Delivery-silver/gray) Pre-paid A-4 envelopes from British Royal Mail with 500gr stamps

- Money Order for \$100 made to "US DISBURSING OFFICE"

Items Required for Tourist Passport:

- DS-11 Application Form

(Application **CANNOT** be hand written, it **MUST** be generated by the online questionnaire—Link on back.) (Please use your UK Physical mailing address—passport will still be returned to the Passport Office)

*\* Do not sign the application form until a Passport Agent is present and has reviewed it \**

- Money Order for \$115 made to "US DEPARTMENT OF STATE"

- (2) TWO Passport Photos Size 2x2 (Locations: Bob Hope Community Center Bldg. 404 01638542579 or RAFM Public Affairs 238-2654. Photos must be taken within the last 6 months/ no glasses)

- **\*No Glasses in photos ,Photos must be taken within the last 6 months\***

- Copy of Parents' Photo ID (front and back of military ID) or Drivers License.

Items Required for Social Security Card:

- SS-5 Application (Google "**SS-5**" / click first link: <https://www.ssa.gov/forms/ss-5.pdf>)

(Please use your APO address for the mailing address)

*\* Do not sign or date the application form until a Passport Agent is present and has reviewed it*

*\**

- Copy of Signing Parent's Passport

- Copy of Signing Parent's Photo ID (front and back of military ID) or Drivers License

**Note:** Both parents and child need to be present at the appointment. If only one parent can attend the appointment, a notarized DS-5507 for the CRBA application, notarized DS-3053 for the Tourist Passport application, and two (2) notarized copies of military/dependent ID are required from the absent parent.

(Links: <https://eforms.state.gov/Forms/ds5507.pdf> & <https://eforms.state.gov/Forms/ds3053.pdf>)

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CONTINUED ON BACK

## **SECOND VISIT: NO-FEE PASSPORT** (estimated processing time: 12 weeks)

### Items Required for No-Fee Passport:

- DS-11 Application Form  
(Application CANNOT be hand written, it MUST be generated by the online questionnaire—Link below.)(Please use the Passport Office address for the mailing address—listed on back)  
\* *Do not sign the application form until a Passport Agent is present and has reviewed it* \*
- (2) Two Passport Photos Size 2x2 (Locations: Bob Hope Community Center Bldg. 404 01638542579 or RAFM Public Affairs 238-2654. Photos must be taken within the last 6 months)
- \*No Glasses in photos ,Photos must be taken within the last 6 months\*)
- Copy of Parents' Photo ID (front and back of military ID) Drivers License.
- Original Consular Report of Birth Abroad
- Copy of Tourist Passport
- Copy of PCS Orders
- Approved Command Sponsorship

Both parents and child need to be present at the appointment. If only one parent can attend the appointment, a notarized DS-3053 and notarized copy of photo ID are required from absent parent. (Link: <https://eforms.state.gov/Forms/ds3053.pdf>)

## **GUIDE FOR FILLING OUT THE DS 11 APPLICATION**

To create the DS-11 form, complete online the questionnaire using the following link:

<https://pptform.state.gov/?AspxAutoDetectCookieSupport=1>

1. Click the box next to: “I have read the Privacy Act...”/ Click “SUBMIT”
2. Click “SUBMIT” under Complete Online & Print.
3. Complete the questionnaire. The correct form will populate at the end with a 2D bar code on the left hand side.

**First Screen:** Enter applicant personal information

**Second Screen:** For CRBA and No-Fee mailing address must be entered EXACTLY as follows (For Tourist Passport application use your UK Physical mailing address):

Street Address: **100 FSS/FSMPS PASSPORT OFFICE**

Street Address 2: **Bury St Edmunds**

City: **SUFFOLK**

Country: **UNITED KINGDOM**

Zip: **IP28 8NG**

(Note: You must click no for permanent address- Input your Physical Address (where you lay your head \*UK address) or Home Of Record

**Third Screen:** Enter dates of upcoming travel (MUST BE COMPLETED)

- Start Date: 2 months from the day of your appointment
- End Date: DEROS Date
- Countries: United Kingdom or Country Sponsor is PCSing to

**Fourth Screen:** Emergency Contact Information **must be filled out** (Someone not traveling with you)

**Fifth Screen:** Enter your most recent passport information (if applicable)

**Sixth Screen:** Applicant must enter all parental information as it appears on their birth certificate (if applicable)

- Only put unknown if one parent is not on the applicant's birth certificate

NOTE: PASSPORT APPLICATION MUST BE PRINTED ON 8 1/2 X 11 PAPER

## **FOR ACTIVE DUTY SPONSORED DEPENDENTS ONLY: EXEMPTION VIGNETTE**

(estimated processing time: 12 weeks)

### Items Required:

- Completed Exemption Vignette Application (picked up or requested via email from RAFM Passport Office)
- No-Fee Passport (Tourist Passport CANNOT be used)
- Sponsor's PCS Orders to UK
- Surf or Career Data Brief (if DEROS was extended)
- Approved Command Sponsorship (if applicable)
- (2) Two Passport Photos Size 2x2 (Locations: Arts & Crafts on Base, Mildenhall Post office in Co-op food -\* No Glasses - taken within the last 6 months\*)
- (1) ONE Pre-paid A-4 envelopes from British Royal Mail (Royal Mail Special Delivery-silver/gray) with 500gr stamps
- Copy of British Birth Certificate (optional)

## Value Added Tax (VAT) Relief

VAT Office  
DSN: 314-268-3803  
Commercial: +44 01480 843803  
Bldg 671, 2<sup>nd</sup> Floor, RAF Alconbury  
Email: [423fss.vat@us.af.mil](mailto:423fss.vat@us.af.mil)

[Click Here to visit the VAT Office webpage](#) for more information.

### FAQ

#### *What is VAT?*

Value Added Tax is a 20% sales tax added to most goods and services in the UK. This tax is already included in the advertised price for most items, so you do not need to plan for the additional cost at the time of payment. The sticker price usually includes the tax amount.

#### *What is VAT Relief?*

US visiting forces are eligible to have the VAT deducted from qualified purchases of goods or services costing over £100.00. Each individual item or set must total at least £100.00 including VAT.

#### *How do I get VAT Relief?*

Ask your vendor if they participate in VAT Relief. Vendors are not required to provide relief and not all merchants do. Get an unpaid invoice from the vendor with the VAT removed from the purchase price and schedule an appointment with the VAT Office. Bring your Rations Card and the amount of the invoice in pounds-sterling in cash to your appointment. You will receive a certified check for the purchase amount and a form for the vendor to sign. Pay for your purchase using the check and return the signed form to the VAT Office. Remember, this is a relief program, not reimbursement. You cannot claim VAT Relief on purchases you have already made.

## English Language & Culture

Living overseas offers unique and incredible opportunities to experience a multitude of cultures—languages, foods, music, theater, history, architecture and natural wonders. No matter what your interests, you can discover a wealth of adventure at your doorstep in the United Kingdom and beyond in Europe.

#### *Get to Know Your Neighborhood*

Your new neighbors will likely be happy to welcome you to the village or town. Each village or town will usually have a village hall or Community Centre. These can be hired for private use parties or events by the hour, half-day, or full-day as a one-off or a reoccurring basis. They may also hold clubs and events that you can attend such as: Fitness clubs, mother and baby clubs, dinners, dances and art classes. The Local Authority or Parish/Town Council can provide more information about your new home:

Cambridgeshire: <https://www.cambridgeshire.gov.uk/>

Northamptonshire: <https://www.northamptonshire.gov.uk/pages/default.aspx>

Huntingdonshire: <https://www.huntingdonshire.gov.uk/>

Your town may also receive a monthly newsletter which shows details of what is going on in your local community, please keep an eye out for this. Outside each hall, there is usually a bulletin board with news and events.

### *Seasonal Daylight Patterns*

England lies at approximately 50 degrees North Latitude which makes for very long summer days and winter nights. On the Summer Solstice on 21 June, daylight is from approximately 03:30 until 23:00. At the Winter Solstice on 21 December, it will be dark from approximately 15:00 until 09:00. British Summer Time (similar to Daylight Saving Time) usually begins and ends one week earlier than in the US. The dark winter months can result in Seasonal Affective Disorder (SAD) and utilizing a daylight therapy lamp may help with these symptoms. Contact the Military & Family Readiness Center to borrow a lamp for up to 45 days for free.

### *The Metric System*

Britain is officially metric, in line with the rest of Europe. However, imperial measures are still in use, especially for road distances, which are measured in miles. Imperial pints and gallons are 20 percent larger than US measures.

#### IMPERIAL TO METRIC

1 inch = 2.5 centimetres  
1 foot = 30 centimetres  
1 yard = .914 metre  
1 mile = 1.6 kilometres  
1 ounce = 28 grams  
1 pound = 454 grams  
1 pint = 0.6 litres  
1 gallon = 4.6 litres

#### METRIC TO IMPERIAL

1 millimetre = 0.04 inch  
1 centimetre = 0.4 inch  
1 metre = 3 feet 3 inches  
1 kilometre = 0.6 mile  
1 gram = 0.04 ounce  
1 kilogram = 2.2 pounds  
1 litre = 3.5 Cups  
1 litre = 1.76 pints

### *Language Differences*

You might think you have it easy in an English-speaking country, but there are several differences between American and British ("The King's") English.



Bonnet  
Boot  
Bumper  
Car Park  
Caravan  
Car Hire



Hood (of a car)  
Trunk (of a car)  
Fender  
Parking Lot  
Camper / Trailer  
Rental Car



## Transportation

Carriageway  
 Cat's Eyes  
 Coach  
 Diversion  
 Dual Carriageway  
 Give way  
 Indicator  
 Junction  
 Layby  
 Lorry  
 Motorway  
 Number Plate  
 Overtaking  
 Pavement / Footpath  
 Petrol  
 Queue  
 Return Ticket  
 Single Ticket  
 Slip Road  
 Subway  
 To Let  
 Tube / Underground  
 Van  
 Windscreen

Road  
 Road Reflectors (in between lanes)  
 Bus  
 Detour  
 Two-Lane, Divided Highway  
 Yield  
 Turn Signal  
 Intersection / Exit  
 Rest Area / Pull-Off  
 Semi-Truck  
 Multi-Lane Highway  
 License Plate  
 Passing  
 Sidewalk / Walkway  
 Gasoline  
 Line (waiting for something)  
 Round Trip (including return ticket)  
 One Way Trip  
 Entrance or Exit Ramp  
 Underpass  
 For Rent  
 Subway / Underground Train  
 Small Truck  
 Windshield

## Food & Drink

Ale / Bitter  
 Aubergine  
 Biscuit  
 Chicken Goujons  
 Chips  
 Cooker / Hob  
 Crisps  
 Cuppa  
 Cutlery  
 Fizzy Drink  
 Ice Lolly  
 Jacket Potato  
 Lager  
 Lemonade  
 Mince  
 Shandy  
 Spirits  
 Sweet or Pudding  
 Sweets  
 Takeaway  
 Toastie  
 To Book

Cask Beer, usually served warm  
 Eggplant  
 Cookie or Sweet Cracker  
 Chicken Tenders  
 Thick Cut Fries  
 Stove  
 Chips  
 Cup of Tea  
 Silverware  
 Soda  
 Popsicle  
 Baked Potato  
 Light Colored Beer  
 Lemon-Lime Soda (Sprite, 7Up)  
 Ground Meat  
 Beer and Lemon-Lime Soda  
 Liquor  
 Dessert of Any Kind  
 Candy  
 Take-Out or To-Go Food  
 Grilled Cheese / Toasted Sandwich  
 Make Reservation



Household	Trolley	Shopping Cart
	Bin	Trash Can
	Cot	Crib
	Cupboard / Wardrobe	Closet
	First Floor	Second Floor
	Flat	Apartment
	Garden	Back Yard or Front Yard
	Ground Floor	First Floor
	Lift	Elevator
	Loo/Toilet/Services/Water Closet (WC)	Restroom / Bathroom
	Rubbish	Trash
	Semi-Detached	Duplex (houses that share one center wall)
	Tap	Faucet
	Window Blind	Window Shade
School	Break Time (in School)	Recess
	Bum Bag	Fanny Pack
	College	Grades 11-12
	Diary	Calendar
	Felt Tips	Markers
	Full Stop	Period
	Headmaster / Headteacher	Principal
	Nought / Nil	Zero
	Rubber	Eraser
	Rucksack	Backpack
	Sellotape	Scotch Tape
	Term	Semester
	Tick Mark	Check Mark
	Timetable	Schedule
	University/Uni	College
Shopping	Braces (Clothing)	Suspenders
	Chemist	Pharmacist
	DIY Store	Home Improvement
	High Street	Main Street
	Jumper / Jersey	Sweater
	Lounge Suit	Business Suit
	Nappy	Diaper
	Off License	Liquor Store
	Pants	Underwear
	Pushchair	Stroller
	Quid	Slang for cash/pounds (GBP, like "Bucks" for USD)
	Spectacles / Specs	Glasses / Eyeglasses
	Tights	Pantyhose
	Trainers	Sneakers / Athletic Shoes
	Trousers	Pants

## Miscellaneous

Waistcoat  
Wardrobe  
Vest

Bank Note  
Barrister / Solicitor  
Booking  
Cheeky  
Cinema  
CV  
Dodgy  
Dummy  
Engaged (Phone)  
Fag  
Flask / Vacuum Flask  
Football  
Football Boots  
Fortnight  
Hair Fringe  
Hen Party  
Stag Party  
Holiday  
Letterbox  
Mad  
Mate  
Plaster  
Post  
Post Code  
Quay  
To Ring  
Sun Cream  
Torch  
Value Added Tax (VAT)  
Whinge

## Phrases

Ya Alright?  
Hiya  
Bad Hair Day  
Bite Your Arm Off  
Bob's Your Uncle  
Cheers  
Chuffed (To Bits)  
Corker  
Dog's Bollucks  
Do My Head In  
Give Us a Bell  
Grand

Vest  
Closet  
Tank Top

Bill (Money/Cash/Paper Pounds)  
Lawyer / Attorney  
Reservation  
Playful Disrespect / Sneaky / Naughty  
Movie Theatre  
Resume  
Suspicious  
Pacifier  
Busy Tone When Calling in  
Cigarette  
Thermos  
Soccer  
Cleats  
Two Weeks  
Bangs  
Bachelorette Party  
Bachelor Party  
Vacation  
Mailbox  
Crazy  
Friend/Bud  
Band Aid  
Mail  
Zip Code  
Dock / Wharf  
Call (on the phone)  
Sunscreen  
Flashlight  
Sales Tax (Usually included in marked price)  
Whine

Greeting / How Are You?  
Friendly Way of Saying Hello  
A Difficult or Problematic Day  
Very excited to Get Something  
There You Go  
Thanks  
Pleased/Happy with/Flattered  
Someone or Something that's Outstanding  
Awesome  
Annoys / Makes angry  
Call Me  
Excellent/Lovely/A Thousand Pounds

Gutted  
How Did You Get on?  
Joe Bloggs  
Knackered  
Knees Up  
Knickers in a Twist  
Lost the Plot  
Miffed  
Out of Order  
Pissed  
Skint  
Skive  
Ta  
Taking the Mick  
Waffle

Really Disappointed/Upset  
What Happened/How Did it Go  
Joe Schmo/Average Person  
Tired/Worn Out/Exhausted  
Party  
Become Upset about Something  
Forgot Something/Lose the Ability to Cope  
Offended or Upset  
Unacceptable Behavior  
Drunk  
Without Money  
Get Out of Doing a Task  
Thank You  
Poking Fun/Tease/Mocking  
To Talk/Babble

## Getting Around in the UK

There are a variety of public transportation services available across the UK. [Click Here](#) for official advice and information. (For informational purposes only - No federal endorsement is expressed or implied.)

Be aware of any transportation strikes or incidents which may affect the running of trains and buses.

### *Trains*

- Allow plenty of time to buy your ticket and always ask about any special offers or reduced fares. An advance ticket is usually cheaper than one bought on the day but often has restrictions on being able to change or cancel the journey.
- Always check for cancellations or delays.
- It is best to reserve your seat in advance, especially if you want to travel at peak times.
- You can buy tickets online from National Rail, The Trainline, or directly from the train companies or at the station. The cheapest option could be to split the journey and search for shorter trips.
- Using a contactless credit or debit card is a suitable payment method and may be a quicker option. [Click Here for more details on how to pay.](#)
- Ticket offices in rural areas may have limited opening hours, in which case you can buy your ticket from the conductor on board the train. Trains are not always on time, so patience is recommended.
- A yellow line above a train window indicates a first-class compartment. Note that even if the train is full, you cannot sit in the first-class area without paying the full fare.



- Stations are usually well-signposted to town centers, and buses usually stop outside. Trains on Sundays and public holidays can be slower and less frequent than normal.
- If you travel to London often, you may wish to research the Oyster Card or register touch-to-pay on your phone.
- Buy your ticket at a kiosk, a counter, or online
- Activate or validate your ticket before boarding
- If using the London underground only, scan your oyster card, or your mobile touch to pay at the entrance and upon exit
- Be sure to board the correct train and class of car, this applies on all trains other than the London underground
- Tickets are usually cheaper online

Note: Boarded the wrong train? Notify the conductor ASAP and pay the ticket difference. It's cheaper than a fine!

### *Planes*

Check out these providers for great deals on flights to numerous locations around the UK and European continent:

- [Ryan Air](#)
- [Easy Jet](#)
- [Kayak](#)
- [Sky Scanner](#)
- [Wizz Air](#)

Keep these tips in mind as you book flights:

- The closest airports to Alconbury and Molesworth are Stansted and Luton. Direct trains are available to London Gatwick Airport from Huntingdon and from Peterborough to Stansted and Gatwick Airports.
- Pay for parking & luggage beforehand and check-in online to reduce fees
- Read baggage policies - budget airlines are strict and will charge extra for baggage that does not follow their rules at the gate.

### *Local Buses*

- Always check routes, schedules and fares at the local tourist office or bus station before you depart on a bus to avoid any problems.
- The largest British coach operator is National Express, and locally Travel Line or Train Line may help to find more public transport options.
- Buy your tickets online, at a bus station, or on a bus.
- Validate your ticket on the bus each time you board.
- Use Google Maps to help navigate public bus routes/schedules.
- Buses are not always on time, be patient.

## **Exploring the UK**

There is so much to see and do! These resources will get you started on your journey. (For informational purposes only - No federal endorsement is expressed or implied.)

The 423d Force Support Squadron offers several trips and tickets through ITT and Outdoor Recreation. [Click here to Visit the 423 FSS website](#) to see what is currently available.

[Click Here to Visit Britain](#) and discover events and activities happening all over the UK.

Find hundreds of historical sites all over the island maintained by the:

- [English Heritage Trust](#)
- [National Trust](#)
- [Historic Houses of England](#)
- [National Trust for Scotland](#)

Check out these Facebook groups and pages to find more local offerings and information and connect with your new installation:



[Community Chit Chat](#)  
[Community Happenings Alconbury/Molesworth](#)  
[RAF Alconbury and Molesworth Newbies](#)  
[501<sup>st</sup> Families Page](#)  
[JAC Molesworth Families](#)  
[The Market Place Alconbury/Molesworth](#)  
[RAF Alconbury/Molesworth trader](#)  
[Alconbury Molesworth Spouse Club](#)  
[Alconbury-Molesworth – 423 ABG](#)  
[501<sup>st</sup> Combat Support Wing](#)  
[423 Force Support Squadron](#)

## Dining Out

It is very helpful to have a booking for restaurants. Your booking might be for the entire evening as it is common for restaurants to avoid turning tables over for new guests. Customer service may not be what you are accustomed to in the US. Servers may not check on you often, so take the initiative to ask if you need something. This often includes asking for your bill. Sometimes you will need to go to the bar to order more drinks and to pay your bill.

### *To Tip or Not to Tip?*

Tipping is not required at pubs. Menus in restaurants will state if service or gratuity is included. If gratuity is not automatically put on, it is fine to leave 10-15 percent if you are satisfied with your service. Also, keep in mind that the prices listed in restaurants or stores are the final price including tax.

### *Dress Code*

Don't wear sweats or running shoes to pubs, restaurants, and clubs. Be sure to have a spare pair of shoes in the car in case you get turned away from a club because of your footwear. You may find that English people dress up for all occasions, including running errands and visiting the grocery store. It is not common to see people out and about in lounge or gym clothes.



### *Time Expectations*

You may find it takes up to 30 minutes to get your meal after placing your order as it's likely to have been cooked to order. Many people go out for a meal for a couple of hours or an evening, so you are unlikely to be rushed.

### *Drinks*

Ice is typically not included with your drinks so ask if you would like some. Free refills are rare, so only a few family pubs or chain restaurants may offer free soft drink or hot drink refills.

### *Water*

Many restaurants charge for water, particularly if it is bottled. Many will ask if you would like sparkling or still, so do choose accordingly. You may also order tap water which may be free of charge.

### *Flavors*

Sugar content is restricted, so desserts, candies and sodas will not be as sweet as in the U.S. Artificial sweeteners are more commonly found in products. Preservatives are also rarely used which can affect the taste and shelf-life of items but produce and bakery items are fresher. Most English foods do not come with salt added.

### *Ordering Takeaway*

Takeaway (to-go) menus may be more limited than dine-in menus. Prices sometimes differ on delivery apps versus picking up from the restaurant or dining in.

### *Restaurant Recommendations*

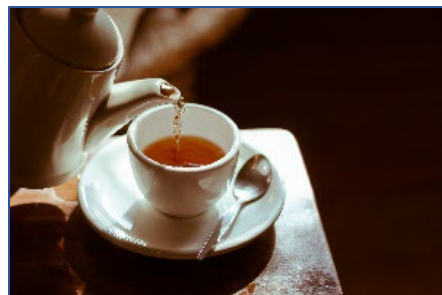
The UK is a veritable smorgasbord of menu varieties where you can find authentic dishes from around the globe. There are a ton of great restaurants around the area. Ask your friends and coworkers for recommendations and be open to trying new flavors.

Take it from those who know, these are great local places if you're feeling peckish!



Pub: The Crown, Broughton  
Mexican: Tacos & Flip Flops, Peterborough  
Chinese: Cinta, Godmanchester  
Fish & Chips: Pimp My Fish, mobile food truck  
South African: Nando's, several locations  
Coffee: Bake & Brew, Kettering  
Turkish: Ephesus, Huntingdon  
Pizza: Don't Panic, Huntingdon

Barbecue: The Manor, Alconbury  
Indian: 1498 The Spice Affair, Peterborough  
Afternoon tea: The Orchard Tea Room, Cambridge  
Fine Dining: The Duke of Wellington, Stanwick



## **Shopping**

### *Commissary & AAFES*

Active-duty military and DoD civilian personnel stationed overseas on orders may utilize the Commissary and Base Exchange. Contractor eligibility is determined by the Letter of Authorization.

The Commissary carries many of your favorite American foods. AAFES hosts a Subway and Voyager Café in the Food Court as well as a variety of food trucks at Alconbury and Molesworth during the work-week lunch period.

RAF Alconbury Commissary  
DSN: 314-268-3799  
Commercial: +44 01480 843799  
Email: [Alconbury.commissary@deca.mil](mailto:Alconbury.commissary@deca.mil)

[Click Here to visit the Alconbury Commissary webpage](#) for more information on products and services available.



AAFES  
Base Exchange  
DSN: 314-268-3264  
Commercial: +44 01480 843264

Fuel Station-Alconbury  
DSN: 314-268-3435  
Commercial: +44 01480 843435

Fuel Station-Molesworth  
DSN: 314-268-2593  
Commercial: +44 01480 842593



[Click Here to visit the Alconbury AAFES website](#) for more details on products and services available.

### *Markets*

Local farmers markets are usually held weekly in several nearby towns offering fresh fruits and vegetables, meat and fish, baked goods, crafts and handmade goods and flowers. Markets may not operate during Bank Holidays.

- Huntingdon: 08:30-15:00 on Saturday and Wednesday on the High Street
- St. Ives: 08:30-14:00 on the First and Third Saturday of each month at Market Hill
- Stamford: 08:30-16:00 every Friday on Broad Street

### *Grocery Shopping*

- Hours: Shops are often open Monday to Saturday from 9:00 am – 5:00 pm, and some shops are open on Sundays from 10:00 am to 4:00 pm. Larger supermarkets may be open until 10:00 pm hours a day from Monday morning until Saturday evening.
- Parking: Look for car park (parking lot) signs to make sure you only stay within the time permitted. Fines can be issued if you stay too long, even in a supermarket car park.
- Shopping Carts (Trolleys): Some stores will charge a deposit to use a trolley. Insert £1 coin or token of the same shape to unlock; once you return the cart, take your coin. You may find some keychains with a token that works in place of a £1 coin.
- Produce: Weigh your produce and obtain a ticket before checking out

- Bagging: Most supermarkets will expect you to pack your own groceries. You will be charged for bags which are usually reusable. Remember to bring your reusable bags when you go shopping.
- Membership Cards: Many supermarkets off-base offer points cards. These are free and earn coupons which can be used for money off on your future shopping or towards other rewards with the store's partners. Sale prices may only apply if you have your card with you to scan at checkout.
- Grocery Delivery and Click/Collect: Many supermarkets offer online ordering and a delivery or click and collect service.
- Common off-base supermarkets include:

**TESCO**

[www.tesco.com/](http://www.tesco.com/)

**Sainsbury's**

[www.sainsburys.co.uk/](http://www.sainsburys.co.uk/)

**WAITROSE  
& PARTNERS**

[www.waitrose.com/](http://www.waitrose.com/)

**Iceland**

[www.iceland.co.uk/](http://www.iceland.co.uk/)

**Morrisons**

[groceries.morrisons.com](http://groceries.morrisons.com)

**ASDA**

[www.asda.com/](http://www.asda.com/)

**LIDL**

[www.lidl.co.uk/](http://www.lidl.co.uk/)

**ALDI**

[www.aldi.co.uk/](http://www.aldi.co.uk/)

**coop**

[www.coop.co.uk/](http://www.coop.co.uk/)

## Shopping Centres/Malls

Huntingdon-[Chequers Shopping Centre](#)

Wellingborough-[Swansgate Shopping Centre](#)

Rushden-[Rushden Lakes](#)

Peterborough-[Queensgate Shopping Centre](#),

Peterborough-[Serpentine Green](#)

Peterborough-[Rivergate Shopping Centre](#)

Cambridge-[The Grafton](#)

Cambridge-[The Grand Arcade](#)

Cambridge-[Lion Yard](#)

Grantham-[Boundary Outlet](#)



## Local Shops

### Clothing & Accessories



[www.next.co.uk/](http://www.next.co.uk/)

Casual & Dressy



[www.marksandspencer.com/](http://www.marksandspencer.com/)

Clothing, home, beauty, gifts



[www.johnlewis.com/](http://www.johnlewis.com/)

Department store



[www.fatface.com/](http://www.fatface.com/)

Casual, sportswear



[www.newlook.com/uk/](http://www.newlook.com/uk/)

Casual



[www.peacocks.co.uk/](http://www.peacocks.co.uk/)

Dressy



[www.primark.com/en-gb](http://www.primark.com/en-gb)

Inexpensive, casual

### Home Goods



[www.diy.com/](http://www.diy.com/)

Building supplies, home improvement



[www.homebase.co.uk/](http://www.homebase.co.uk/)

Building supplies, home improvement



[www.dunelm.com/](http://www.dunelm.com/)

Home decor



[www.bmstores.co.uk/](http://www.bmstores.co.uk/)

Discount shop



### Sporting Goods & Outdoor

[www.mountainwarehouse.com/](http://www.mountainwarehouse.com/)

Apparel, camping, skiing, yoga, cycling swimming, rock climbing

[www.sportsdirect.com/](http://www.sportsdirect.com/)

Footwear, apparel, sport supplies

[www.ellis-brigham.com/](http://www.ellis-brigham.com/)

Outerwear, apparel

[www.cotswoldoutdoor.com/](http://www.cotswoldoutdoor.com/)

Apparel, camping, hiking, watersports

<https://supremeadventure.co.uk/>

Camping, paddlboarding, e-bikes



### Hobbies & Interests

[www.argos.co.uk/](http://www.argos.co.uk/)

Click & Collect for most anything

<https://uk.webuy.com/>

Used games, movies & consoles

[www.game.co.uk](http://www.game.co.uk)

New/Used games & consoles

[www.smythstoys.com/uk/en-gb](http://www.smythstoys.com/uk/en-gb)

& games

[www.hobbycraft.co.uk](http://www.hobbycraft.co.uk)

Craft & art supplies

[www.theworks.co.uk/](http://www.theworks.co.uk/)

Art & craft, stationary, books

[www.whsmith.co.uk/](http://www.whsmith.co.uk/)

Books & stationary



## **PREPARE FOR TAKEOFF: GET READY TO PCS FROM THE UK**

### **90 Days to Departure**

- Visit Plan My Move to build your custom checklist at <https://planmymove.militaryonesource.mil/>
- Make it a Smooth Move! Watch the video of the Smooth Move brief at the bottom of the M&FRC webpage at <https://rafalconbury.com/military-and-family-readiness/> for tips and info to prepare for your PCS.
- Exceptional Family Member Program Screening & Assessment
  - Medical Screening: Required for all active-duty service members.
    - Step 1 –service member is notified of a new assignment.
      - This assignment notification should guide you to log into vMPF to complete an “Initial Notification of Assignment Briefing”.
      - Assignment must be loaded by your MPF so you will be provided an Assignment Number (this is important for processing your case through the MyVector system and eventually cutting your orders).
      - The CSS will also send you an assignment notification email that includes all documentation you will need for PCS orders and out-processing the base.
    - Step 2 – Once you have completed the briefing on vMPF, you will receive a vMPF notification page guiding you to MyVector to complete a questionnaire.
    - Step 3 – Visit My Vector on a Chrome browser and click enter.
      - Login if you have an account or sign up if you have not yet created an account and follow the directions.
    - Step 4 – Verify dependents
      - All dependents listed in DEERS must be included in your clearance process, regardless of where they are located in the world. They may be geographically separated from you, but as long as they are not legally separated (and therefore no longer under you in DEERS) then you still have dependents and you need to carry on through the process, even if they are not traveling with you to your next assignment.
      - If you do not have dependents, you will not have a travel screening assigned to you.
      - If you have dependents, you should now be prompted within your MyVector dashboard with a Notification/Alert that an “Assignment Travel Screening is Required”
      - Click on the blue “Click Here” to begin the screening process.
      - \*If you (the active duty member) are not seeing the alert notification and you are logged into a Chrome browser, try logging out and back into the



system. If you still do not see this please reach out to your local EFMP Medical office so your EFMP Medical team can check your status within MyVector under their projected PCS Personnel Tabs.

- If you appear on this tab as => member is “pending status”, then your EFMP Medical team may be able to assign your Assignment Travel Screener as long as you are at least 8 months from your RNLT.
- Family Needs Assessment: Meet with the EFMP Family Support Coordinator to complete an assessment for any family members with special needs. This assessment is required for Q-Coded military personnel and is offered as a courtesy for other DoD personnel to ensure the gaining installation can meet the family member’s needs. Contact M&FRC at DSN: 314-268-3557 or Commercial: +44 01480 843557 to schedule your appointment at least 30 days prior to your PCS.
- Passenger Travel: Book your travel with SATO.
  - Ensure your GTC is active with sufficient funds available for travel
  - You will receive email confirmation of your booking. Check the details for accuracy thoroughly and contact TMO immediately for any changes or discrepancies.
  - Contact TMO with any questions by calling DSN: 314-268-3755 or Commercial: +44 01480 843755.
- Personal Property
  - Please provide a copy of your PCS orders as soon as you receive them. If you are shipping wine or a motorcycle, please come in prior to receiving your orders to get a head start on the required documents.
  - The virtual out-processing checklist will include a link to the Personal Property worksheet which must be completed and emailed with a copy of your PCS orders.
  - [Visit Military OneSource](#) for tools and resources to help ship your Household Goods.
- Vehicles
  - Schedule an appointment with Pass & Registration at least 2 weeks in advance. All vehicles must be deregistered (scrapped, exported, sold) prior to your appointment with Pass & Registration. Please call to check which vehicles are still on your account. If exporting vehicles, you need to make an initial appointment to pick up your Form 430s for the Vehicle Processing Center (VPC). Vehicle must pass the inspection and stay with VPC for shipment before Pass and Registration staff can sign-off on out-processing list.
  - Additional items: (1) Original DD Form 2586 (located with your Unit Security Manager) and the Restricted Area Badge, (2) USAFE Form 435 Driving/Fuel Permit plus Dependent’s permit, (3) copy of your Orders, (4) out-processing checklist, (5) forms to show proof of vehicle handling (examples: email from DVLA for a sold vehicle, stamped Form 430s from VPC, V5 for exports, V5 for a sold vehicle with new keeper’s information).
  - If you are selling a concession (imported) vehicle, paperwork must be completed at the Pass and Registration office with the buyer. The buyer must be an entitled member and cannot be a British national unless the seller or buyer wants to pay for the taxes. Tax assessments are accomplished through Pass and Registration. If you are scrapping a concession (imported) vehicle, you must make an appointment with Pass and Registration to complete Form 5 prior to the vehicle going to the Scrap Yard/Dismantlers.

- Members are only authorized to ship one concession vehicle per military member. All other vehicles must be paid for by members through a private shipping company.
- Post Office
  - Visit the Post Office to cancel your APO box.
  - Collect all remaining mail.
  - [Complete a Change of Address with the USPS](#)
  - Failure to out-process your APO will result in any mail being returned to sender.
- PPC / Visa / Passport - Request a Visa
  - Military Personnel who require a Visa or Passport as per the Foreign Clearance Guide: Member or dependents who will need a visa or diplomatic passport will need to request a visa prior to their departure. U.S. eligible dependents are required to have No-Fee Passports while remaining in an OCONUS location.
  - If you have recently processed documents and will be departing before your documents arrive, please contact the Passport Office at DSN: 314-268-4932 or Commercial: +44 01480 844932.
  - The vMPF checklist will have directions about what to do to get cleared for the passport tasks.
  - If you have PPC codes with your assignment, ensure that you are scheduled for and meeting all training and medical requirements.

## **60 Days to Departure**

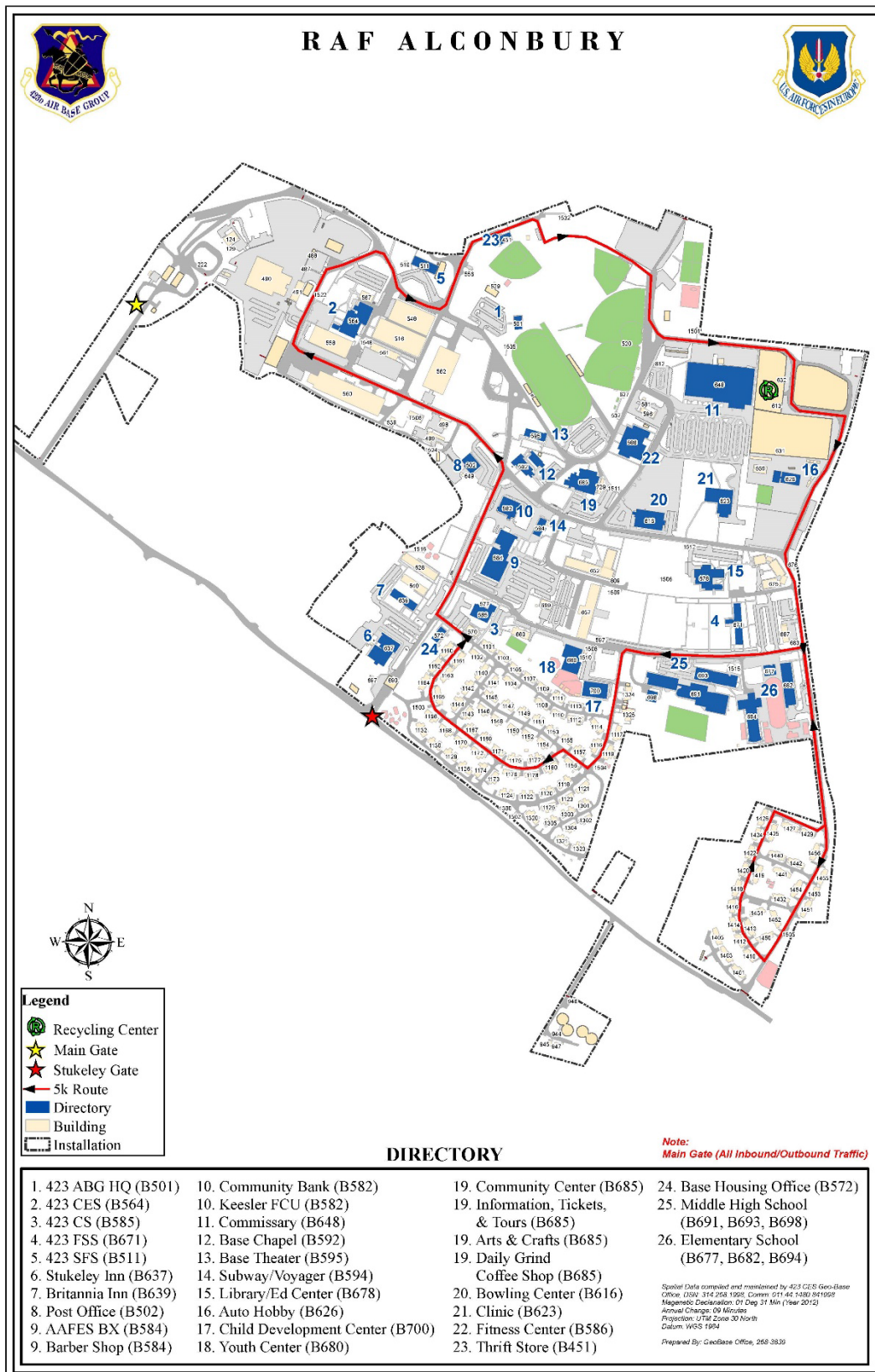
- Housing
  - Contact the Housing Office at DSN: 314-268-3518 or Commercial: +44 01480 843518 to schedule inspection and discuss requirements for vacating your property.
  - If renting, notify your landlord in-writing at least 30 days prior to vacating. Notify utility, internet and cell phone companies to terminate service 30 days in advance.
  - Contact Furnishings Management at DSN: 314-268-3505 or Commercial: +44 01480 843505 to request pick up of any loaned furniture or appliances and/or delivery of temporary furnishings after Household Good shipment.
- Pets
  - Contact RAF Feltwell Veterinary Treatment Facility at DSN: 314-226-7097 or Commercial: +44 01638 527097 to discuss your pets' relocation.
  - Research the laws and policies for importing pets at your next duty station.
  - Ensure your pets' vaccinations are current.
  - Arrange travel with a shipping company.

## **30 Days to Departure**

- Medical/Dental
  - Provide copy of orders for yourself and dependents to the 423 MDS.
  - Complete out-processing with Tricare

- Passports/Visas
  - If you are within 15 days of your departure date and your vMPF checklist has not been signed, please contact your appropriate CSS (268-4357 for RAF Alconbury, 268-1290 for RAF Molesworth) with a copy of your PCS Orders. For information regarding country requirements please refer to the Foreign Clearance Guide.
  - Retiring/Separating—Turn in Official/No-Fee Passport
    - Military personnel Separating/Retiring must turn in Government (Official/No-Fee) Passports for cancellation prior to departure. Dependents may travel on government No-Fee passports back to the U.S., if they do not possess a tourist passport.
    - However, dependent No-Fee passports MUST be turned in, to either a military installation that has a passport office, or mailed into the following address: U.S. Department of State CA/PPT/SIA 1125 Special Place Dulles, VA 20189-1123.
    - If official/No-Fee passports are not turned in, the US Department of State may deny any future passport applications.
- Library: Return all items to the library and out-process your membership.
- Finance: Send your PCS orders and itinerary to the Comptroller.
- Reimbursable Expenses
  - Reimbursable expenses may include flights, mileage and tolls to airport or to ship POV.
  - Keep receipts! Expenses associated with pet travel are not reimbursable. Personally procured move expenses can be claimed with TMO.
  - COVID tests are reimbursable for PCS.
  - Rental cars are not generally authorized for reimbursement for PCS unless specifically stated on PCS orders.
- Book Temporary Lodging

# INSTALLATION MAPS



# RAF MOLESWORTH

