



THE GATEWAY INN

Royal Air Force Mildenhall

*Bldg 459, RAF Mildenhall, Suffolk, IP28 8NF, England
DSN: 238-6001, Commercial: 01638 546001/543091*

Welcome!

We are delighted to have you as our guest and would like to wish you a very warm welcome to the Gateway Inn, a premier Air Force Inn in the heart of East Anglia. We consider it a privilege to serve you, and trust you will find your stay with us both pleasurable and comfortable.

This book contains pertinent information about the Gateway Inn, the base, and local community. Please remember that times posted for base activities and programs are subject to change without notice. We recommend you contact the activity for the latest program information.

We are committed to providing the highest standard of service. Should you need any assistance, please make inquiries of any staff member, or call Guest reception by dialing 238-6001 from your room. The front desk is open 24-hours a day to assist you as needed.

Mildenhall and the surrounding countryside have much to offer. We are sure you will find many interesting places to visit and activities to enjoy.

The cornerstone of quality services is you, our guest! We encourage your suggestions to improve our facilities and services. Guest comment surveys are provided in your room and at the front desk. You may also log onto <http://ice.disa.mil> from your computer to give us your opinion

Thank you for staying with us, and hope we may welcome you back in the near future.

Again, welcome to RAF Mildenhall!

Andres (Andy) Flores NAFIV, CHA

General Manger, Gateway Inn

Guest Services Desk:

The Guest Services Desk is located at Building 459 and is open 24 hours a day, seven days a week, including holidays. If there is anything you need to make your stay more comfortable, please visit the desk or contact 238-6001.

Air Force Inns Promise

Ensuring our guests have a clean, comfortable room to guarantee a good night's rest and pleasant stay is our goal. If any part of your stay with us is not satisfactory, please let the lodging manager or front desk know so they can try to make it right for you.

Local Area and Room Maps

Installation, local and running maps are available for your convenience at the Front Desk.

Check-In and Check-Out

Check-in begins at 1400 hours and check-out time for all quarters is at 1100 hours. Please abide by the scheduled check-out time so the room may be cleaned for the next occupant. A late check-out fee (an additional night's room charge) may be posted to your account after 1100 on the date of your departure. If you have special circumstances and require a late check-out, please contact the Guest Services Desk at 238-6001. We accept Visa, MasterCard, America Express, personal checks and cash. All rooms must be paid in advance for the entire stay or for 10 nights if stay exceeds 10 nights. Please note that Lodging does not cash checks so any checks must be written for the correct amount.

Complimentary Beverages

Complimentary coffee, hot tea, and hot chocolate are available 24-hours a day at the Guest Services Desk. Coffee and tea are also provided in your room.

Business Center /Fax Services

Commercial and DSN fax services are available at the Guest Services Desk at no charge. The business center is located at the Guest Services Desk (Bldg 459) and offer free computers, printers and copy service through the front desk. A DSN line is also available at the Guest Services Desk for guest use

Wireless Internet

There is free wireless internet in every room, and at the Guest Services Desk. Connecting your laptop or other wireless device has never been simpler! Any questions, please follow the directions given to you by the Guest Services Desk. Please note this is a public connection over a commercial internet service provider, and you should maintain proper OPSEC. Should you have any questions, or require assistance, please contact the Guest Services Desk (238-6001).

Sundry Items

Sundry items are available at the Guest Services Desk for your convenience. Our selection includes items most frequently requested by guests at reasonable prices.

Wake-up Service

An automated wake-up service is available for our guests. From your room telephone dial 238-6555 and follow the prompts to set the wake-up call.

Lost and Found Service

We operate a lost and found program to assist guests of the Gateway Inn. If you are missing any items after check-out, please contact the Guest Services Desk (238-6001). We will make every effort to locate the missing item and return it to you. Items not claimed after 30 days are donated to charitable agencies.

Foreign Currency

Guests may obtain the local currency from one of the Community Bank ATMs located around the base. Contact the Guest Services desk for more information

Dry Cleaning

Dry cleaning and alterations are available at the AFFES dry-cleaners located across the street from the Keesler Federal Credit Union

Visitors in Quarters

Occupants are authorized to receive visitors in their rooms. Sponsors are responsible for the conduct of their visitors and for any damages incurred. Visitors shall not be given keys to rooms and must be accompanied by their sponsor at all times.

Guest Responsibilities

STOCKED ROOMS

Rooms stocked with resale items (sodas, candy, liquor, etc.) are replenished on an as needed basis. Please pay for these items using the pre-printed inventory envelope in your room by check or cash. These charges may also be paid as part of your checkout total. A cleaning fee will be assessed to your room charges if your quarters are beyond housekeeping standards.

ROOM ETIQUETTE

Keep all valuables out of sight, stored securely in luggage or use the room safe provided for your use. Please keep rooms neat and orderly by picking up and keeping personal clothing stored in appropriate storage areas. Housekeepers are not authorized to handle personal items to clean the room. Any items left on the bed, floor, or dressers will prevent the housekeepers from making the bed, dusting, or vacuuming the room.

If The Do Not Disturb sign is not removed from your door by 11 am, we will not be able to service your room. Please contact the front desk if you wish to set up service after this time. Service will be provided if housekeeping staff is still on the premises. For health and safety reasons, housekeepers are required to enter rooms every 3 days regardless of a Do Not Disturb sign posted on the door.

Guests are required to be properly clothed for the Housekeeper to enter the room.

Food items should always be sealed and stored properly.

Non-commercial or personal cooking appliances are not authorized for use in the rooms. Please use only the cooking devices that are provided in the rooms.

Guests are responsible for the conduct of their children and visitors. This includes any damages they may cause.

Lodging linens used to clean cars, boots, makeup, etc. may result in your account being charged to replace destroyed linens.

Please refrain from storing bicycles in rooms or stairwells. A sheltered storage area is available on request.

Please note while living in the quarters, all supplies, equipment, and fixed assets are your responsibility. Damage to the television, remote control, bedding, furniture, or carpeting will result in reparation, replacement, and/or cleaning at your expense.

Please be considerate of other guests by observing quiet hours between 10 pm - 8 am.

Tobacco Use at The Gateway Inn

All rooms are non-smoking to include e-cigarettes and smokeless tobacco.

If tobacco use in the room is found and confirmed a cleaning fee will be assessed to your room charges.

Designated smoking areas are located outside of buildings 105, 237, 238, and 481. Signs are posted identifying the designated smoking areas. If you have any questions, contact the front desk by dialling "0" from your room phone.

Standard Rules

Please be considerate of other guests. We want you to enjoy our stay with us, but loud or boisterous behaviour is discouraged as many guests are day sleepers and members of flight crews.

Firearms, ammunition, or weapons of any kind are prohibited in lodging quarters. Security forces can assist with the storage of firearms.

Automobile maintenance or washing of vehicles should not be attempted in the transient parking area. The Auto Skills Center has excellent facilities; their hours of operation can be found in the [Base Facilities](#) section of this directory.

Occupants will be held responsible for all loss or damage to lodging property resulting from their activities or the actions of their guests.

Please do not relocate the electronic equipment or furnishings within your guest room.

Pet Policies

We have pet-friendly TLFs available on a first come first serve basis. For information on these units, contact the front desk. There are designated walking areas with rest stations on the north and south side of building 104.

Please do not bring pets into any lodging facility that is not designated pet friendly, at any time. A cleaning fee will be assessed to your room for pets found in a non-pet-friendly room or on the premises. Guests will be asked to find lodging elsewhere.

Electric Supply

Our facilities have 220/240, and 110 voltages. Check your personal appliances to ensure that they are set to 220/240 watts BEFORE plugging into a British outlet. There is no all-in-one adapter/voltage converter. If in doubt, call the Guest Services Desk (ext. 238-6001) for assistance.

Fire Protection

Do not store flammables (gasoline, charcoal, lighter, oil base paints, etc.) in your room.

Cooking or heating devices (i.e. hot plates, crockpots/instapots, griddles) are not provided by the Gateway Inn and are not authorized.

Exercise caution when handling hot appliances such as irons, kettles, and coffee pots. They should not be placed in drawers or cabinets where they might start a fire.

Use of multiple plugs is limited to low amperage appliances only. Do not exceed 15 amps to prevent overload of electrical circuits.

Portable charcoal grills should be placed at least 10 feet away from any facility.

Electrical appliances should be turned off before leaving the room.

Candles/incense, or any other open flame is prohibited.

Your room is equipped with a very sensitive smoke detector. When the alarm is activated, the removal of the detector will not stop the transmission of signal to the Fire Department.

It is illegal to tamper with, falsely activate, or damage fire extinguishers, installed fire detection systems, or break-glass stations.

Reservation Extensions

Military guests who are in-processing (PCS) have a 30 day entitlement IAW AFI 34-246 for on base lodging, providing space available, through reimbursement may be for a lesser amount of time. Extensions to the 30 day limit may be granted based on availability, and must be approved in advance of the guest's check-out date. Requests should be made through the Guest Services Desk for management's approvals. Most civilians are entitled to 90 days of lodging if space is available. Contact the finance office for questions on reimbursement.

Quarters and Maintenance

Lodging and Civil Engineering strive to maintain the highest standards of maintenance in all our quarters. If you have any problem that requires repair, please notify the Guest Services Desk at 238-6001. You may also complete the maintenance card provided in your room. Leave the card on the desk or table, and our staff will collect it, and begin the repair process.

Washers/Dryers

Washers and Dryers are provided free of charge. Dispensers are available for the purchase of detergents and softeners or you may purchase them at the Guest Services Desk. Your room key will open the door of the laundry rooms. Laundry rooms are located as follows:

- Bldg. 104 Second Floor
- Bldg. 237 First Floor
- Bldg. 481 Second Floor

- Bldg. 105 In-Room
- Bldg. 238 First Floor
- Bldg. 464 Third Floor

The in-room washers/dryers in Bldg. 105 can be found in the closet near the kitchen. These are British washing machines, and they operate differently than American models. These machines are smaller, require less detergent, and the door locks as soon as you start the machine. Loads may take upward of 90 minutes to complete a cycle.

Ice Machines

Ice Machines are located in each building.

- Building 104 Ground Floor, first floor, by center stairs
- Building 105 Second Floor, 1 each end
Third Floor, by play area

- Building 237 Ground Floor, first floor, by stairs
- Building 238 Ground Floor, first floor, by stairs
- Building 464 Second Floor, by Room 6138
- Building 481 Second Floor in the Laundry Room

Telephone Instructions

The telephone in your room has the capability to dial DSN, commercial, on-base and off-base. Commercial, local, and long distance phone call will be billed to your room. If you experience any difficulty making calls, please contact the Guest Services Desk.

Making Calls

Room to Room	88 + 238 + 4 Digit Room Number
Front Desk	0
Base Operator	88 + 238-1110
On Base Calls DSN	88 + 238 + 4 Digit Extension
RAF Lakenheath/Feltwell DSN	88 + 314 + 226 + 4 Digit Extension
RAF Alconbury DSN	88 + 314 + 268 + 4 Digit Extension
DSN International Calls	88 + 312 + Number
Off Base Local Calls	99 + Number

Long Distance (US)

99 + 001 + Area Code + Number

Long Distance (International)

99 + 00 + Country Code + Area Code + Number

For Emergency: Dial 999 or 911

Quick Reference Numbers On Base

Fitness and Wellness

North Side Fitness Center - 238-2041

Hardstand Fitness Center - 238-3730

Housing

Housing Office (LAK) - 226-2000

AAFES BXTRA

Food Court - 01638 581226/7

Airman's Attic - 238-2670

AAFES Shoppette - 01638 581211

Barber Shop- 238-2676

American Red Cross

Duty Hours - 238-2107

After Duty Hours - 238-2121

Force Support Facilities

Gateway Inn Lodging - 238-6001

Galaxy Club - 238-2680

Library - 238-2352

Outdoor Rec -238-4283

Middleton Hall - 238-4860

Dining Facility - 238-2689

Community Center - 238-2579

Auto Skills Center - 238-2480

Transport and Travel

Transportation - 238-2339

SATO - 238-2766

SATO Leisure Travel - 238-4708

M & L Taxi - 238-2984

Tickets and Travel 01638543267

Youth Centers

Child Development Center - 238-2042

AYA Center - 238-2831

Family Day Care - 238-4040

Grocery and Produce

Commissary (MILD) - 238-2475

Weather Forecaster - 238-4502

Commissary (LAK) - 226-2247

Banks and Credit Union

Community Bank - 238-2850

Credit Union - 238-2686

Family Readiness Center

Family Services - 238-2032

Family Support Center - 238-3406

Finance and Pay

Civilian & Military Pay - 238-8851

Emergency Contacts

Security Forces Desk -238-2667

Fire Department -238-2408

Off-Base Emergencies 999

On-Base Emergencies 911

Schools

Feltwell Elementary - 227-7003

LAK Elementary - 226-3721

LAK Middle School - 226-2258

LAK High School - 226-3115

Medical Facilities

Dental Clinic - 238-2273
Lakenheath Hospital - 238-4226

Chaplain

Duty Hours - 238-2822
After Duty Hours - 238-2121

Uniform Sales

Clothing Sales (LAK) - 226-3708

TMO

Passenger Section - 238-2929
Freight Section- 238-7089
Travel Pay - 238-8851
Household Goods Inn 238-7089

Miscellaneous

MPF Customer Service ☐ 238 2479
Vet Clinic (Feltwell) ☐ 226 7079
Education Office - 238-2350
Pass and ID - 238-2876
Equal Opportunity - 238-2468
Theater, Box D - 238-2351
Passenger Terminal - 238-5946
Post Office - 238-5157
Thrift Shop - 238-2303

NOTE:

Phone numbers are subject to change. Please dial base information at 97 238-1110 if phone numbers listed are not correct or changed. Thank you.

Lodging will make every effort possible to house your entire family, including pets, but unfortunately there are times when all pet friendly rooms are occupied. Below is a list of local pet friendly hotels as well as a list of local kennels/boarders to assist you.

Pet Friendly Hotels

Riverside Hotel	01638 717274
Lakenheath Hotel	01842 86069
Heathcourt Hotel	01638 667171
Bell Hotel	01842 754455
Woodlands House	01368 728888
Ramada Hotel	01284 760884
University Arms	01223 351241

Pet Boarding Kennels:

Lodging does not endorse any of the below listed.

Rushbrook Kennels

Rushbrook Lane

Bury St. Edmunds, Suffolk

Telephone: 01284 766992

Forest Boarding Kennels & Cattery

The Homestead

Mundford Road

Weeting, Brandon, Suffolk

Telephone: 01842 811320

Pine Farm Kennels & Cattery

Wilde Street

Beck Row, Suffolk

Telephone: 01842 861841

Country Club Boarding Kennels & Catter

Qua Lodge Dolver Dove

Soham, Cambridgeshire

Telephone: 01353 721196

NOTE: There are other boarding kennels available in the local area. Lodging does not endorse any of these pet accommodations. They are provided for information only.

Youth Supervision Guidelines

Parents are advised to be with young children at all times while staying in lodging. In cases that needs children to be left inside the lodging room, please follow this base guideline.

RAFL/RAFM Youth Supervision Guidelines

Age of Child	Left w/o Sitter in Quarters	Left Alone Overnight	Outside Unattended During Daylight Hours (To Include Walking to School & Playing)	Left in Car Unattended	Child Sit Others
Newborn to Age 4	No	No	No	No; With the only exception of paying for gas at the window outside AAFES	No
Age 5 to 6	No	No	Yes; playground or yard with immediate access (visual sight or hearing distance) to adult supervision.	No; With the only exception of paying for gas at the window outside AAFES	No
Age 7 to 9	No	No	Yes; With ready access to adult supervision.	Yes; with keys removed and handbrake applied; 15 minutes maximum	No
Age 10 to 11	Yes; with ready access (phone number to an adult supervisor)	No	Yes; With ready access to adult supervision	Yes; keys removed and handbrake applied	No
Age 12 to 15	Yes	No	Yes	Yes	Yes; Red Cross babysitting training is recommended
Age 16 to 17	Yes	Yes; may be left alone for short TDYs or leaves, not to exceed 3 consecutive days. Parent to provide adult supervision. Child must have available access to adult supervision.	Yes	Yes	Yes; Red Cross babysitting training is recommended