

Welcome to Henley Business School

A GUIDE TO OUR GREENLANDS CAMPUS



Henley
Business School

UNIVERSITY OF READING

Where business comes to life



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*We hope the following
information will help you
find your way around
and that you enjoy a
comfortable stay
with us.*

Welcome to Greenlands

Greenlands boasts a magnificent Grade II listed building set in a 30-acre, Thames-side estate in the beautiful Oxfordshire countryside. The campus is home to Henley Business School, one of Europe's highest ranked business schools.

Greenlands' wide range of facilities caters to a variety of clients, from students and event delegates to hotel guests and other visitors. This booklet provides information about the facilities available on site.

Study at Greenlands

Henley Business School's Greenlands Campus serves post-experience postgraduate students with the world-renowned Henley MBA and Executive Education programmes, among other courses. The campus also hosts regular business events, conferences and symposia.

To meet these needs, the site has multiple meeting and syndicate rooms, conference suites, teaching rooms, resource centres, IT facilities, as well as group-work and individual study spaces.

Stay at Greenlands

The on-site hotel serves students, delegates and visitors. The hotel has 100 executive rooms, including some with assisted accommodation facilities. All rooms are en suite and include a number of amenities, such as free Wi-Fi, a TV, coffee-making facilities and a safe.

General facilities

Other facilities outlined in this document include dining, recreation and leisure facilities.

If you have any further queries that are not answered here, please do not hesitate to contact reception (ext 2000) between the hours of 07:00 and 00:30.



Catering facilities

Restaurants

Heyworth Room

Monday–Friday	Breakfast:	07:15–09:00
	Lunch:	12:00–12:45 13:00–13:45
Monday–Sunday	Dinner:	19:00–20:00 20:15–21:15

In order to assist with catering numbers, please advise reception if you plan to go out for a meal rather than eat at Greenlands. Clients requiring packed meals should contact reception.

Meals in the Heyworth Room are table service. There is normally a soup, fruit juice and starter, a main course, a selection of salads, a choice of hot dishes and vegetarian options. If you are vegetarian or on a special diet, please identify yourself to one of the staff in the dining rooms who will ensure your requirements are met. A selection of sandwiches/baguettes is also available and may be ordered at reception.

Please advise us if you have any special dietary requirements. Our cuisine is normally European, but we are happy to make special arrangements for overseas clients who may prefer a more familiar diet.

Chiltern Bar

Monday–Friday 12:00–13:30

A light lunch option is available to purchase from the Chiltern Bar. This can be convenient for those clients whose sessions or events do not include lunch.

Coffee, bar and snacks

Chiltern Coffee Bar

Monday–Friday 08:00–15:00

The Chiltern Coffee Bar serves a range of hot and cold beverages, including Barista-prepared coffee, as well as a selection of cakes and pastries.

Bar

Monday–Thursday 17:30–23:45

Friday–Sunday 17:00–23:45

Bar meals available: 20:00–21:30
(or from 19:00 if restaurants are closed)

A licensed bar is located adjacent to the reception area in the main building.

Private bar services may be arranged for programme groups on special request.

Due to COVID-19, we have reduced seating in the Bar. You are welcome to utilise any of our lounge or common areas.

Hot beverages and snacks

Several hot beverage stations are situated at locations across the site, including in both common rooms. There is a vending machine dispensing confectionery and cold drinks located next to the luggage room in the main building.

Campus facilities

Common rooms

There are two common rooms for the use of clients:
Bar Common Room and Garden Common Room.

Newspapers

Due to COVID-19, we will not be providing newspapers for the foreseeable future.
We are sorry for any inconvenience.

Recreational facilities

Fitness Centres

Monday–Thursday	06:00–20:00
Friday	06:00–18:00
Saturday	08:00–13:00
Sunday	09:00–13:00

The gym is fully functional and following cleansing guidelines. However, due to restricted numbers and social distancing, guests will need to book sessions in advance by calling 01491 411948.

Please note that last entry to the Fitness Centres is half an hour before the closing time of each session. Henley Business School cannot accept responsibility for accidents resulting from the use of these facilities.

Angie Best's Metaphysical

In our riverside Fitness Centre, you will find everything you need for your gym away from home. Specialised classes, treatments and private training are also available.

BSTLFE

Guests also have access to the specialist strength and conditioning gym, BSTLFE, which is located across the road from the Business School.

Sports and games

We have an outdoor tennis court; rackets and balls can be obtained from the gym or from reception (when the gym is closed). Court bookings can be made via reception (ext 2000).

Croquet is available for leisure time. Equipment is provided; please ask at reception. Games can be played on the lawn near the Fitness Centre.

Greenlands also has a giant chess set. It is located in front of River House and is available for use at any time.

Please note: all equipment will be sanitised after each use.

Local area

Local attractions

Please ask a receptionist if you would like any information on the local area and they will be happy to help. For more information about places to visit, go to [visit-henley.com](https://www.visit-henley.com)

Country walks and jogging routes

There are some lovely walks in the area. Maps illustrating several footpaths, as well as suggested jogging routes, are available from reception.





Study facilities

Teaching rooms

Greenlands has eleven conference rooms, including one tiered conference room. There are 40 syndicate rooms and one boardroom. All of these rooms are furnished to a high standard and all have networked IT/AV facilities and equipment.

Private group study

Groups wishing to book syndicate rooms outside their timetabled programme should contact their programme administrator for assistance. Please note this can only be done ten days in advance.

You will not be allocated a room unless one has been booked beforehand.

Business Centre

The Business Centre is located opposite the Bar Common Room. It provides the following facilities: photocopier, computers, printer and network access.

For more information on such facilities, please refer to the IT section of this guide.

Due to COVID-19 precautions, there will be limited seating in the Business Centre. We apologise for any inconvenience caused.

Please use the hand sanitiser provided before and after using the computers. We thank you in advance for your co-operation.

Quiet Study Space

Due to COVID-19, the Quiet Study Space is closed until further notice. This is temporary and subject to change. We apologise for any inconvenience caused.

Henley Business School Library

Designed to support the teaching, learning and research activities of Henley Business School, the Henley Business School Library at Greenlands contains physical resources as well as offering access to a large collection of online resources.

Please note: we are currently only able to offer a click and collect or postal delivery (at a charge of £10 to the UK) service. We are also unable to offer study space. This is temporary and will be updated in due course to align with University safety advice.

The Library is located on the ground floor of North House and is open seven days a week.

Monday–Friday 10:00–12:30 and 13:00–15:00

Saturday–Sunday 10:00–13:00 and 14:00–18:00

For bank holiday periods and formal Greenlands occasions, please refer to the Business School website or check opening times with the Library team (ext 2132) or via the contact details given below.

The Library team look forward to assisting you with your research and helping you to make the most of the resources and facilities available at Henley Business School. Please do not hesitate to contact them by phone, email or in person:

 **BusinessLibrary.greenlands@henley.ac.uk**

 **twitter.com/LibraryAtHenley**

 **+44 (0) 1491 418823**

Accommodation

Accommodation at Greenlands

Check-in/arrival

If you arrive by car, enter the site by the main entrance and pull up at the short-stay car park in order to register at reception prior to unloading your luggage. You can then park your car in a designated car park, as advised.

Please do not leave your luggage unattended. There is a luggage room with proximity card access where your luggage can be stored safely and/or kept in a locker. The proximity card will be issued on arrival.

Ask reception if you need help with wheelchair access or if you require any other assistance. See the 'Disability statement' section in this guide for more information.

Reception

Manned	07:00–00:30 (ext 2000)
Security	00:30–07:00 (ext 6300) (or in the event of an emergency)

The following items and services are available on request at reception:

- Access passes to Henley Business School Library (for residents and visitors)
- Local information (e.g. churches, hotels, pubs, florists, banks and golf course)
- Bus and train timetables
- Local walking maps
- Continental adaptors (for purchase)
- Postage stamps
- Guide to Henley-on-Thames
- Taxi booking service
- Henley Business School merchandise
- Toiletries (subject to availability)
- USB flash drives (for purchase)

Bedrooms

All bedrooms have en suite facilities; towels and toiletries are provided. The rooms have tea and coffee making facilities, contain an iron* and ironing board, a hairdryer* and a safe.

Wi-Fi, telephone, radio and television with freeview channels are provided.

All bedrooms are non-smoking.

*the iron and hairdryers will be provided in plastic bags, sealed with tamper seals.

If you require clean towels, please place your used towels in the bag provided and leave outside your room by 10:00.

We have removed water bottles from all bedrooms, however, they are provided in all bedroom blocks. Please take as you require and leave empty bottles outside your room.

Tea and coffee replenishment will be placed outside your room every morning.

For your safety, we have also temporarily removed room services. Please contact reception for any assistance.

Laundry

If you would like a laundry service, please contact reception and they will assist you.





Check-out/departure

On the morning of your departure, please check out of your bedroom by 09:00 Monday to Friday, and by 11:00 at weekends and Bank Holidays.

Luggage may be left in the luggage room in the main building. Lockers are operated using a PIN number, which releases at midnight. Access to the luggage room is by proximity card, which you will have been issued on your arrival. There are small lockers for electronic devices, like tablets or laptops; larger bags and cases should be stored behind the rails.

Payment of accounts

To ease your check-out experience, we are trying to ensure all accommodation payments are made in advance of your stay. While at Greenlands, we also advise using contactless payment wherever possible. If this has not been possible, clients are asked to pay their final account at reception on the morning of their departure from Greenlands.

All sundry services, such as laundry, dry cleaning, telephone calls etc, please may for at reception.

We accept payment by Amex, Visa, Mastercard, Switch and Delta. Due to COVID-19 safety procedures, we will not be accepting cash payments. We apologise for any inconvenience caused.

Visitors

Official visitors

Arranged by Henley Business School.

Greenlands has a number of visitors, both from nominators and educational institutions, who occasionally come to observe our methods and procedures and who contribute to the programmes. Sometimes visitors request to sit in on programme activities. The Programme Director will tell you of any visitors intending to participate in your sessions.

Invited by clients.

If you wish to invite a guest to see Henley Business School at work – perhaps a senior member of your organisation, for example – please consult your Programme Director. In some cases, you may think that an invitation from the Dean or Programme Director would be appropriate, especially if the visitor wishes to meet the Dean. This can be arranged with your Programme Director.

Private visitors

Weekdays.

If you would like to invite a guest(s) for lunch or dinner, please enquire at reception to ascertain availability.

Weekends.

Families and friends of clients are welcome at weekends. A roast lunch is available on Sundays. If you would like to have lunch, please book in advance via reception. Please also check in advance if you wish to invite visitors to Greenlands. Any meals for guests will be charged to the client's account. We can provide overnight accommodation for private guests, which will be charged at our normal 'bed and breakfast' rate.

For security purposes, please ensure that all visitors register their arrival and departure at reception.

Car parking and transport

Car parking

Car Park 1 and Car Park 2 are for the use of Greenlands clients.

Please provide your vehicle registration details when you arrive at reception.
If you will be a residential guest, **please contact reception in advance**.

Please do not park on driveways or in other undesignated areas; to do so impedes access for emergency vehicles.

Vehicles are parked on Greenlands property at the owners' risk.
Owners are responsible for the insurance of both the vehicle and its contents.
Please do not leave valuables in your car.

Please do not leave any animals unattended in your vehicle at any time.

Road safety

On approaching and leaving the site, please be aware that the country roads in the area are narrow and have dangerous corners; the S-bend half a mile west of Greenlands, on the road to Henley, has been the scene of a number of serious accidents, so please drive with care.

Within the grounds at Greenlands there is a speed limit of 10mph.

The road ways on site are narrow and are used by commercial vehicles; there are also often cattle in the meadow, so please drive carefully at all times.

Vehicular access to and from Greenlands is via the main gate (Henley direction) only. Please do not drive into or out of the East Gate (Marlow direction) as this is for deliveries only.

Please do not exit the campus on foot via either the main entrance or East Gate. Both of these open onto extremely dangerous roads, without pavements. If you need to cross the road for any reason, please use the automatic pedestrian gate where there is a pavement for your safety.

Transport

Garage services

The garage service has been suspended until further notice. We apologise for any convenience this may cause.

Local services

Two bus stops located just outside the main site serve routes to surrounding areas, including Henley-on-Thames, Reading and High Wycombe. Henley railway station is located near the town centre, less than three miles from Greenlands, and provides links to Reading and London via Twyford.

For detailed information on reaching Greenlands by car, visit:

henley.ac.uk/about-us/how-to-find-us





Disability statement

Henley Business School aims to provide a welcoming and friendly environment that is supportive to clients, students and staff with disabilities. This is part of a wider commitment to equal opportunities.

Visitors with particular needs should, in the first instance, contact their programme or event administrator, or reception, prior to arrival to discuss requirements.

Personal emergency evacuation plans (PEEPs) can be facilitated for visitors.

Wheelchair access doors are available to buildings across the site (see campus map).

Assisted accommodation rooms are available for hotel guests.

Assistance animals are permitted on Greenlands property.

Students can access the University of Reading's dedicated Disability Advisory Service, which is based at the Whiteknights Campus. The service offers advice and guidance to students with any disability, mental health condition or specific learning difficulty. For further information visit: **student.reading.ac.uk/essentials/_support-and-wellbeing/disability**

Wi-Fi service

Greenlands' wireless networks cover all public buildings on campus, including the teaching rooms and residential buildings.

There are two networks available on site:

'WiFi Guest' network

This is for visitors to the site, including hotel guests.

eduroam

This is the service for more permanent and returning clients, including students and staff. The service is part of the eduroam Federation, which enables clients to log on using their normal credentials, providing that they are registered with eduroam.

For more information on eduroam, please see: **reading.ac.uk/eduroam**

For clients not registered to the service, you will be prompted to provide certain information prior to using the system, which is free at the point of access. For further information and login details, please enquire at reception.

For technical assistance with the use of the Wi-Fi service, please contact the Digital Technology Services team (ext 2180).

Please note that you should not connect to, or attempt to connect to, the Henley Business School network via the network (ethernet) ports in any room of the Business School. If your corporate mail system is web based, then any PC in the public areas around the campus with internet access can be used for this purpose.

IT services

Audio, video and visual aids

As standard, all syndicate rooms are equipped with one networked computer and monitor (which may be used to view DVDs). Each conference room is supplied with a computer, LCD data/video projector, a DVD player and screen. We can also provide additional audio-visual recording equipment, professional advice and/or assistance with audio-visual production.

Equipment must not be moved without authorisation and faults should be reported to the IT/AV support team support team promptly on ext 2180. Please help us by giving as much notice as possible for extra requirements (normally 24 hours).

If any additional equipment or services are required, you should contact the IT/AV support team.

Computer equipment

Greenlands has a local area network (LAN) connecting all the computer users on the site. All conference, syndicate and teaching rooms are equipped with a Windows-based computer (PC). The network is available 24 hours a day, 7 days a week. However, currently, support is only provided to Henley Business School students as specified in the 'Digital Technology Services support' section below.

Virus/spyware checks protection

Greenlands' PCs and servers are all protected with virus detection software. This software is regularly updated. All external devices plugged into a PC are automatically scanned by our antivirus software upon access.

Photocopiers

Photocopiers are found at various locations on site. Photocopying in the Business Centre is free.

Please wash your hands before and after use.

Student IT administration

While in residence, students are generally divided into groups by the Programme Director. Each of these groups has its own user account that provides access to all the network facilities. There is a mailing list set up for each major residential programme, which consists of the group names, Programme Director, administrators and faculty working closely with a programme (e.g. programme tutors). All faculty and administrators are contactable by email.

Use of IT facilities between modules

Students can use the IT facilities between their residential periods as long as notice is given to relevant programme administrators.

Digital Technology Services

Support hours will start with 08:00–16:00 on-site, with remote support until 18:00.

The Digital Technology Services team provides general IT/AV support via a helpdesk (ext 2180).





Communications

Telephone facilities

Greenlands number is +44 (0) 1491 571454; the Greenlands switchboard is attended 24 hours a day.

There are telephones located in the bedrooms. Cheaper rates (i.e. more time per unit) apply nationally from 18:00 to 08:00 (UK time) and internationally from 20:00 to 08:00 (UK time).

Outgoing mail

Stamps may be purchased from reception. Outgoing mail should be taken to the reception. UK post is collected by the Royal Mail at 17:00, Monday to Friday. Overseas post is collected at 15:30, Monday to Friday.

Incoming mail, voicemail and telephone messages

Every effort will be made to get messages to clients as soon as possible.

When programmes are in progress, non-urgent messages will normally be given to programme administrators or put on the noticeboard outside your conference room or in the main corridor.

Staff will endeavour to relay incoming messages to hotel guests, calling them through to the room phones where possible.

Mobile phone use

Please note that, for the comfort of others, the use of mobile phones is not permitted in the following areas:

- Heyworth Room
- Henley Business School Library
- Quiet Study Space

During lectures and syndicate workshops, mobile phones should be switched off or put on silent.

Health and safety

The following members of Business School staff have particular responsibility for health and safety issues:

Dereck St Clair:
+44 (0) 1491 418839

Edith Rigby:
+44 (0) 1183 788129

In the event of a fire alarm, the one-way system is not applicable and you can exit via the closest fire exit. Once you have reached the fire refuge point, please abide by social distancing guidelines.

Fire precautions

Emergency procedures in the event of fire are posted in all buildings. Please take the earliest opportunity to familiarise yourself with these procedures and identify the emergency exits and fire assembly points in all areas of the campus where you are likely to be situated. Fire familiarisation will also be dealt with by a member of Henley Business School staff at the start of your programme.

The main fire assembly point is on the main lawn opposite the Heyworth Room. The fire refuge points for mobility impaired people are on the boules court near to the riverside Fitness Centre, and outside main reception or the Car Park 2 for residents of Thames Court. Please do not enter any area where a fire alarm is sounding.

Fire alarm tests

Fire alarms are tested in all building across the site on Wednesdays between 10:30 and 11:00. A reminder notice will be placed at the location. Unless you are informed about a fire alarm test, please evacuate immediately.

Medical

Clients requiring medical attention should contact reception for an appointment with the local health centre. For first aid treatment, or in the case of an accident, contact reception (ext 2000).

Under the regulations of the Health and Safety at Work Act, Greenlands first aiders cannot provide aspirin.

Smoking policy

All rooms and indoor areas on campus premises, including teaching rooms, offices and client bedrooms, are designated no smoking areas.

You will be fined £50 if found smoking in a bedroom.

Designated smoking areas

Provision is made for smokers in the designated outdoor smoking shelters, which have been specifically designed to blend into our environment in the areas listed below.

- Area 1 – Shelter outside River House
- Area 2 – Shelter opposite Game House

Please refrain from smoking anywhere else on the premises.

Pets

Pets are not permitted on Greenlands property, except for assistance dogs.

Maintenance

Please advise reception of repairs or maintenance requirements. The maintenance staff will respond promptly during working hours.



A photograph of a modern building with a wooden facade and a glass balcony railing. The building has a sloped roof and is surrounded by greenery. The image is used as a background for the security information on page 26.

FOR SECURITY ASSISTANCE

between 20:00 and 00:30

please dial **+44 (0) 1491 571454**

or ext **6300**

FOR EMERGENCIES

between 00:30 and 07:00

please dial **ext 6300**

Security

Henley Business School does all it can to minimise the security risk to clients and staff.

We operate 24-hour security patrols. However, in your own interest, we strongly advise that you remove all valuable items from your vehicle and that you do not leave valuables (wallets, handbags, laptops etc) unattended in any of the rooms.

CCTV surveillance is in operation and is recording 24 hours a day. This system is owned and operated by Henley Business School.

Personal safes are provided in every bedroom and we strongly advise their use for items such as jewellery, electronic devices, passports etc. The luggage room also has lockers in which valuables may be stored.

It is regretted that Henley Business School cannot accept responsibility for the loss or theft of cash, travellers' cheques or personal effects. Clients are advised to make their own arrangements for insurance.

ID/key cards

On arrival, visitors will be issued with an identification and/or key card, which operates various proximity readers across the site. The card will be required to gain access to several buildings and rooms. It will be encoded for the duration of your stay. If the card is lost, please contact reception. Please return it to reception on departure.

Campus Cards

Henley Business School students will be issued a Campus Card on enrolment to their programme. These cards are encoded to allow access to necessary buildings and rooms. They can also be topped up with credit to pay for printing, Henley Business School Library fines, and at food and drinks services. Using a Campus Card to pay for items can benefit the user with special discounts and offers exclusive to those paying by the card.



Finally...

We hope that the arrangements for your stay at Greenlands fully meet your expectations. We would welcome any comments or suggestions on how we could improve our service.


For more information, please contact:

Henley Business School


Greenlands
Henley-on-Thames
Oxfordshire
RG9 3AU


+44 (0) 1491 571 454

henley.ac.uk

 **HenleyBusinessSchool**



 **@HenleyBSchool**

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