

Venue Henley

HOSPITALITY

at



Keeping you safe with confidence

At Venue Henley, the safety and wellbeing of our guests, as well as that of our staff, service providers and the wider community, is of great importance to us.

We assure you that we will be ready for your conferences and events. The following guidelines detail some specific measures that we are putting in place following the advice from the UK Government and the National Institute for Health Protection to ensure you have every confidence in us to keep you safe during your visit.

We are very much looking forward to welcoming you back to our venue.

Best wishes

Dereck St Clair
Head of Hotel Operations,
Greenlands Campus

Fi Evans
Head of Conferences and
Events Operations



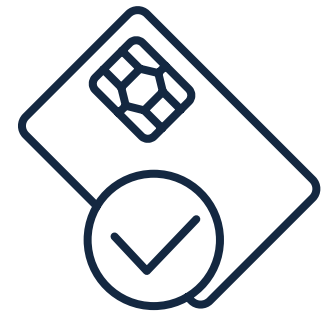
Visit with confidence

We have taken some steps to ensure we are doing all we can to keep you and others safe during your time with us here at Henley. Things may have to be done differently, but please be assured that we are still dedicated to delivering events to the highest standard.



While antibacterial hand gel and sanitising stations are available throughout our venue, washing your hands regularly is crucial.

- Clear signage and floor markings will be visible throughout each building.
- There will be signage showing where to enter and exit areas.
- One-way systems will be signposted throughout specific areas.
- A full clean of key areas and high-touch surfaces throughout the day.
- Antibacterial hand gel and sanitising stations will be available at high traffic locations and high-touch surfaces.
- Staff will be wearing PPE where necessary.
- Perspex screens will be fitted at our main reception desks.
- Our reception team will clean and sanitise the desk on a regular basis and between shifts.
- We are a cashless environment so will only take card payments.
- The card machine will be sanitised regularly by the front of house team.
- Key cards and access passes will be sanitised before and after use.



Meet with confidence

- Individual groups will have registration tables in specific areas.
- Stationery will be removed from rooms and provided on request.
- Where possible, additional furniture and equipment will be removed from the meeting space.
- Water will be provided in individual bottles for each delegate.
- Deep cleaning will take place in meeting rooms between groups and on a nightly basis, including on all hard and high-touch surfaces including tables, chairs, AV equipment, flip charts and markers.
- Hand sanitising gel will be provided in each of our conference rooms.

To comply with social distancing guidelines, and to ensure the safety of our delegates, trainers and staff, our room capacities have changed. We will endeavour to ensure your room layout meets your objectives, considering the entry and exit points and flow of delegates, while maximising the capacity in the rooms.



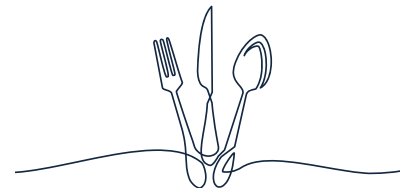
Eat and drink with confidence



We will adapt our food and drink offerings in line with the current guidelines so that we can give you and your guests the best possible dining experience.

- Access to any of our food and beverage areas will be controlled and limited, with designated entrances and exits.
- Groups will be given specific allocated timings to access food and beverage areas.
- Team members will be on hand to escort groups via one-way systems to their allocated area.
- Food in the restaurant will be served to your table rather than a buffet service.
- All high-touch surfaces will be cleaned and sanitised regularly.
- Single-use condiments will be provided.
- The catering team will wear PPE when serving, clearing and sanitising tables.
- Grab-and-go options are available, served in environmentally friendly disposable packaging.
- Contact-free meeting space catering provisions are available.
- All breakout areas will have designated entrances and exits, and groups will have specific timings allocated.

- Pre-packed breakout snacks will be available, and no utensils will be used.
- Additional hand sanitising stations will be available for guests to use at high-touch surfaces and we encourage guests to sanitise their hands before touching the coffee machines.



Coffee and breakout stations are situated in multiple communal lounges, therefore these guidelines need to be followed to ensure the safety of all our visitors and to ensure your experience is of the highest possible standard.

Sleep with confidence

All of our teams will be provided with the appropriate products, protective equipment and support to ensure that every guest receives the highest standard of customer service.

- Guests will book and settle bed and breakfast via our online portal, which can be accessed via **our website**.
- Reception will complete the registration process for the guest on arrival to ensure check-in has limited contact points.
- Enhanced cleaning and sanitising will be done between bookings, focusing on high-touch surfaces including:
 - switches and electronic controls
 - doors and door handles
 - bathroom surfaces and soap dispensers
 - telephones
 - kettles and coffee machines
 - all hard surfaces
 - wardrobes and wardrobe door fronts
 - beds, bedding and any soft furnishings
- In-room information will be available online and an email will be sent the morning of your stay with further details.
- To minimise contact, there will be a revised housekeeping service according to length of stay.
- All housekeeping equipment will be wiped and sanitised at the start and end of each shift.



Book with confidence

Planning an event can be stressful at the best of times, let alone in the current climate. We want to assure you that our professional and dedicated teams are committed to helping you every step of the way, meaning you can book with us with confidence.

We recognise that we are all living in uncertain and unprecedented times, so throughout the pandemic we have been working with our clients to rebook postponed events for alternative dates, being as flexible as possible. Our team will be on hand throughout the planning stages, prompting you when information is required and overseeing your event on the day.

Training, guidance and support will be given to our team members to ensure safety measures are taken and government guidelines are met, allowing your events to be delivered to the highest possible standard.

Speak to a member of our friendly team to discuss your requirements and arrange to be shown around, or take a Virtual Tour of our venue from the comfort of your workstation, whether that be at home or back in the office.





Contact us with confidence


Venue Henley is set within the Henley Business School estate, Greenlands, at the foot of the Chiltern Valley. It is located approximately three miles from the centre of Henley-on-Thames and five miles from the riverside town of Marlow, with easy access from the M40, M24 and M4.


For more information or to discuss your event, please contact us:


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