



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 document 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 on ext 2000 (01491 571454) or reception@henley.com

Food & Drink

Breakfast

Monday – Friday **07:15–09:00**

Saturday, Sunday & Bank Holidays **07:45–10:00**

Our extensive menu includes traditional cooked breakfast, freshly baked pastries, cereals, along with healthy alternatives and continental options.

Lunch

Monday – Friday **12:00–13:45**

Saturday, Sunday & Bank Holidays **13:00–14:00**

Enjoy a full 3 course lunch, with a range of dishes available, all expertly prepared and cooked using fresh local ingredients; menus change daily.

Dinner

Monday – Sunday **19:00–21:30**
(20:30 Last Entry)

Experience the exceptional food prepared by our passionate chefs. Menus are designed using seasonal produce and locally sourced ingredients.

Chiltern lunch

Monday – Friday **12:00–13:30**

Lighter lunch options are available to purchase from the Chiltern along with a range of grab-and-go items.

All freshly cooked to order and include a variety of choices from a hot meal of the day to salads, toasted sandwiches and paninis.

Coffee

Chiltern barista coffee

Monday – Friday **08:00–14:30**

A range of hot and cold beverages, including Barista prepared coffees, can be purchased from the Chiltern, along with a selection of cakes and pastries.

Self-service coffee

Several coffee and tea stations are available throughout the main house offering a wide range of hot beverages including bean to cup vended coffee.

Bar

Monday – Sunday **17:00–23:30**

Offering an extensive drinks menu consisting of a range of wines, some sourced locally, ales brewed in Henley-on-Thames and Marlow, along with a selection of spirits, including Mr. Hobbs and Henley Gin.

The Chiltern Brasserie

Monday – Sunday **20:00–21:30**

Enjoy an evening meal from The Chiltern Brasserie menu, served within our relaxed lounge areas.

Service times may vary.

Recreational Facilities

Common rooms

There are four common rooms for the use of clients and guests: Bar Common Room, Garden Common Room, John H Dunning Library and Blue Room.

All common rooms are situated within the main house and provide comfortable seating, both the Bar Common Room and Garden Common Room have tea and coffee facilities.

Newspapers

A select number of newspapers are placed daily in both the Bar Common Room and Garden Common Room.

These papers are communal and should not be removed from these areas.

Sports and games

Outdoor tennis court

Rackets and tennis balls can be obtained directly from reception. Court bookings are also made via reception (ext 2000).

Croquet

Equipment is provided; please ask reception. Games can be played on the lawn near River House.

Giant outdoor chess set

The giant chess board and pieces are located in front of River House and is available for use at any time.

Local area

Local attractions

Please ask reception for information on the local area and they will be happy to help. For more information about places to visit, go to the local tourist board website:

visit-henley.com

marlow-tc.gov.uk/visiting-marlow

Country walks and jogging routes

There are some lovely walks in the area. Maps are available at Reception illustrating footpaths, as well as a suggested jogging route.





Study Facilities

Teaching rooms

Greenlands has 11 conference rooms, including a one-tiered lecture theatre. There are 40 syndicate/meeting rooms and one boardroom. All of these rooms are furnished to a high standard and have networked IT/AV facilities and equipment.

Private group study

Groups wishing to book meeting rooms outside their timetabled programme should contact their programme administrator for assistance.

Quiet Study Space

The Quiet Study Space is a room available for students to engage in quiet study.

Located in North House, opposite the Henley Business School Library, the Quiet Study Space is open 24 hours a day, 7 days a week (please note that it is subject to closure during campus closure periods).

The room has PCs and printing, photocopying and scanning facilities available for the use of students.

We would ask that while working in the Quiet Study Space, you respect your fellow students by keeping mobile phones on silent and taking conversations outside the room. Please note, no food or drink should be consumed in this room.

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.

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

Monday – Friday (excl. Bank Holidays)	08:30 – 18:30
Saturday	09:00 – 19:00
Sunday	10:00 – 18:00

For 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

Business Centre

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

Accommodation

Accommodation at Greenlands

Check-in/arrival

Check-in is available from 15:00.

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.

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 – 22:00 (ext 2000)
Security	22:00 – 07:00 (ext 6300)

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

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

Bedrooms

All bedrooms have en suite facilities; towels and Molton Brown toiletries are provided. The rooms have tea-making facilities and a Nespresso coffee machine, 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.

Laundry

Greenlands acts as an agent for local laundry and dry-cleaning services. A next-day service is available from Monday to Friday. Please place your personal laundry in the bag provided, complete the accompanying form and leave outside your room before 08:00. Laundry sent on Friday will be returned on Monday *(excluding Bank Holidays).

Heating

Heating within the accommodation is kept between 20 and 21°C and will automatically turn off once reached. The heating comes on from 06:00 until 22:00.

Please feel free to alter the radiators as you desire, additional heaters can be requested via reception.





Accommodation continued...

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. Access to the luggage room is by proximity card. There are small lockers for electronic devices, like tablets or laptops; larger bags and cases should be stored behind the rails.

Payment of accounts

All accommodation payments are to be settled prior to your stay within the Greenlands Hotel.

Sundry services, such as laundry, dry cleaning, etc, are to be paid for at reception.

Please note: we are a cashless environment, we accept payment by Visa, Mastercard, Switch and Delta.

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 & Transport

Car parking

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

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 owner's risk. Owners are responsible for the insurance of both their vehicle and its contents. Please do not leave valuables in your car.

Day visitors

Please provide your vehicle registration details when you sign in with reception.

Residential guests

Prior to your stay, you will have received an email containing useful information, you will have been asked to confirm your vehicle registration details.

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 3 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

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, is an accident blackspot, 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 livestock in the meadow, so please drive carefully at all times.

Vehicle 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 pedestrian gate where there is a pavement for your safety.





Disability Statement

Henley Business School aims to provide a welcoming and friendly environment that is supportive to clients, students and colleagues 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.

Accessible bedrooms are available for hotel guests.

Trained assistance dogs, as per the definition in the Equality Act 2010 are permitted on Greenlands property, please make us aware prior to your arrival by contacting reception on 01491 418854 or reception@henley.com

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-andwellbeing/disability

Wi-Fi Service

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

There are two networks available on site:

'WiFi Guest' network

This is for visitors to the site, including hotel guests. On your device go to your available Wi-Fi networks and select **WiFi Guest**. You will now seamlessly connect.

eduroam

This is the service for more permanent and returning clients, including students (qualification-based courses) and colleagues. The service is part of the eduroam Federation, which enables clients to log on using their normal credentials.

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

Wi-Fi calling

Due to poor mobile signal across Greenlands, we recommend you enable Wi-Fi calling on your phones.

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 centrally managed PC and large screen, with inputs available to use your own device. Each conference room is supplied with a centrally managed PC, in room sound reinforcement microphones, large screen(s) and/or projector, with inputs available to use your own device. We can also provide additional audio visual recording equipment for hybrid events.

Equipment must not be moved without prior authorisation and faults should be reported to the on-site IT/AV support team promptly on ext.2180 (internal) or 01491 418865.

Please help us by giving as much notice as possible for additional 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 centrally managed local area network (LAN) managing all the domain PCs and users on the site. All conference, syndicate and teaching rooms are equipped with a modern Windows 10 Enterprise PC. The wired and Wi-Fi network is available 24 hours a day, 7 days a week.

Virus/spyware checks protection

All Greenlands PCs and servers are protected with centrally managed Enterprise-level virus and threat protection software. This software is regularly updated, typically on an hourly basis. If a threat is detected, Digital Technology Services will be automatically notified.

Henley Business School also holds the Cyber Essentials and Cyber Essentials Plus accreditation. Cyber Essentials helps us guard against the most common cyber threats and demonstrates our commitment to cyber security.

Digital Technology Services

Support hours are 08:00 – 18:00 weekdays (excl. Bank Holidays) and 08:00 – 16:00 at weekends. Support can be provided in-person or via a computer remote assistance tool.

The Digital Technology Services team provides general IT/AV support via our 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 each of the bedrooms.

Outgoing mail

Stamps may be purchased from reception. Outgoing UK mail should be taken to the reception for collection at 15:00, Monday to Friday.

Delivery of overseas mail (postcards, letters, general business documents) can be arranged via DHL. The cut-off time for same-day collection is 11:30, Monday to Friday.

Please contact reception for further assistance.

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.

Colleagues 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 the Business School have particular responsibility for health and safety issues:

Dereck St Clair
+44 (0) 1491 418839

Martin Ridley
+44 (0) 118 378 5044

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 at the start of your programme.

The main fire assembly point is on the main lawn opposite the Heyworth Room during the day, and on the grass across from the Thames Court accommodation block at night. Please do not enter any area where a fire alarm is sounding.

Fire alarm tests

Fire alarms are tested in all buildings 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.

First aid

For first aid treatment, in the case of an accident, or if you have any general request, please contact reception on ext 2000 (01491 571454).

For assistance between 22:00 and 07:00, please contact Security Control on ext 6300 (0118 378 6300).

For local emergency services please dial 9-999 from your bedroom phone or 999 from your mobile.

Under the regulations of 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.

In the interest of our guests and visitors, please refrain from smoking within 6 meters of the building.

Pets

Pets are not permitted in the hotel, across the campus or on the grounds at any time. Trained assistance dogs are permitted.

Maintenance

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



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**
or **+44 (0) 118 378 6300**

Security

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

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 the University of Reading.

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 of theft of cash, travellers' cheques or personal effects. Clients are advised to make their own arrangements for insurance.

ID/key cards

On arrival, visitors may be issued, if arranged by the course administrator, a day pass, which operates various proximity readers across the site. The card will be required to gain access to several buildings and rooms.

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 for purchases 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.