Keeping you safe with confidence

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 are continuing to work with some COVID-19 measures across our venue. These measures are in place to continue to give you confidence during your visit.

Please note some of the measures may have relaxed further by the time of your visit.

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

Dereck St Clair
Head of Hotel Operations
We have continued to follow some measures to ensure we are doing all we can to keep you and others safe during your time with us here at Henley. Things may still be done differently, but please be assured that we are still dedicated to delivering events to the highest standard.

Visit with confidence

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

- Clear signage and floor markings will remain in place within some locations across our venue.
- One-way systems will continue to be signposted throughout specific areas.
- QR codes are no longer mandatory however we will continue to keep them in place across our venue and encourage them to still be used as per the government guidance.
- A full clean of key areas and high-touch surfaces throughout the day.
- Antibacterial hand gel and sanitising stations will remain in place throughout our venue.
- Staff will continue to wear face coverings along with PPE where necessary.
- Perspex screens will remain in place at key areas such as reception, the bar and servery counters.
- 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.

Face coverings are encouraged to be worn whilst moving around indoor spaces at our venue.
Meet with confidence

The minimum of 2 metre social distancing will no longer be our default requirement, however to continue to ensure the safety of our delegates, tutors and staff our room capacities have changed based on ventilation.

We will continue to ensure your room layout meets your objectives, areas with natural ventilation, windows and doors will be kept open to enable a supply of fresh air and areas with mechanical ventilation will remain set to the correct levels.

- Individual groups will have registration tables in specific areas.
- Stationery will continued to be removed from rooms and provided on request.
- Water will continued to be 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 is provided in each of our conference rooms.
Eat and drink with confidence

Our food and drink offerings have returned to normal with enhanced measures in place, giving you and your guests back the full Henley dining experience.

- Access to our food and beverage areas will be controlled and limited following our ventilation capacities.
- 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 where and when necessary.
- Food in the restaurant will be a combination of plated and buffet service depending on business levels.
- All high-touch surfaces will be cleaned and sanitised regularly.
- Single-use condiments will be provided.
- The catering team will wear face coverings when serving, clearing and sanitising tables.
- Grab-and-go options are available at the Chiltern Brasserie from 12.00 - 13.30, all served in environmentally friendly disposable packaging.
- All breakout areas will have designated entrances and exits, and groups will have specific timings allocated.
- 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 are encouraged to be followed to ensure the safety of all our visitors and to ensure your experience is of the highest possible standard.
• 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 in advance of your stay with further details.

• Full servicing of bedrooms for multiple nights stay will return, don’t forget to hang your door sign!

• All housekeeping equipment will be wiped and sanitised at the start and end of each shift.

• Pre-authorisation and transferring charges to your bedrooms is back as an option and can be requested during check in.

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

Planning an event can be stressful at the best of times. 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.

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.
Henley Business School is set within the Greenlands estate, 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, M25 and M4.

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

01491 571454
henley.ac.uk