



HENLEY
ROYAL REGATTA
OFFICIAL HOSPITALITY

EVENT GUIDE

CONTENTS

Prior to the event	4
Planning your visit	5
River boat cruise	6
How to get here	7
FAQs	9

We are very much looking forward to welcoming you to the official hospitality at HENLEY ROYAL REGATTA. Please do take the time to read this short guide and familiarise yourself with important information to ensure your day at Fawley Meadows runs as smoothly as possible.



PRIOR TO THE EVENT

Event accreditation

Event accreditation is sent approximately four weeks before the event. It will be sent out by tracked mail and will require a signature. Please ensure you have provided the best delivery address.

Within this pack you will receive:

- Henley Regatta swing badge per guest
- An itinerary (1 per 2 guests)
- Car parking pass (1 per 2 guests)

Details we require

Closer to the event we will require the following information to ensure we deliver excellent service:

- Booking ref
- Final number of guests
- Host company name (if applicable)
- Host person's name
- Any dietary requirements (for you or your guests)

We will prompt you for this information closer to the time. Please send to:
henleyroyalregatta.uk@sodexo.com

This is a crucial part of the welcome process and aides in the smooth welcoming of you and your guests.



PLANNING YOUR VISIT

Dress code

LADIES should dress in a manner that befits a formal occasion. Dresses and skirts should be of a modest length, defined as falling just above or longer than the knee. Trousers must be full length. Whilst not mandatory, it is customary for ladies to wear hats.

GENTLEMEN are required to wear lounge suits or jackets, or blazers with flannels and a collared shirt. Whilst not mandatory, gentlemen are encouraged to wear a tie or cravat. Shorts, jeans and trainers are strictly not permitted.

Facilities

RESTROOMS

Once your experience begins, you will have access to private restrooms within your facility.

CLOAKROOM & LUGGAGE POLICY

There is no cloakroom facility available.

Swing badges

IMPORTANT: Please ensure your swing badge is visible at all times in order to gain entry to the hospitality area.



RIVER BOAT CRUISE

The river boat cruise runs throughout the day. In the morning, hostesses will come and see you to book you onto a timeslot subject to availability and distribute your boarding passes.

The facility management team or boat crew reserve the right to refuse anyone aboard the boat cruise if deemed to be a risk due to intoxication or aggression.

Please be assured, if you and your guests board any afternoon cruises this will not result in missing afternoon tea. This will be served throughout the afternoon from our new Regatta themed serving station in the centre of the restaurant.

IMPORTANT: No guests will be allowed access onto the boat without a boarding pass.



HOW TO GET HERE

The official address of Fawley meadows is:
Fawley Meadows, Marlow Road,
HENLEY ROYAL REGATTA,
Henley-on-Thames, RG9 2HY

By car

We recommend you travel in from Marlow and avoid the centre of Henley-on-Thames for faster travel. For a SAT NAV please use: RG9 2HY.

By taxi/car drop-off

Taxis will often refuse to cross the main Henley bridge leaving a 30–40 minute walk to Fawley Meadows. Please advise your driver as above (By car) to avoid Henley centre altogether.

Taxis and cars may use the drop off point and turning circle directly adjacent to the entrance to Fawley Meadows by driving straight down to the riverside and following the signage.

There is a taxi rank available for all guests adjacent to Fawley Meadows should you require it at the end of your experience.

Parking

Parking is allocated on a 1:2 basis. Cars, buses and mini-buses are permitted without restriction.

The car park is located adjacent to the facility and you will be directed by stewards upon arrival.

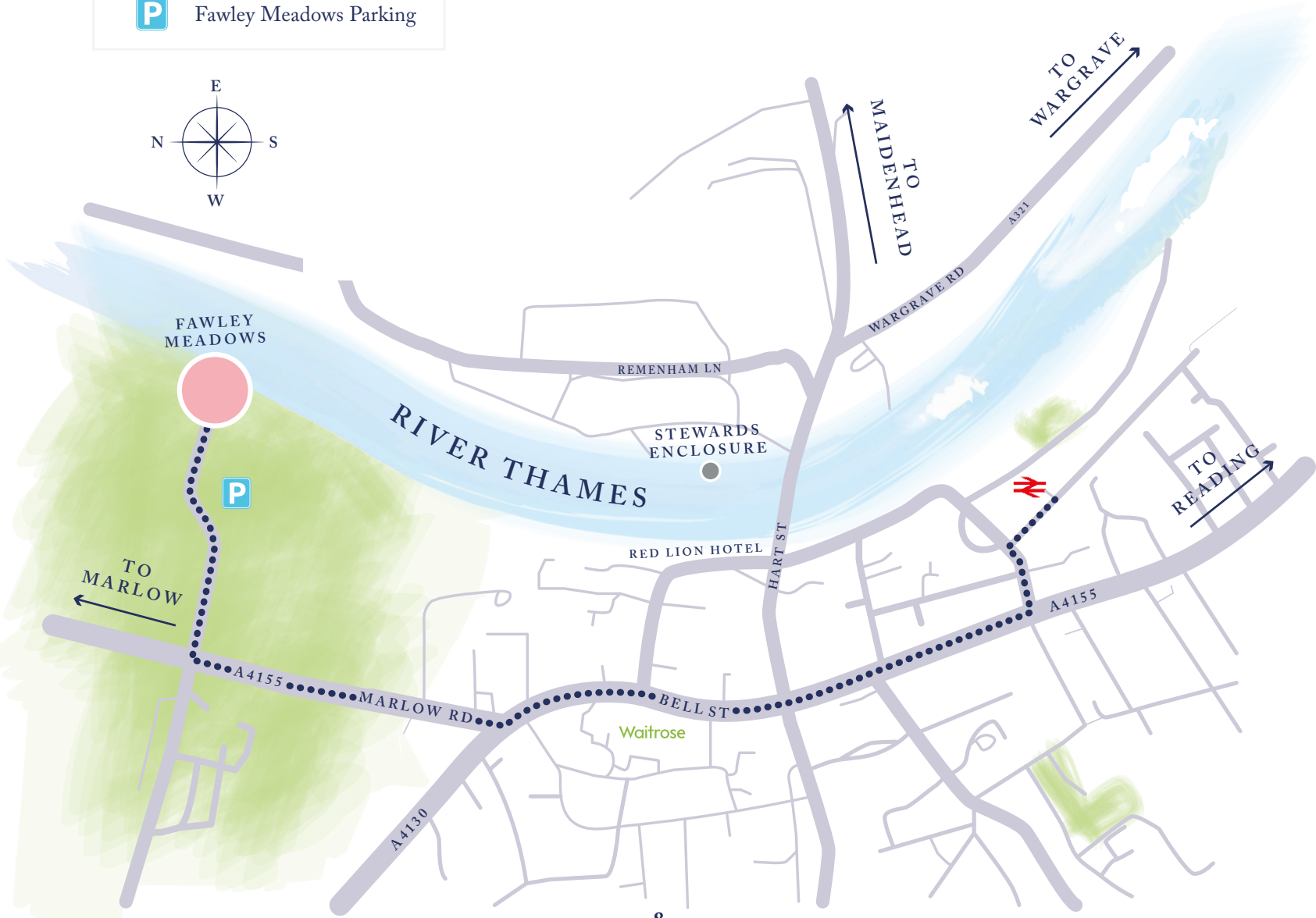
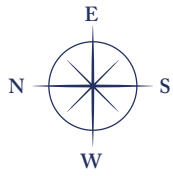
By tube or train

Henley-on-Thames is the nearest station which is approximately a 20-minute walk to Fawley Meadows. The route to Fawley Meadows from the Station is shown in the map on page 8. We advise you check in advance before you travel.

IMPORTANT: Please avoid travelling directly into Henley centre.



-  Train Station
-  Walking route from station
-  Fawley Meadows
-  Fawley Meadows Parking



FAQs

When will I receive my tickets?

All event accreditation will be posted to the address you have provided approximately four weeks prior to your event.

If you need to change your address, please do get in touch as soon as possible.

What will I get sent in the post?

You will receive:

- Swing Badges
- An itinerary for your chosen package
- Car park labels (1 per couple)

All presented in a beautiful Official Hospitality accreditation box.

Where is the best place to meet my guests?

You are welcome to meet your guests by the welcome zone, alternatively you can leave tickets for your guests at reception.

Do I need to do anything prior to attending?

Yes, please provide us with the following at your earliest convenience:

- Host name(s) for the day – this is crucial in ensuring we are able to identify your guests and ensures a smooth welcoming process
- Any dietary requirements for you or your guests

Deadline for these is Friday 15 June 2019.

Please also keep for your records:

- Your booking reference number as detailed on your invoice (e.g. HRR3322II)

Can you cater for special diets/allergies?

We can cater for all dietary requirements. For complex or serious allergies, please contact your sales/account manager to ensure we have all the detail.

FAQs

What happens if I lose my ticket?

If you lose your accreditation please contact us as soon as possible with your booking reference.

We will be able to cancel and re-issue the ticket free-of-charge, even if you are on your way to us on the day, however please be aware that there may be a small wait time whilst this process is completed. A lost ticket within a week of the event will require on site pick up on the day.

Can I increase my numbers?

Bookings can be increased up to midday the day prior to your event, subject to availability.

Will we be sat together?

Yes, we offer private tables no matter what your numbers. Parties larger than 12 will be split over multiple tables and grouped together.

Can I come in early and set up my tables?

Please contact your account manager to discuss.

What if my guests cancel at the last minute? Can I get a refund?

As per our Terms & Conditions – any cancellation within 90 days of the event will result in 0% refund being available.





If you have any questions, please do not hesitate to get in touch.
Otherwise we look forward to welcoming you to Fawley Meadows
at HENLEY ROYAL REGATTA.

The Hospitality Team at Fawley Meadows

+44 (0)844 826 2428

HenleyRoyalRegatta.uk@sodexo.com



Sodexo is proud to be the
Official Hospitality provider to
HENLEY ROYAL REGATTA.