

## Frequently Asked Questions

- **How do I get to the venue?**

**Train** – The venue is in close proximity to Leeds Train Station (0.8 miles) with direct train services from all major cities. UKREiIF staff in red uniform at the station will be able to assist you with any queries.

Unfortunately, there is planned upgrades on the LNER line direct to Leeds from London however trains are running on other routes – especially to Derby and York with options to then switch trains onto Leeds which is on average just adding 30-60 minutes onto journey times from London.

Please visit the [National Rail](https://www.nationalrail.co.uk) website for more details.

**Walking** – Royal Armouries Leeds is only a short walking distance from Leeds Train Station. [Click here](#) to see walking directions to the venue.

**Car** – The closest car park is [CitiPark](#) at New Dock where you can prebook your parking at a discounted rate. To do so, book [via the website](#) for a minimum of 13 hours for the discount to apply; you don't have to stay for the full duration. Use code **LDOCK7** at checkout to avail the discounted price of £5.07.

There is also a **dedicated taxi rank** at the top of The Boulevard, next to Tesco Express.

**Water Taxi**- Drop off point is at the dockside on the event site. Exit Leeds Train Station via the New South Entrance. The water taxis are every 12 minutes and can carry up to 8 passengers at a time; situated on the lower water level, costing £2 per journey, per person. Live tracking information [here](#).

**Cycling** – You can cycle to UKREiIF. There are dedicated cycle storage facilities throughout the venue. If you are travelling from Harrogate and neighbouring regions, you can join [Club Peloton](#)'s cycling event and join other delegates who are cycling together to attend UKREiIF.

**Shuttle bus** - There is a shuttle bus available between Leeds City Centre and the venue during the event.

**Pick up and drop off:** Trinity P (the PR1 stop), every 30 minutes from 7:30am to 10:30am and 3:00pm to 5:30pm.

**Pick up and drop off:** Royal Armouries Dock A, Chadwick Street, every 30 minutes from 7:44am to 10:44am and 2:44pm to 5:44pm.

### **How can I get my QR code?**

To finalise your attendance, you have to upload your photo on our registration site. Following this step, you will automatically be sent an email with a QR Code which you'll need to bring with you on site for badge collection.

**Please note, you will NOT receive any QR code without uploading your photo. The team will share more information on this closer to the event.**

**Please ensure ukreiiF@ecreg.uk email is marked as “not spam” on your email folders, to ensure you receive all relevant communications.**

- **When and where can I complete my registration and collect my badge?**

You can collect your badge at either **Pre-Registration** or during **live event** days, following the completion of photo upload. This photo upload will generate a QR code for badge collection. This photo will then be printed on your badge, which you'll need to wear at all times while on site for UKREiiF, due to updated security measures.

### **Pre-Registration**

Pre-registration and badge collection is available at [The Queens Hotel](#).

**Monday, 15 May 2023**

**Time:** 15:30 – 19:30

**Venue:** Queens Hotel, New Station Street City Square, Leeds LS1 1PJ

**Room:** Palm Court

### **Badge collection during live event:**

**Location:** New Dock Hall Foyer, (opposite Royal Armouries), Armouries Drive, LS10 1LT

**Days:**

**Tuesday 16 May 2023** – from 07:30am onwards

**Wednesday 17 May 2023** – from 08:00am onwards

**Thursday 18 May 2023 – from 8:00am onwards**

- **I can no longer make it; can my colleague attend instead?**

To change a delegate name, please email [ukreiif.info@built-environment-networking.com](mailto:ukreiif.info@built-environment-networking.com) with details of new delegates and the team will action for you in 48 hours. Share their name, email address, mobile number and job title for the change.

**Deadline for any delegate change is 14.04.2023**

- **I have booked my ticket but cannot access the delegate directory.**

You will be given access to delegate directory within 48 hours of booking your ticket. If you haven't received your login details, you can access this by resetting your password.

If you still cannot access, then please email [ukreiif.info@built-environment-networking.com](mailto:ukreiif.info@built-environment-networking.com) clearly stating your query.

- **Can I buy food and beverage at the event?**

Food & Beverage is available to purchase all day from various local vendors and pop ups. Vegetarian, Vegan and Halal options on offer.

Alcohol is available to purchase after 3:00pm in various 'pop-up' outlets throughout the event footprint.

- **What arrangements do you have for meeting spaces and quiet spaces at the event?**

There is F&B points, indoor café stations, and meeting spaces dotted around the UKREiIF site where delegates can sit down for meetings, chats and utilise quiet spaces.

There is also a quiet room reserved for our delegates who are neurodivergent. This is in the Royal Armouries Museum building. Ask one of our friendly event staff and they will point you in the right direction.

- **Does the event have any cloakroom facilities?**

There is a ticketed and staffed cloakroom available to all delegates on the ground floor of Holiday Inn, next to New Dock Hall registration area. Please be advised that all items are left at delegates' discretion and is not the responsibility of the event organiser/ venue, therefore we advise against storing any valuables.

- **Will I be able to get online?**

The venue has good coverage of 5G network making connectivity easily accessible for all. If your device does not support 5G, you can use your 3G/4G data plan.

- **Are there toilets and baby change facilities available on site?**

Toilets are available in New Dock Hall foyer, 1<sup>st</sup>, 2<sup>nd</sup> and 4<sup>th</sup> floor of Royal Armouries and ground floor of Holiday Inn. You will find male, female, and disabled toilets in the Royal Armouries as well as New Dock Hall.

Baby change is on 1<sup>st</sup> and 2<sup>nd</sup> floor of Royal Armouries.

- **Is there a prayer room?**

A prayer room is available at the Holiday Inn, level 1, Room 111.

- **I don't have a ticket to UKREiiF. Can I still attend?**

If you have not booked your tickets but want to attend UKREiiF, you are able to register and purchase a ticket on arrival at New Dock Hall Foyer. However, it is advised to book your tickets in advance to avoid queues and guaranteed entry.

- **What else is on offer at UKREiiF, in addition to the programme on the website?**

There are several 'fringe events' being hosted across Leeds City by our event partners. To make the most of your attendance at UKREiiF, it is highly recommended to attend as many ancillary events as possible. More details will be shared in due course.

- **Where can I book my accommodation?**

As thousands of you are set to descend on Leeds, we've worked with numerous hospitality and hotel providers to reserve beds from Monday 15th May 2023. For discount codes and info on how to get the best rates, please [click here](#)

- **What's happening at UKREiiF?**

We have an exciting and engaging programme of events scheduled for UKREiiF. Please [click here](#) to view the full programme.

- **Is the event sustainable?**

Sustainability is at the core of our planning, and we have been mindful of our environmental impact at every stage of UKREiiF. We have ensured responsible energy usage, no waste going to landfill, promoting sustainable travel and many more activities which makes UKREiiF sustainable. This is more important than ever as we are to ISO20121 accredited and want to ensure we maintain this high standard.

- **What essential items should I carry?**

- It is advisable to bring a power bank to charge your mobile throughout the day as there are no charging points available
- Please wear weather appropriate clothing due to some parts of the event being outdoors

- **What is the dress code for awards night?**

Entry to Festival of Achievement in Millennium Square is by booking only. Dress code is smart casual. Please be mindful that this event is held outdoors under cover, so dress appropriately according to weather conditions.