

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. Please visit the [National Rail website](#) for more details.

For 25% discount on selected LNER travel to Leeds*, please see this link and enter the code **CONLEE28** to apply the discount: [25% off LNER Travel to Leeds in partnership with Conference Leeds | LNER](#) *Terms and conditions apply

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 Leeds Dock where you can [prebook parking](#).

Cycling – You can cycle to UKREiif. There are dedicated cycle storage facilities throughout the venue. You can also download the Beryl App to access pricing and dock location information for LNER Beryl Bikes and E-scooters available city centre wide (Please note; scooter hire requires a copy of a valid UK driving license).

Shuttle bus - Provided by West Yorkshire Combined Authority, First Bus are offering a free sustainable and stress-free shuttle service to UKREiif. Hop on our dedicated shuttle, running at 07:30-10:30 and 15:45-17:15 between Leeds Station and the event venue at Leeds Dock, an easy and eco-conscious way to get to us.

Here's how to catch the UKREiif Sustainable Shuttle Bus:

- Exit Leeds Station via the South Entrance (located near platforms 16–17 on the upper floor).
- Take the escalators or lift down to street level.
- Cross Unity Bridge onto Little Neville Street.
- Head to Station F Bus Stop, directly opposite the Hilton Hotel.
- The shuttle will drop you just a short walk from Leeds Dock. Follow signage for nearest event entrance.

View the Leeds interactive map [here](#).

- **How can I get my badge?**

If registered before 17th April, you will be emailed to finalise your attendance by uploading your photo and postal address so your badge can be mailed out to you. If registered after this date, you will be able

to collect your badge from any of the below listed locations. Your photo upload is essential to receive your badge.

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

- **I missed the deadline to upload my photo and postal address; how do I get my badge?**

You can collect your badge at either Pre-Registration (information below) on Monday 18th May 3pm-7.30pm or during live event days, following the completion of your photo upload. This photo upload will generate a QR code which is essential for badge collection. Your photo is printed on your badge, which needs to be worn at all times during UKREiiF.

Please note – this photo upload is separate to the photo upload on the delegate directory which is simply a networking platform.

Badge Collection City Centre:

(Monday 18th May) 15:30-19:30

Location: Palm Court Room, Queens Hotel, Leeds, LS1 1PJ

(Tuesday 19th May) 7:30 to 17:00

Location: Palm Court Room, Queens Hotel, Leeds, LS1 1PJ

OR

Badge Collection Live Days:

(Tuesday 19th - Thursday 21st May) 07:30 to 19:30

Location: West Dock, Pink Zone at UKREiiF

Address for UKREiiF: Royal Armouries Museum and New Dock, Armouries Drive, Leeds LS10 1LT

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

To change a delegate name, please click the ‘transfer my ticket to a colleague’ button from within your confirmation email. To receive your confirmation email again, email ukreiiif.info@ukreiiif.com

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

Food & Beverage is available to purchase all day from various local vendors and pop ups in the Lime Zone. 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 are 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 zone reserved for our delegates on the 4th floor of 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 West Dock (pink zone), next to pavilions on the water. 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. Due to limited space in the cloakroom, we encourage you to leave your belongings at your hotel if possible.

- **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.

Delegate wi-fi is also available throughout the site for basic functionality like web search, emails and messaging service. No password is required.

- **Are there water refill and device charging stations available on site?**

Water refill and device charging stations are available throughout the UKREiiF site. These are pinpointed in the UKREiiF site maps.

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

Toilets are available throughout the UKREiiF site. These are pinpointed in the UKREiiF site maps. Baby change is on 1st and 2nd floor of Royal Armouries Museum.

- **Is there a faith room?**

A faith room is available on the mezzanine floor behind the workshop of the Department building. Access to the room can be gained by asking at Department reception.

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

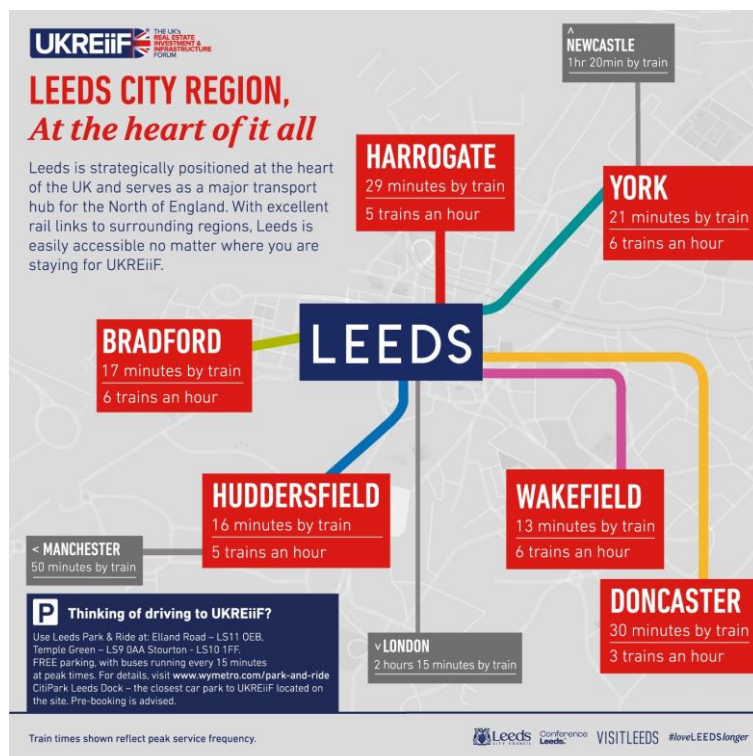
If you have not booked your tickets but want to attend UKREiiF, you are able to register and purchase a ticket online throughout the live event days. It is advised to book your tickets in advance of the event to avoid queues and guaranteed entry.

- **What can I access across the site with a UKREiiF ticket?**

Everything can be accessed other than those programme items/fringe events marked as invite only. If any fringe events require pre-registration, then delegates must do so first otherwise entry is not guaranteed.

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

There are many hotels and places to stay across the city of Leeds as well as locations like Colton, Garforth, Rothwell and Hunslet, which are on the edge of the city – whilst cities like Wakefield are just a 15-minute train or drive away. Bradford, Harrogate, York and Huddersfield are also great options with good transport links. Links to several accommodation booking platforms can be [found here](#).



- **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. Below are some key highlights, more information can be found here.

- ✓ Our lanyards are made of recycled PET material.
- ✓ Lanyards are repurposed by a local charity for community events and arts/crafts.
- ✓ All pavilions are fuelled by HVO diesel.
- ✓ There is a Sustainability Champion Initiative where we recognize our partners who have gone the extra mile with their sustainability efforts at UKREiiF.

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

It is advisable to bring a power bank to charge your mobile throughout the day and please wear weather appropriate clothing and comfortable shoes due to some parts of the event being outdoors. Your badge and lanyard must be worn at all times.

- **Do you have any floor plans/site maps?**

Our programme is coloured by areas relating to the below map. Available on the website. Once on-site, there will be a map of the exhibition halls in the printed programme and all UKREiiF event staff in red tops will be able to help/point delegates in the right direction.

