

**Third International ISHS Symposium on Greener
Cities: Improving Ecosystem Services in a
Climate-Changing World
RHS Garden Wisley, Surrey, UK**

25-28 September 2024

RHS Garden Wisley, Woking, Surrey, GU23 6QB
<https://www.rhs.org.uk/science/green-cities-2024>

Delegate Information Pack

Symposium sponsor



Friends of Green Cities



Intro

Welcome to the ISHS Greener Cities 2024 symposium, hosted by RHS Garden Wisley.

This four-day event will provide a forum to network and learn about green infrastructure and nature-based solutions from like-minded researchers from all over the world.

We very much look forward to welcoming you!

Timings Overview

Wednesday 25th September

08:30 Registration

09:10 – 16:30 Symposium

16:30 Optional Garden tours

17:15 – 18:30 Drinks Reception

Thursday 26th September

08:30 Registration

09:20 – 15:00 Symposium – oral presentations

15:00 – 16:30 Symposium – Poster display session

15:45 – 16:30 Optional Garden tours

16:00 – 16:30 Optional ISHS Working Group meeting ‘Ecosystem Services in Horticulture’

19:00 – 23:00 Symposium Dinner and concert by David Gordon Trio, [Gorse Hill Hotel](#)

Friday 27th September

08:30 Registration

09:20 – 16:40 Symposium

Detailed Programme

To view the detailed programme of talks and activities please visit:

<https://www.rhs.org.uk/science/pdf/greener-cities-programme.pdf>

There will be breaks during the symposium. If you need to leave the room for a break at any other time, please do so. Please be considerate of other attendees.

There will be an opportunity for the audience to ask questions following each talk. Please raise your hand and wait to be invited to speak. Event staff will be on hand to hold and pass a roaming microphone around members of the audience during question-and-answer sessions.

Optional ISHS Working Group Ecosystem Services in Horticulture

This optional meeting will allow delegates to discuss the location of the next ISHS Symposium. If you would like to express your interest in hosting the next Symposium, or simply learn more, please attend.

RHS Hilltop: Home of Gardening Science

The main Symposium will take place at RHS Hilltop, which is approximately a 5-minute walk from the Wilks Gate entrance to RHS Wisley (a step-free route is available) and will be clearly signposted.

On arrival at RHS Hilltop, please report to the registration desk in the Hilltop Atrium to check in and collect your lanyard. Those travelling by symposium coach transport will be escorted to RHS Hilltop by a member of Event staff. If you have opted not to travel by symposium coach transport please make your way from the car park to the Wilks Gate entrance, as the main garden entrance will not be open at the start of the day.

All symposium spaces are located within RHS Hilltop and will be clearly signposted.

- Talks and refreshments will take place in the Garden Room.
- The poster session with refreshments will take place in the Learning Studios.
- The ISHS Working Group Ecosystem Services in Horticulture will take place in Meeting Room Two.



A map of RHS Wisley will also be provided in your delegate bag, given to you upon registration.

Travel

Air

London Heathrow and Gatwick airports are approximately 25 – 30 miles from Woking. You can reach Woking from either airport via train or taxi.

Car

The garden lies between Cobham and Ripley in Surrey, just off the A3 and south of Junction 10 of the M25. Follow the brown tourist flower signs on the A3 and M25 for RHS Wisley. Please note, there are currently roadworks on the M25/A3 junction – please leave extra time for your journey.

Parking

For ease of access to Wilks Gate, we recommend parking in Car Park 1 (see below). Electric vehicle charging points are also available – these can be found along the red route as marked below. The postcode is GU23 6QB. Vehicles are left onsite at the owner's risk, the RHS accepts no liability for the damage to or theft of property from vehicles.



Train

There is a direct, mainline rail service to Woking from London Waterloo. Trains depart to the capital every few minutes, throughout the day, and the journey takes less than half an hour.

For timetables and fares, please visit [National Rail](#). A shuttle bus service runs from Woking Station to Wisley every half hour; tickets cost £2 each way and are purchased via contactless card payment on board the bus (further information can be found [here](#)). There is also a taxi rank at Woking Station.

Symposium Bus Transport

For those who have selected to use the symposium bus, this will depart from outside the Double Tree by Hilton Woking each day of the symposium. This transport is only available to those who registered in advance and only covers the route to/from Woking. If you have booked coach transport for the Symposium, this will depart at 07:40 each morning. The coach will depart RHS Garden Wisley at the end of each day of the Symposium and return delegates to Woking (times available in the [detailed programme](#).)

Coach pick up and drop off location: [Double Tree by Hilton Woking, Victoria Way, Woking GU21 8EW](#)

Taxi

Some local taxi services are:

Boomerang 01483 755555

AZcars – 01483 762 000 or 01483 772200 www.azcarswoking.com

More information about Woking:

<https://www.visitsurrey.com/listing/woking/21931101/>

Accommodation

Due to the rural location of RHS Garden Wisley there is no accommodation within a moderate walking distance of the venue. However, the following hotel options are all well located for the Symposium and are also close to the Symposium transport (coach) pick up and drop off point.

[Double Tree by Hilton Woking](#)

[Premier Inn](#)

[Travelodge Woking Central](#)

Social Programme

Drinks Reception

Those attending the Symposium on Wednesday 25th September are warmly invited to join us at the drinks reception from 17:15 – 18:30. Weather permitting, this will take place on the rooftop of RHS Hilltop, otherwise an alternative venue within RHS Wisley will be found. Drinks and nibbles will be provided. Non-alcoholic drinks will also be available. The symposium coach will depart RHS Wisley for Woking following the drinks reception.

Symposium Dinner

For those who have purchased a ticket to attend the Symposium Dinner, this will take place on the evening of Thursday 26th September, from 19:00 – 23:00 at [Gorse Hill Hotel](#). Transport to and from the venue will be provided from the regular meeting point at the Double Tree Hilton Hotel. Transport timings can be found in the [detailed programme](#). An arrival drink plus 3 course meal, wine, tea and coffee will be provided. Following the dinner, you will be treated to a concert by the [David Gordon Trio](#). Your meal will be provided in line with the dietary requirements you have supplied.

Post Symposium London Walking Tour

For those who have purchased a ticket to the Post Symposium London Walking Tour, this will take place on Saturday 28th September. Transport to and from London will be provided from the regular meeting point at the Double Tree Hilton Hotel. Transport timings can be found in the [detailed programme](#). Lunch will be provided. As this is an outdoor walking tour participants are encouraged to wear appropriate footwear and dress for the weather.

Food and Refreshments

Your registration includes lunch each day, plus arrival, morning and afternoon refreshments. All catering will be available in the Garden Room, except afternoon refreshments on Thursday, which will be served alongside the poster display session in the Learning Studios.

Please note: Your meals will be provided in line with the dietary requirements you have supplied. Clearly marked special dietary request options will be available.

Useful Information

Wi-Fi

There is an open Wi-Fi network available throughout Hilltop; please log in to RHS Guest Wi-Fi to use it. There is no password.

Cloakroom / Storage

There will be coat racks available in the Garden Room lobby; please be aware that the door to the cafe does not lock and we therefore advise you to keep any valuable items with you or leave them in your hotel safe. All items are left at delegate's own risk. For larger luggage items there is a small cloakroom, which will be locked. If you wish to leave items in this cloakroom, please speak to the Symposium Registration Desk Manager upon arrival.

Filming and Photography

Please be aware that event photographers and videographers will be taking photographs and filming throughout the symposium for use in promotional materials. If you do not wish to have your photograph taken, please notify the staff at the registration desk upon arrival.

Lanyards

For security purposes, please ensure you wear your registration badge at all times throughout the venue.

Mobile Phones

As a courtesy to speakers and other delegates, we ask that all mobile phones and electronic devices be changed to silent mode before entering any session.

Lost property

Please hand in lost property to the Registration Desk where it will be made available for collection.

Smoking Policy

Smoking and vaping are permitted only outdoors at RHS Wisley. Please be mindful of others while smoking or vaping, and do not dispose of butts in a way that will damage the garden. Safe cigarette disposal will be provided in the recommended smoking area, behind the Garden Room.

RHS Garden Wisley Opening Hours

RHS Garden Wisley is open 10am – 6pm, but please note the following variations:

- The Plant Centre and Shop are open 9am – 6pm
- The Glasshouse is open 10am – 3:30pm
- The Old Laboratory is open 10am – 4:30pm

Map

Wisley Garden Map:

<https://www.rhs.org.uk/gardens/pdf/wisley/rhs-garden-wisley-welcome-map.pdf>

Go Green

Help us reduce waste and be eco-friendly! We encourage all attendees to bring their own reusable water bottles. By avoiding single-use plastics and disposables, we can work together to minimise our environmental impact. Stay hydrated while doing your part for sustainability. Let's make this a green symposium!

Health and Safety

In the unlikely event that we need to evacuate, a loud siren will sound. Please exit the building in an orderly manner and proceed to the evacuation point as directed by Event staff. If exiting from the Garden Room, the gathering point is the grass area in front of RHS Hilltop.

Toilets

From the Garden Room, exit the room either through the double doors at the back of the room or the glass doors by the AV room. Walk past the café into the central public display area of RHS Hilltop, then past the wall of food jars and the stairs. The toilets are on the right and well signposted.

First Aid

If you or someone else requires First Aid, please contact a member of RHS staff who will radio for a First Aider.

If there is an incident or a medical emergency that is life threatening ring 999, then locate an RHS staff member who will contact the Duty Manager/Security as appropriate. If you are unable to find an RHS Staff member in an emergency, please call the Duty Manager directly on 07738 065 211.

Please note; RHS Wisley is a working garden and insects including bees, wasps and hornets will be a part of the garden habitat. If you have allergies, please ensure you have appropriate treatment with you as we do not keep this type of medication on site.

Insurance and Liability

The Symposium organisers will not accept liability for personal injury or loss/damage to property/belongings of participants or accompanying persons, before, during or following the Symposium, tours or their stay in Woking. It is therefore recommended that participants arrange their own personal health, accident and travel insurance.

Pre-Symposium Contact Information

If you have any questions leading up to the Symposium please do not hesitate to get in touch:

Greencities2024@rhs.org.uk

On Site Contact Information

Symposium Registration Desk Manager - 07916255592

Emergency contact - RHS Wisley Duty Manager's number

Visitor Emergency Number: 07738 065211



A number of RHS staff will be in attendance throughout the Symposium and will be happy to help. Their lanyards will be marked clearly as 'RHS Staff'. There are also many RHS Volunteers on site, who will be wearing purple polo shirts or jumpers, are extremely knowledgeable and will be very happy to answer any questions you might have.