

# VISITOR INFORMATION GUIDE

**Date:** 24 & 25 March 2025

**Venue:** Hall entrance N7, ExCeL London

**UCAS** **DISCOVERY** **UK TOUR**



# GETTING HERE

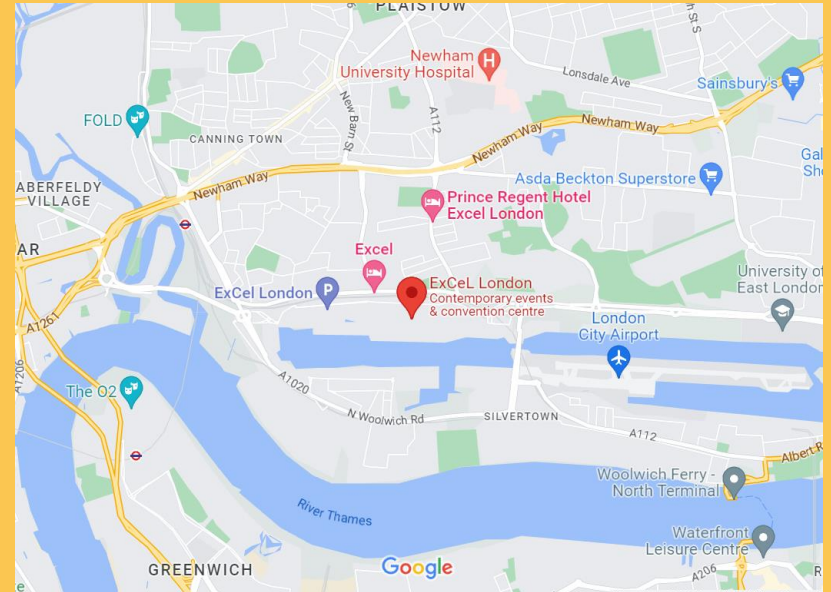
## Travelling by car or coach?

It's easy to get to ExCeL London from many of the main routes into London, including the M25 and M11, the North Circular, A406, and the A13. As you get closer, you'll pick up signs for Royal Docks, City Airport, and ExCeL. If you're using satellite navigation please enter the postcode E16 1FR for the entrance to the car park or what3words [W3W//drip.cheese.luxury](https://www.what3words.com/?w3w=W3W//drip.cheese.luxury).

For more information, click [here](#).

## Where can I park my car?

It is recommended that those who are planning to drive to the venue to pre-book their parking on the [ExCeL London parking platform](#). Pre-booking is the only way to guarantee a parking space. If there is capacity, and you have not pre-booked and arrive at the car park, the vehicle's number plate will be scanned, and the barrier will rise to allow access. In this case, before exiting the car park, the driver will need to pay for their parking at the machines located in the car park lobbies. Please note there is a height limit of 1.9m in the car park. For more information please visit the [ExCeL London website here](#).



## Where can I park a coach or minibus?

If you're travelling by coach or minibus, follow the directions of the traffic marshals who will guide you through the entire process.

We will be sending out instructions for the coach drop-off and collection procedure c.2 weeks pre-event, to those who specify coach/minibus travel on their booking. Please plan to arrive at the venue c.20-minutes prior to your group's booking to allow sufficient time for the coach operation.

For groups leaving the exhibition via coach, please ensure all students are together and make your way to our designated coach pick-up point, accessed via Boulevard Hall Entrance N8. The traffic marshals will ensure your coach is ready once the group is fully assembled. Due to the high number of coaches, limited space and timings of pick up/drop-off it is essential to **follow the traffic marshals' instructions at all times.**

There is limited coach parking onsite which can only be pre-booked in advance, subject to availability and parking charges apply. View the venue website here: [Parking & taxis | Getting here | Excel London](#). An alternative local option for coach parking is [The O2 Arena](#), please find [details here](#) (parking charges apply).

## Travelling by Train?

There are multiple ways of travelling to ExCeL London by public transport. The Docklands Light Railway (known as the DLR) is part of the London Underground network. Two of the stations, Custom House and Prince Regent, are on the venue's campus. Trains pull up at a covered walkway leaving visitors with less than a two-minute walk to the entrance. View more information on public transport [here](#).

For further information on travelling by train, please visit the National Rail website [here](#).

# WHILST YOU'RE HERE

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## When you arrive



On arrival, at ExCel London make your way to **Hall N7**. Please have your ticket ready to scan into the event. Everyone will need to have pre-registered and have downloaded their individual ticket before they enter the venue. If you have issues with a cracked phone screen, please bring a printed copy of your ticket to be scanned.



Your exhibition ticket is personal to you and should not be passed on to other group members, as this could compromise the security of your data. To comply with data protection regulations, it's essential that individuals at our exhibitions use their own ticket – both on entering, and when visiting exhibitors' stands. Anyone found to be in breach of this will be asked to leave the event and register again to be readmitted.



Please be aware, the venue will be conducting random bag and wand searches. We thank you for your patience while this takes place.



# WHILST YOU'RE HERE

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## Wi-Fi

An open Wi-Fi network is available at this event; however, a reliable connection cannot be guaranteed.



## Accessibility

Full details on accessibility can be found on the ExCeL London Webpage, by simply clicking [here](#).

## Catering

There will be refreshments available for visitors to purchase in the venue's boulevard area – please note these outlets accept contactless payments only.

The Staff Room (for exhibitors and teachers only) is at the back of the hall which will be serving drinks, snacks and sandwiches.

## Event staff

For general queries during the event (e.g, directions to facilities), please ask any of the event staff, who can be identified by their UCAS-branded t-shirts.

## The Big Q&A -

A series of talks will run throughout the event on the main stage. This can all be found in the main hall and will be signposted. A full programme of talks can be found on the [event webpage](#).



# JUST IN CASE

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## Organisers

The organiser's office is located at the front of the hall and is signposted. A member of the Events Team will be in the office throughout the event.

## Accidents & near misses

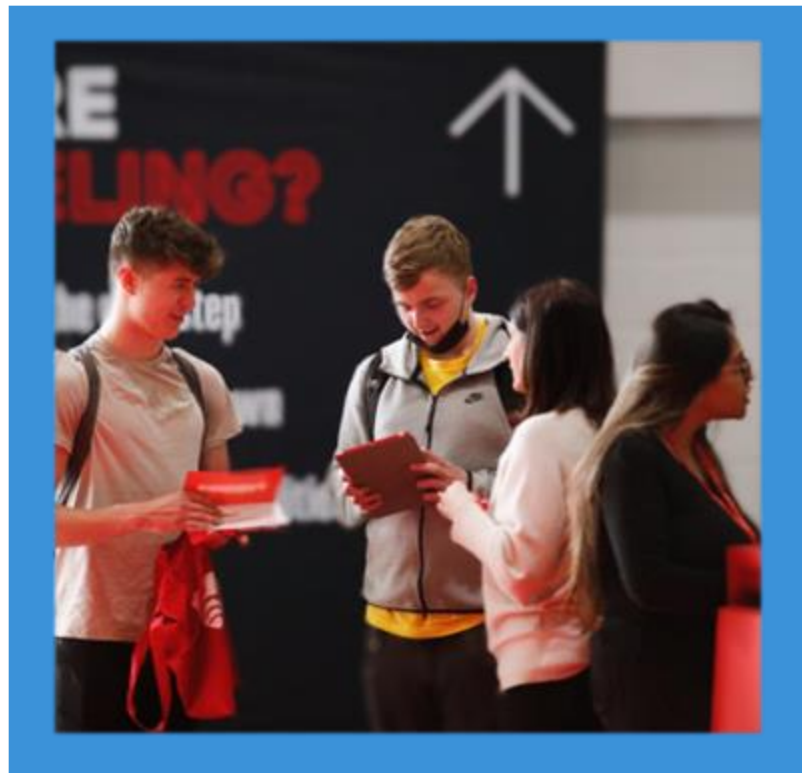
If you are involved in or witness an accident or near miss while on-site, please report it to the organiser's office immediately, located at the front of the hall.

## Emergency procedures

Should an evacuation of the building occur, please follow the instructions of the venue security staff, and leave the building via the nearest exit.

## First aid

The venue has a medical room, staffed by qualified first aiders. If you need medical assistance, please contact the organiser's office at the front of the hall or alert a member of venue security.



# FREQUENTLY ASKED QUESTIONS

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- **Is there anywhere I can store my coat and bags?**

Unfortunately cloakrooms are not available for visitors at our events and we advise visitors to avoid bringing large bags and rucksacks into the event.

- **What insurance is in place for the event?**

The organiser has adequate public and employee liability cover. While the organisers take every precaution to protect visitors' property during an event, they are not responsible for any loss or damage. All group leaders should ensure they have adequate public and employers' liability cover, in line with the booking terms and conditions.

- **What happens to any lost property?**

All property found should be handed to the venue or the organiser's office, where it will be retained during the event, or until the owner comes forward. If no owner is found for the duration of the event, the property will be left with the venue. If after 4 weeks, no claim in respect of that property has been made, the licensor shall consider the property to have been abandoned and shall receive the rights to offer that property for sale.

- **Can I smoke/vape on site?**

ExCeL London operates a strict no smoking policy in the venue and would ask for your full cooperation in ensuring this is complied with. This includes e-cigarettes.

- **What security is there?**

Security is present at the event throughout. If you are a victim of theft, please report it to the organiser's office immediately.

- **Where can I get a copy of the risk assessment for the event?**

The organiser has completed a risk assessment for the event. A copy of this can be found via your ENet account or by requesting via email at: [events@ucas.ac.uk](mailto:events@ucas.ac.uk).



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# CONTACT DETAILS

## Venue

Hall N7  
ExCeL London  
One Western Gateway  
Royal Victoria Dock  
London E16 1XL

## On site general enquiries

Event ambassadors, wearing UCAS t-shirts, will also be available to offer help and advice if you have any queries

## Contact details

Prior to the exhibition  
01242 544 808 or email  
[events@ucas.ac.uk](mailto:events@ucas.ac.uk)

Thank you for registering to attend the UCAS Discovery London exhibition.

