

Visitor information pack

Date:

14 - 15 March 2022

Venue:

ExCeL London



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A

Accidents and 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.

Accessibility

Full details on accessibility can be found on the [ExCeL London webpage](#).

Arrival

On arrival, please head to the east entrance of ExCeL London (the closest DLR station is Prince Regent) and make your way to entrance N9. Please have your ticket ready to scan into the event. Everyone will need to have pre-registered and have downloaded their 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, we will be conducting bag searches and wand checks upon entry.

C

Car parking

The Undercroft is pay and display, and is allocated on a first-come, first-served basis. There are car park payment machines (which accept card payment) in the Undercroft Car park, with a standard fee of £20 per day per vehicle. More information can be found on the [ExCeL London webpage](#).

There are clearly marked disabled parking bays in the car park (the car park closest to the venue). It is not possible to pre-book a disabled bay. If a disabled bay is not available, our traffic and parking team will endeavour to find you a space as near as possible to the venue entrance.

Catering

There will be refreshments available for visitors to purchase in the boulevard area of the venue – please note that these are now contactless card payments only – no cash can be used as payment.

There are water refill stations located by the east and west entrances.

Cloakroom

The main cloakroom is located centrally in the boulevard on level 0 (below the level of the boulevard). The cloakrooms are complimentary. Please be aware, the cloakroom cannot store cameras, laptop equipment, or any other electronic devices.

Coaches

If you're travelling by coach or minibus, please follow the directions of the traffic marshals.

Due to a change in the access for coaches at ExCeL London we will be implementing a new coach drop off and pick up procedure that will take you directly next to the UCAS halls meaning only a 1 minute direct walk through the boulevard. We will be sending out instructions along with coach passes, 2 weeks before the event to those who have specified that they will be arriving via coach/minibus. Traffic Marshals will guide you throughout the entire process, please follow their instructions.

When you are ready to leave the exhibition, please ensure all your students are together and make your way to our designated coach pick-up point (This is the same place as you were dropped off). The traffic marshals will ensure your coach is ready. Due to a large number of coaches, small space available and tight pick up/ drop off turnarounds **it is essential to follow the traffic marshals' instructions at all times.**

Covid-19 Precautions

Face coverings

We highly recommend that you wear a face covering inside the venue and the hall unless you are exempt. We will have a provision of these at the registration area but advise that you bring your own.

Social distancing

We will be promoting a recommended social distancing of 1m+ within the public areas in the venue and our event hall.

Self-scan for tickets and onsite registration

This year we will be operating a self-scan service to gain entry into the event hall. Support will be available for this service if required.

Cleaning

ExCeL London will be regularly cleaning high traffic and touchpoint areas throughout the event.

Hygiene

There are hand sanitiser stations located throughout the venue and in our event hall. but we also advise you to bring your own hand gel, if possible.

Please note that the information and advice in the COVID 19 precautions section is based on the latest government advice as of 28 January 2022.

D

Directions

Directions by car and 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. When using a satnav, use the postcode E16 1XL to get to the car parks.

Directions by rail and tube:

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 our campus. Trains pull up at a covered walkway leaving visitors with less than a two minute's walk to the entrance.

The Jubilee Line and the DLR are the quickest routes to ExCeL London. Alight at Canning Town on the Jubilee Line and change onto a Beckton-bound DLR train for the quick two-stop journey

to ExCeL: Custom House for ExCeL (for the west entrance) or Prince Regent for ExCeL (for the east entrance or the ICC London).

The London Overground, part of the London Underground network, serves a large part of Greater London and parts of Hertfordshire with 112 stations on several routes. The Overground is highlighted in Orange on the Tube map.

The DLR and Jubilee Line can be connected from multiple Overground lines such as Stratford, Canada Water, and Shadwell. It's also possible to join the Overground and travel to ExCeL London from Euston station.

Tube trains generally run between 05:00 and midnight. Timetables depend on the station and the line, so it's worth checking the [Transport for London website](#).

E

Emergency procedures

In the event of an emergency please follow the instructions of our security staff.

Event staff

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

F

First aid

The venue has a medical room, staffed by qualified first aiders. Should you require medical assistance, please contact the organisers or visit the medical room (located on level 0 on the boulevard, and down the stairs by N4/S4).

Alternatively, in a medical emergency please call 020 7069 4444.

I

Insurance

The organiser has adequate public and employee liability cover.

While the organisers take every precaution to protect visitor property during an event, they aren't 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.

Internet

At the ExCeL they have free, fast WiFi which is suitable for browsing, social media, and email. When you arrive at the venue, you just need to sign in to '_ExCeL FREE Wi-Fi' using our standard log in, or via LinkedIn, Facebook, or Twitter.

L

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 one to two months, 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.

O

Organisers

The organiser's office is located at the front of the hall and is signposted.

P

Parking

Please see the information in the 'Cars' and 'Coaches' section for details.

R

Risk assessment

The organiser has completed a risk assessment for the event. A copy of this can be requested by emailing events@ucas.ac.uk.

S

Security

Security is provided for the event at all times. If you are a victim of theft, please report it to the organiser's office immediately.

Student talks – Live Lounge

Live Lounge - Student talks will run throughout the event within our main stage and subject live stage. These can all be found in the main hall and will be signposted. A full programme of events can be found on the event webpage.

Smoking

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

T

Traffic

ExCeL London is now within the ULEZ zone. Scan the QR code at the back of this manual to check whether your vehicle is subject to the ULEZ charge and find out how to pay.

Driving & Traffic Marshalling Guide

Ultra Low Emission Zone (ULEZ)

ExCeL London is now within the ULEZ zone.

Scan the QR code to check whether your vehicle is subject to the ULEZ charge and find out how to pay.

