



UCAS



CREATE YOUR FUTURE

VISITOR GUIDE

DATE:

3 – 4 October 2022

VENUE:

Hall S11, London ExCeL

ADDRESS:

ExCeL London,
Royal Victoria Dock, 1 Western Gateway,
London, E16 1XL



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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 [London ExCeL webpage](#).

Arrival

On arrival, please head to the east entrance of ExCeL London (the closest tube station is Prince Regent) and make your way to entrance S11. 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 main car park is the multi-storey car park. The orange car park 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 orange car park, with a standard fee of £20 per 24hrs per vehicle. More information can be found on the [ExCeL London website](#).

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

Please note that since 25 October 2021, the Ultra Low Emission Zone includes ExCeL London. For more information about whether your vehicle is subject to ULEZ charge, please see the [Transport for London website](#).

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). All items are charged at £1 each. There is a lift adjacent to entrance N4 to access level 0. Normal operating hours are 30 minutes before the event opens, and 30 minutes after it closes. Please be aware, the cloakroom cannot anything overnight, and cannot store cameras, laptop equipment, or any other electronic devices at any time.

Coaches

If you're travelling by coach, further details will be emailed to you about the designated drop off and pick up area closer to the event, and updated in this information pack. **Please note, coach parking is not available at the ExCeL this year so coaches will need to find alternative offsite parking.**

Covid-19 Precautions

Face coverings

We 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.

Cleaning

The ExCeL will be regularly cleaning high traffic 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.

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

The new [Elizabeth Line](#) is the quickest route to ExCeL London from central London. Alight at Custom House (ExCeL London) station, on the West side of the venue, and walk through the boulevard to the east end of the venue.

Other options are the Jubilee Line and the DLR. 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). For this event, UCAS would recommend using the Prince Regent for ExCeL station.

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 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).

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 a 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.

Prayer room

The prayer room can be accessed through the grey door next to the S9 entrance on the boulevard.

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 or by logging into your E-net account.

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

Talks, workshops, and performances will run throughout the event. 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.

Social media

We will be posting lots of social media about the event via our Twitter/Instagram and TikTok accounts and we'll be using the hashtag #CreateYourFuture. Please feel free to use the hashtag.