

VISITOR INFORMATION GUIDE

Date: Monday 24 & Tuesday 25 June 2024

Venue: Hall 12, The NEC, Birmingham

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



GETTING HERE

Travelling by train?

The NEC can be accessed via Birmingham International Rail Station and is a short 5-minute walk away from the venue.

Further information about the facilities at this station is available on the National Rail website.

Where can I park my car?

Follow signs for North 2 – 5 car parks (Sat Nav – B40 1NT) and follow directions from traffic marshals. There will be free shuttle buses from the car parks to the entrance of the venue. Parking is charged for at £13.95 per car (if booked in advance) or at £18.95 per car (if paid for on-the-day), therefore we would suggest booking your car parking in advance to take advantage of the discounted rate. To book, and for more information, please visit thenec.co.uk/visitors/parking-at-the-nec/.



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Travelling by Coach or Minibus?

If you are travelling by coach, there is a designated drop-off and pick-up area which you will be sign-posted to. Arrive via Gate 3 (Sat Nav – B40 1NT) and follow directions from traffic marshals to North 1 car park where you can disembark from your coaches.

Parking for coaches is £31.95 per coach, and £23.95 per minibus. Please note that the venue does not take cash; only card. Coach parking can be paid for either on-site or by going to the [NEC website here](#). Any coaches just dropping off do not need to pay.

1 week before the event, the group leader will be emailed a coach pass. Please print this and display it when accessing the venue, to assist the traffic marshals with the number of coaches entering the venue (please note this is not a parking pass).

When you are ready to leave the exhibition, please make sure that all students and staff are together and proceed back to the car park for collection at the agreed time with your coach driver.

WHILST YOU'RE HERE

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When you arrive



On arrival at the NEC, please head to Hall 12. 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, 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 NEC's website, by simply clicking [here](#).

Catering

There will be refreshments available for visitors to purchase. There is also a seated area for those who would rather bring a packed lunch with them.

The Staff Room is available to teachers and exhibitors (please see the floor plan for location) and will also be serving snacks and sandwiches. **This is a cashless venue, card payments only.**

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 Stage

Student talks will run throughout the event on our Big Q&A Stage. The Big Q&A stage is located at the back right of the hall. 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. A member of the Events Team will be in the office throughout the event, or alternatively you can find someone at the Exhibitor Help Desk located at the back of the hall.

Accidents & near misses

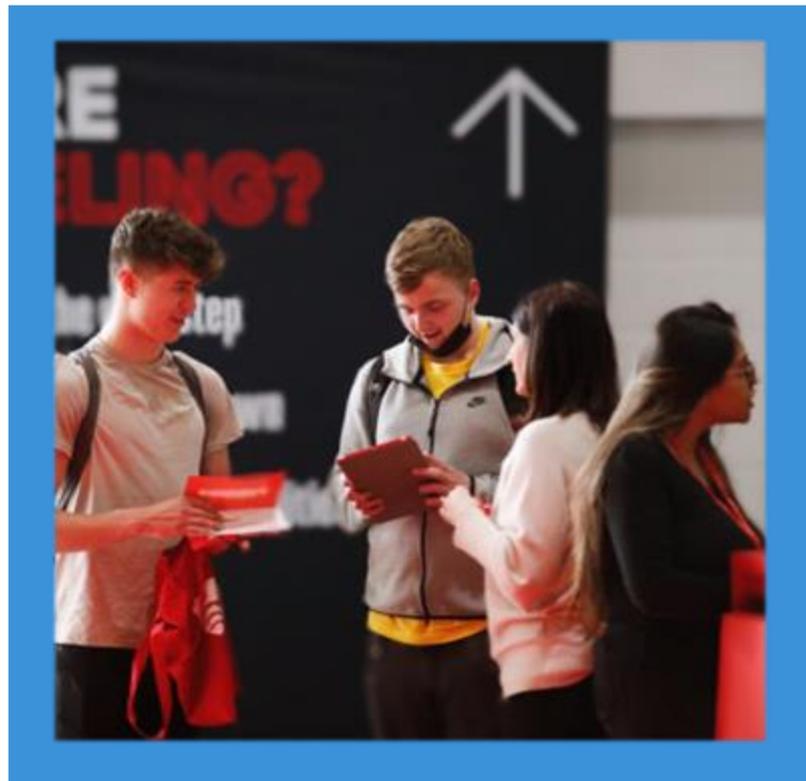
If you are involved in or witness an accident or near miss while on-site, please report it to the organiser's office immediately, located at the front of the hall.

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

Qualified first aiders will be on-site throughout the event. If you need medical assistance, please contact the organiser's office located at the front of the hall, or a member of the security team.



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 in the hall will be handed to venue security at the end of the event. Should you have any lost property queries, please contact the venue's Security office on 0121 767 3883.

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

The NEC operates a strict no smoking policy in the venue and would ask for your full cooperation in ensuring this is complied with. This includes the use of 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 found via your E-Net account or by emailing events@ucas.ac.uk.



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CONTACT DETAILS

Venue

Hall 12,
The NEC,
Birmingham
B40 1NT

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

Thank you for registering to attending
UCAS Discovery Birmingham.

