

VISITOR INFORMATION GUIDE

Date: 24th September 2024

Venue: Borders Events Centre

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



GETTING HERE

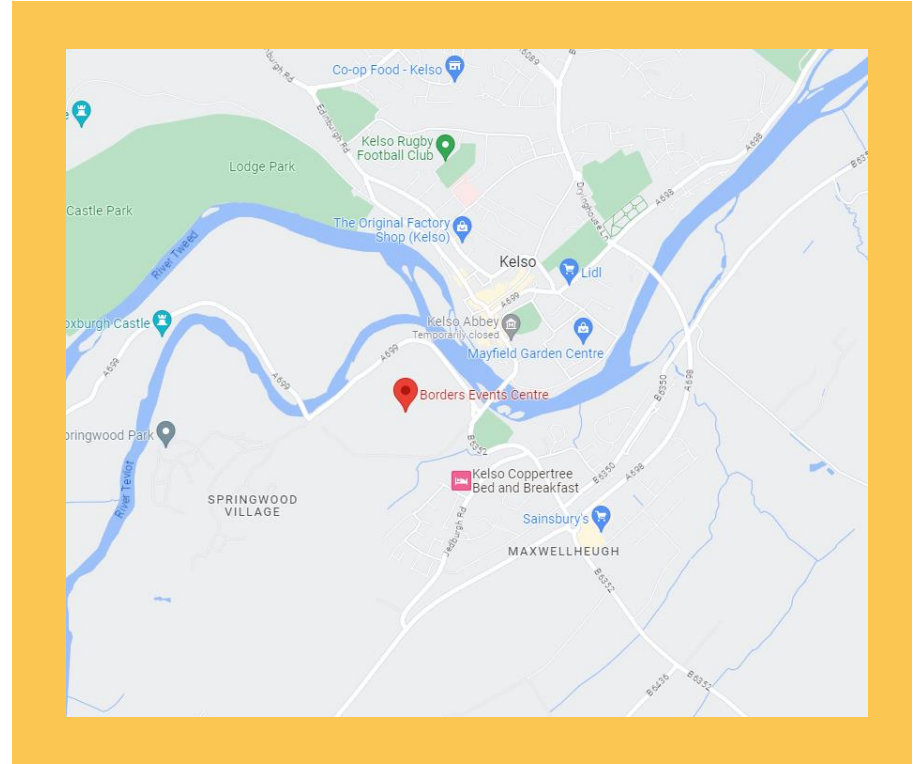
Travelling by car or coach?

The venue is on the outskirts of Kelso, across the old bridge. From the town centre, cross the bridge, and the gates to the show field are opposite the River Tweed. Through the gates, turn right, and follow the road towards the large building which houses the event.

The postcode for the venue is TD5 8LS.

Where can I park my car?

There is free parking available on-site. Please follow the direction of the signage and event staff, and enter the site through the main entrance.



GETTING HERE

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Where can I park a coach or minibus?

Please follow the directions of the signage and event staff on arrival.

If you're travelling by coach, please enter the site through the main entrance, and event staff will direct you to the coach drop-off and pick-up area. Please make sure students know what time and where to meet for their return journey.

Due to the expected number of visitors, please don't arrive any earlier than 15 minutes before your booked session time.

Once visitors have been dropped off, coaches will be directed to the coach parking by event staff.




Travelling by Train?


The nearest train station to Kelso is Tweedbank, which is a 50-minute bus journey to Kelso on the 67 bus. More information can be found on the [Borders Buses website](#).


WHILST YOU'RE HERE

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When you arrive

 On arrival, please head to the entrance of the Springwood Pavilion at Borders Events Centre. 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 may be conducting random bag and wand searches upon entry. We thank you for your patience while this takes place.



WHILST YOU'RE HERE

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WiFi

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



Accessibility

The venue is fully accessible.

If you would like to discuss a special access requirement with our events team ahead of your attendance, please email events@ucas.ac.uk.

Catering

There will be refreshments available to purchase for all visitors in the exhibition hall.

Please note that the caterers are only able to accept cash, not card.

Event staff

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

The Big Q&A Talks

Student talks will run throughout the event in our Big Q&A talk area. 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](#).



JUST IN CASE

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Organisers

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

Accidents & near misses

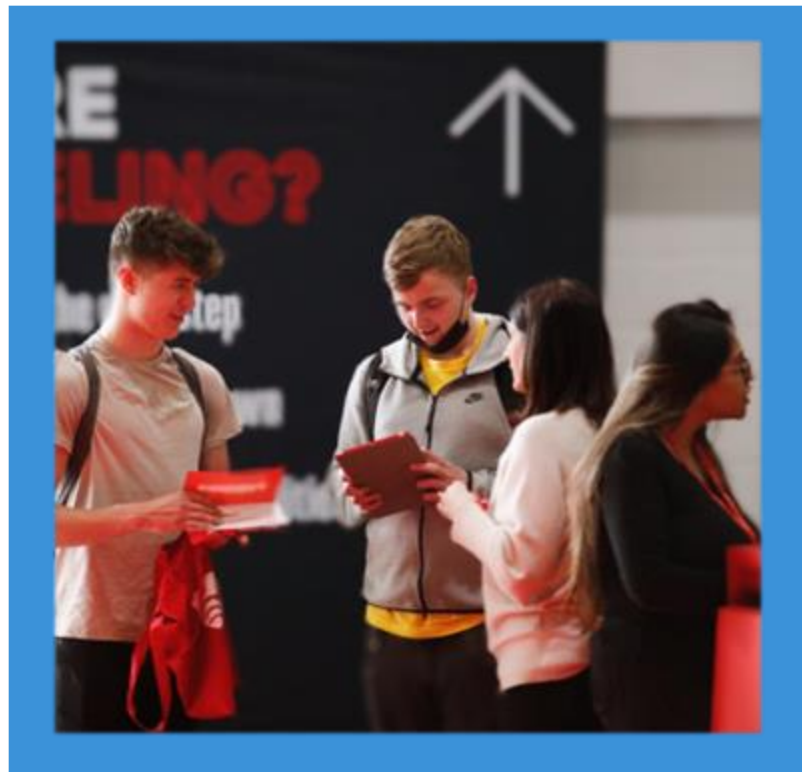
If you are involved in or witness an accident or near miss while on-site, please report it to the organiser's desk immediately, located at the front of the hall.

Emergency procedures

Should an evacuation of the building occur, please follow the instruction of the event staff, and leave the build via the nearest exit.

First aid

There will be a qualified first aider on-hand during the event. If you need medical assistance, please contact the organiser's desk at the front of the hall.



FREQUENTLY ASKED QUESTIONS

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

There is no cloakroom at this venue.

- **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 at the exhibition will be handed to the organisers at the organiser's desk. If items have not been claimed by the end of the event, they will be passed to the staff at Borders Events Centre.

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

Borders Events Centre 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?**

Please see the event risk assessment for further information. 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 requested by emailing events@ucas.ac.uk or viewing your e-net account.



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CONTACT DETAILS

Venue

Borders Events Centre,
Springwood Pavilion,
Kelso,
TD5 8LS

On-site general enquiries

Event staff, 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 attend the Borders UCAS
Discovery exhibition.

