

VISITOR INFORMATION GUIDE

CREATE YOUR FUTURE

Date: Monday 7 October
& Tuesday 8 October 2024

Location: London

Venue: Hall S2, London ExCeL,
Royal Victoria Dock, 1 Western
Gateway, London, E16 1XL

UCAS



GETTING HERE

Travelling by public transport?

This helpful link can be used to plan your journey by train, bus, cable car and more:

<https://www.excel.london/visitor/getting-here>

Nearest train station is Custom House (Elizabeth Line or DLR).

Where can I park my car?

Pay & Display car parking is available but the only way to guarantee a space in the car park is to pre-book which you can do via this [link](#). The cost is £25 for the day. Please note ExCeL is now within the ULEZ; please [visit TFL](#) to check whether your vehicle is subject to ULEZ charge.

For more information on travelling by car and parking, please [visit the ExCeL website here](#).



GETTING HERE

Travelling by coach or minibus?

If you're travelling by coach or minibus, please indicate this on your book and we will confirm arrival instruction along with coach passes 2 weeks before the event.

Please plan to arrive at the venue 15 minutes prior to your group's booking to allow sufficient time for the drop off procedure. Follow the directions of the traffic marshals onsite who will guide you through the entire process.

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.

Please note, there is no on-site coach parking on-site at the venue, nearby coach parking is available at:

Hilton Double tree, +44 20 7540 4820 please call ahead to confirm availability.

The O2 arena - <https://www.theo2.co.uk/visit-us/getting-to-the-o2/parking/>



WHILST YOU'RE HERE

When you arrive

 On arrival, please head to the west entrance of ExCel London and make your way to hall S2. 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

UCAS

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 on the boulevard area of the venue –please note these outlets accept contactless payments only. The Staff Room (available to teachers) is at the back of the hall which will be serving snacks and sandwiches. There will also be a seated area for those who would rather bring a packed lunch with them.

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.

Explore creative courses, apprenticeships and careers – all in one place.

- Talk to universities, colleges, conservatoires and employers about your creative choices
- Speak to current students, apprentices and employees about their experiences
- Watch performances and student talks on the live stages
- Chat to UCAS experts and careers advisors

For the full event programme and more information please visit [the event webpage](#)



JUST IN CASE

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 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 back 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 or alert any of the event staff.



FREQUENTLY ASKED QUESTIONS

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

The main cloakroom located in the boulevard (between S4/N4) and will be open 30 minutes prior to the event open time and will close 30 minutes post event close. Please be aware, the cloakroom cannot store cameras, laptop equipment, or any other electronic devices.

- **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 30 days, 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 donate the item.

- **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 group booking account or by requesting via email at: events@ucas.ac.uk.



CONTACT DETAILS

Venue

Hall S2
ExCeL London
One Western Gateway
Royal Victoria Dock
London E16 1XL

Pre-event

The event organiser can be contacted on 01242 544 808
or email events@ucas.ac.uk prior to the event

During the event

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

Thank you for registering to attend Create Your Future.

