

VISITOR INFORMATION GUIDE

Date: 11 & 12 March 2024

Venue: Westpoint Arena, Exeter

UCAS DISCOVERY **UK TOUR**



GETTING HERE

Travelling by car or coach?

Westpoint is one mile from junction 30 of the M5. For Westpoint, exit the M5 at junction 30 and follow the A3052 Sidmouth road for one mile. Westpoint is on your left-hand side. The satnav postcode is EX5 1DJ.

Where can I park my car?

There is ample free parking on-site. Please follow the directions of the traffic marshals, and enter the site through the main entrance, where you'll be directed to the designated car park.

More information can be found on the Westpoint Arena [website](#).



GETTING HERE

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Where can I park a coach or minibus?

Please follow the directions of the traffic marshals on arrival.

If you're travelling by coach, please enter the site through the main entrance, and traffic marshals will direct you to the coach drop-off and pick-up area. Once your students have departed, the traffic marshals will then direct the coach to an onsite allocated parking area. **Due to the expected number of visitors, please don't arrive any earlier than 15 minutes before your booked session time.**

Please ensure your students know what time and where to meet you for their return journey. When you're ready to leave the exhibition, please make sure all your students are together, and proceed back to the coach pick-up point. Due to the large number of coaches, it is essential the traffic marshals' instructions are followed at all times.

Coach passes will be handed out by the traffic team on the gate. Please ensure these are displayed in the front windscreen whilst you are on-site, to assist the traffic team.



Travelling by Train?

Exeter St. David's provides direct rail links to all major cities in the UK. The station is six miles from Westpoint, which is a 15-minute taxi trip. Please consider pre booking taxi's as necessary as there is not a taxi rank within walking distance of the venue.

Further information on train services can be found at www.nationalrail.co.uk.

WHILST YOU'RE HERE

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When you arrive



On arrival, please head to the main entrance of Westpoint Exeter. 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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WiFi



An open Wi-Fi network is available at this event; however, a reliable connection cannot be guaranteed. Please select Public Wi-Fi and complete the basic form to gain access.



Accessibility

Full details on accessibility can be found on the Westpoint Exeter webpage, by simply clicking [here](#).

Catering

There will be refreshments available for visitors to purchase outside the front of the venue, and the exhibitor and teacher lounge, at the back of the hall which will be serving snacks and sandwiches. Cash and card payments are accepted.

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), ask any of the event staff, who can be identified by their UCAS-branded t-shirts.

The Big Q&A and Subjects Talks

Student talks and workshops 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](#).



JUST IN CASE

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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 & 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 instruction of the arena 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 at the front of the hall.



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 and handed to the Organisers Office, will be passed to the venue and kept for six months. After six months, if no claim in respect of that property has been made by any person, venue staff shall consider the property to be abandoned and have the right to sell it.

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

Westpoint Exeter 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 requested by emailing events@ucas.ac.uk.



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CONTACT DETAILS

Venue

Westpoint Exeter
Clyst St Mary
Exeter
Devon
EX5 1DJ

On site general enquiries

Event ambassadors, wearing UCAS t-shirts, will 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 Exeter UCAS
Discovery exhibition.

