

VISITOR INFORMATION GUIDE

Date: 27th to 28th March 2023

Venue: Hall N4, ExCeL London

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



GETTING HERE

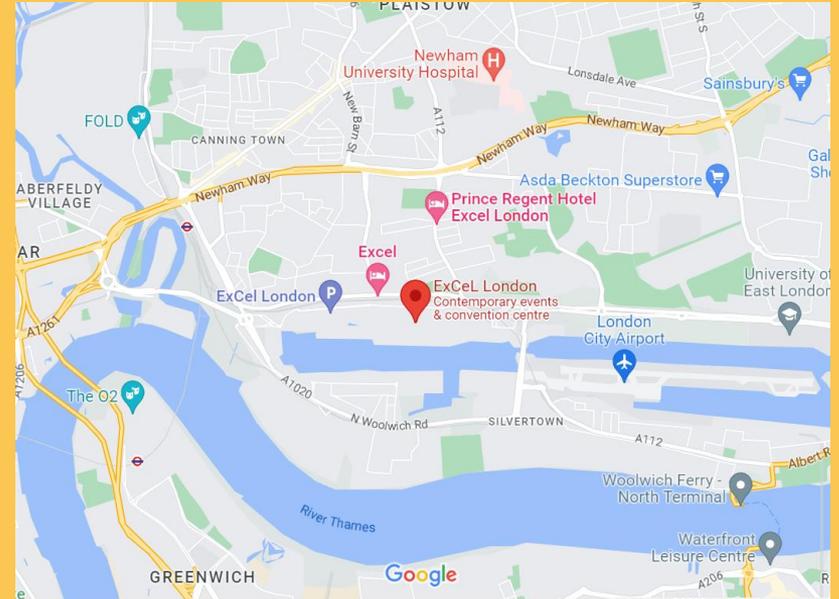
Travelling by car or coach?

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. For more information, click [here](#).

Where can I park my car?

Pay and display parking is available on a first-come, first-served basis. Parking for cars costs £25 for up to 24-hours (height limit 1.9m).

More information can be found on the ExCeL London webpage [here](#).



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Where can I park a coach or minibus?

If you're travelling by coach or minibus, follow the directions of the traffic marshals who will guide you through the entire process.

Due to a change in the access for coaches at ExCeL London we will be implementing a new coach drop off and pick up procedure and sending out instructions, along with coach passes, 2 weeks before the event to those who have specified coach/minibus travel. Please plan to arrive at the venue 15-20minutes prior to your group's booking to allow sufficient time for the drop off procedure.

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. Due to the high number of coaches, limited space and timings of pick up/drop-off it is essential to **follow the traffic marshals' instructions at all times.**

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/parking>



Travelling by Train?

There are multiple ways of travelling to ExCeL London by public transport. 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-minute walk to the entrance. See more information here: [Elizabeth line](#) (Custom House station), [Underground and DLR](#), [cable car or Uber Boat](#).

For further information on travelling by train, please visit the National Rail website [here](#).

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When you arrive



On arrival, please head to the West entrance of ExCel London and make your way to hall N4. 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.



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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 ExCeL London Webpage, by simply clicking [here](#).

Catering

There will be refreshments available for visitors to purchase in the venue's boulevard area – please note these outlets accept contactless payments only. The Staff Room (exhibitor and teacher lounge) 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.

The Big Q&A and Subjects Talks

Student talks will run throughout the event within our Big Q&A and Subjects Talk stages. 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 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 at the front of the hall or alert event staff.



FREQUENTLY ASKED QUESTIONS

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- **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 show open 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 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.

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



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CONTACT DETAILS

Venue

Hall N4
ExCeL London
One Western Gateway
Royal Victoria Dock
London E16 1XL

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 attend the UCAS Discovery London exhibition.

