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Visitor guide



Date:

5 -6 October 2021

Venue:

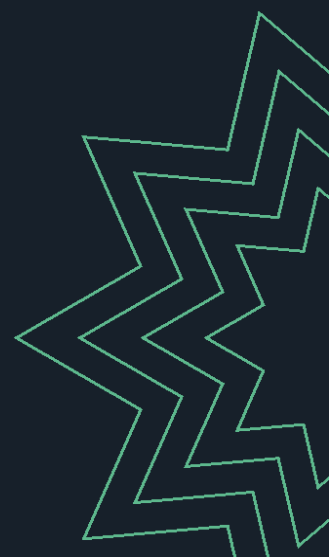
ExCel London

Address:

Royal Victoria Dock

1 Western Gateway,

London E16 1XL



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A

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 front of the hall.

Accessibility

Full details on accessibility can be found on the [London ExCeL webpage](#).

Arrival

On arrival, please head to the east entrance of ExCeL London, and make your way to hall N22 where we will be operating a queuing system just for our visitors. Please have your ticket ready to scan into the event. If you don't have a ticket on arrival, please report to the onsite registration desk inside the hall.

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.

C

Car parking

The main car park is the multi-storey car park. The orange car park is pay and display, and is allocated on a first-come, first-served basis. There are car park payment machines (which accept card payment) in the orange car park, with a standard fee of £20 per day per vehicle. More information can be found on the [ExCeL London website](#)

There are clearly marked disabled parking bays in the Orange car park (the car park closest to the venue) and the Royal Victoria multi-storey car park. It is not possible to pre-book a disabled

bay. If a disabled bay is not available, our traffic and parking team will endeavour to find you a space as near as possible to the venue entrance.

Catering

There will be refreshments available for visitors to purchase in the boulevard area of the venue – please note that these are now contactless card payments only – no cash can be used as payment.

There are water refill stations located by the east and west entrances.

Cloakroom

The main cloakroom is located centrally in the boulevard on level 0 (below the level of the boulevard). All items are charged at £1 each. There is a lift adjacent to entrance N4 to access level 0. Normal operating hours are 30 minutes before the event opens, and 30 minutes after it closes. Please be aware, the cloakroom cannot store cameras, laptop equipment, or any other electronic devices.

Coaches

If you're travelling by coach, there's a designated drop off and pick up area located at the east entrance – please follow the directions of the traffic marshals. **Please note, coach parking is not available at the ExCeL this year so coaches will need to find alternative offsite parking**

Covid-19 Precautions

Before you attend

Check for symptoms of Covid-19

(Symptoms are: a high temperature, new and persistent cough, or a loss of/change in sense of taste or smell). If you, or anyone you live with, have one or more of these symptoms (even if they are mild) please do not attend our exhibition. Please follow the **guidance on testing and self-isolation**. ([hyperlink](#))

During your visit

Entry to venue for over 18s

Proof of double vaccination, Covid-19 antibodies or a negative lateral flow test will be required to gain entry in to the ExCeL. Proof of vaccination can be your NHS Covid Pass (on your app) or your completed vaccination card. Proof of a negative lateral flow test result can be uploaded to the NHS app and needs to be taken within 48 hours of entry – if you are unable to bring your

phone with the app on as proof of the lateral flow test result, a printout of this will be acceptable.

Entry to venue for under 18s

Visitors under the age of 18 will either need proof of double vaccination or will need to have been tested within 48 hours of attending the event, with a negative result. For schools bookings a member of staff from the school may confirm that the group have all been tested within 48 hours of attending the event, with a negative result. Individuals not attending with a school should use the NHS app as proof of a negative test or double vaccination.

Track and Trace

Venues are no longer required to collect customer contact details, or keep a record of staff and visitors, but they are encouraged to continue to display an NHS QR code for customers to check in using the NHS Covid app. Venues (or organisers) do not have to ask customers to check in or turn them away if they refuse.

The ExCel will have a QR code that you can use to check in on arrival to the venue and we recommend that you do this via the NHS Covid app. We will also have a check in system in place to gain entry to our exhibition so you can either fill out your details or again scan the QR code via the NHS Covid app.

Temperature checks

We will be operating a temperature check system when entering the event hall. These will be performed by a member of staff (UCAS or ExCel). No personal data will be captured.

Self-scan for tickets and onsite registration

This area will still be staffed but at reduced capacity to help with social distancing and crowd density management.

Face coverings

We recommend that you wear a face covering inside the venue and the hall unless you are exempt. We will have a provision of these at the registration area but advise that you bring your own.

Social distancing

We will be operating social distancing of 1m+ within the public areas in the venue and our event hall.

Crowd density

We have limited the booking slots and spread them out over the day to lower the number of visitors in the hall at any given time.

We will have one-way systems in feature and catering areas. These areas will be clearly marked with the safe number of people at any given time and will be marshalled to check those numbers are not exceeded.

Cleaning

The ExCeL will be regularly cleaning high traffic areas throughout the event.

Hygiene There are hand sanitiser stations located throughout the venue and in our event hall. but we also advise you to bring your own hand gel, if possible.

Ventilation

The venue will be monitoring CO2 levels to ensure there is sufficient ventilation within the event hall.

Feature areas

We will be operating a one-way system in the feature areas with separate entrance and exits into the space; we will also be operating the 1m+ social distancing rule. All the feature areas will be cleaned after each session.

Dedicated Covid marshals

These will be in place to help with questions, traffic management and to make sure we all adhere to the latest government guidance.

D**Directions****Directions by car and 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.

Directions by rail and tube:

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 our campus. Trains pull up at a covered walkway leaving visitors with less than a two minute's walk to the entrance.

The Jubilee Line and the DLR are the quickest routes to ExCeL London. Alight at Canning Town on the Jubilee Line and change onto a Beckton-bound DLR train for the quick two-stop journey to ExCeL: Custom House for ExCeL (for the west entrance) or Prince Regent for ExCeL (for the east entrance or the ICC London).

The London Overground, part of the London Underground network, serves a large part of Greater London and parts of Hertfordshire with 112 stations on several routes. The Overground is highlighted in Orange on the Tube map.

The DLR and Jubilee Line can be connected from multiple Overground lines such as Stratford, Canada Water, and Shadwell. It's also possible to join the Overground and travel to ExCeL London from Euston station.

Tube trains generally run between 05:00 and midnight. Timetables depend on the station and the line, so it's worth checking the [Transport for London website](#).

E

Emergency procedures

Please make sure you're familiar with the procedures to be followed in the event of an emergency at the venue. The emergency procedure document is at the back of this information pack.

Event staff

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

F

First aid

The venue has a medical room, staffed by qualified first aiders. Should you require medical assistance, please contact the organisers or visit the medical room (located on level 0 on the boulevard, and down the stairs by N4/S4).

I

Insurance

The organiser has adequate public and employee liability cover.

While the organisers take every precaution to protect visitor property during an event, they aren't 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.

Internet

At the ExCeL they have free, fast WiFi which is suitable for browsing, social media, and email. When you arrive at the venue, you just need to sign in to '_ExCeL FREE Wi-Fi' using our standard log in, or via LinkedIn, Facebook, or Twitter.

L

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.

O

Organisers

The organiser's office is located at the front of the hall and is signposted by a large flag.

P

Parking

Please see the information in the 'Cars' and 'Coaches' section for details.

Prayer room

The prayer room can be accessed through the grey door next to the S9 entrance on the boulevard.

R

Risk assessment

The organiser has completed a risk assessment for the event – a copy of this can be requested by emailing events@ucas.ac.uk.

S

Security

Security is provided for the event at all times. If you are a victim of theft, please report it to the organiser's office immediately.

Student talks

Student talks, workshops, and performances 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](#).

Smoking

ExCeL London operates a strict no smoking policy in the venue, and asks for your full cooperation in ensuring this is complied with. This includes e-cigarettes.

Social media

We will be posting lots of social media about the event via our Twitter/Instagram and TikTok accounts and we'll be using the hashtag # #CreateYourFuture. Please feel free to use the hashtag.