

# VISITOR INFORMATION GUIDE

**Date:** Monday 26 to Tuesday 27 June 2023

**Venue:** Hall 12, The NEC, Birmingham

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



# GETTING HERE

## Travelling by train?

The NEC can be accessed via Birmingham International Rail Station and is a short 5-minute walk away from the venue.

Further information about the facilities at this station is available on the National Rail website.

## Where can I park my car?

Follow signs for North 2 – 5 car parks (Sat Nav – B40 1NT) and follow directions from traffic marshals. There will be free shuttle buses from the car parks to the entrance of the venue. Parking is charged for at £12.95 per car (if booked in advance) or at £17.95 per car (if paid for on-the-day). To book, and for more information, please visit [thenec.co.uk/visitors/parking-at-the-nec/](https://thenec.co.uk/visitors/parking-at-the-nec/).



# GETTING HERE

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## Travelling by Coach or Minibus?

If you are travelling by coach, there is a designated drop-off and pick-up area which you will be sign-posted to. Arrive via Gate 3 (Sat Nav – B40 1NT) and follow directions from traffic marshals to North 1 car park where you can disembark from your coaches.

Parking for coaches is £29.95 per coach, and £22.95 per minibus. Please note that the venue does not take cash; only card. Coach parking can be paid for either on-site or by going to the [NEC website here](#). Any coaches just dropping off do not need to pay.

1 week before the event, the group leader will be emailed a coach pass. Please print this and display it when accessing the venue, to assist the traffic marshals with the number of coaches entering the venue.

When you are ready to leave the exhibition, please make sure that all students and staff are together and proceed back to the car park for collection at the agreed time with your coach driver.

# WHILST YOU'RE HERE

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## When you arrive



On arrival at the NEC, please head to Hall 12. 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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## 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 NEC's website, by simply clicking [here](#).

## Catering

There will be refreshments available for visitors to purchase. There is also a seated area for those who would rather bring a packed lunch with them.

The Staff Room is available to teachers and exhibitors (please see the floor plan for location) and will also be serving snacks and sandwiches. **This is a cashless venue, card payments only.**

## 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 on our Big Q&A Stage and Subject talks stage. 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. A member of the Events Team will be in the office throughout the event, or alternatively you can find someone at the Exhibitor Help Desk.

## Accidents & near misses

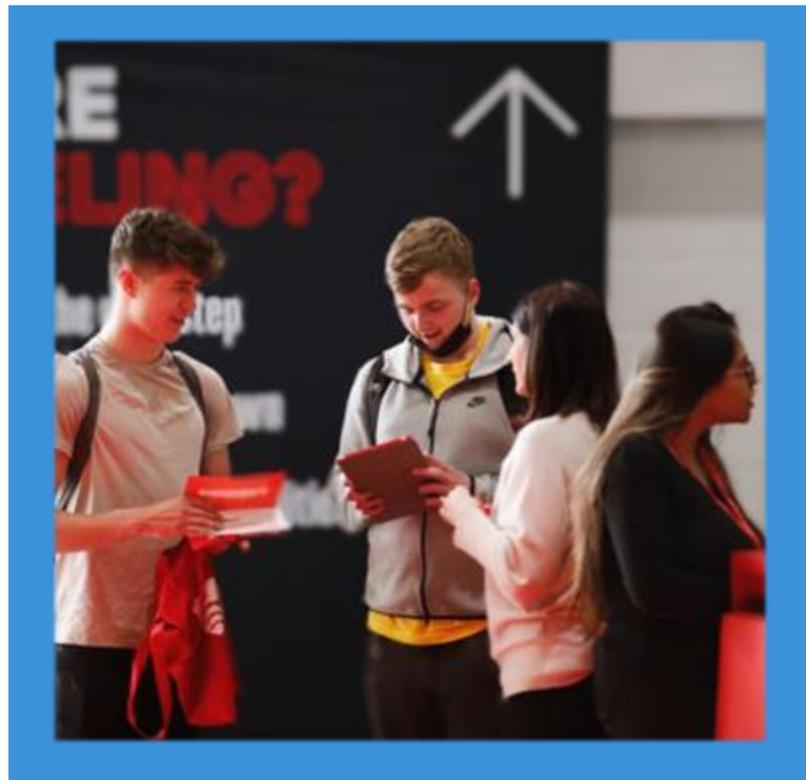
If you are involved in or witness an accident or near miss while on-site, please report it to the organiser's office immediately, located at the front of the hall.

## 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

Qualified first aiders will be on-site throughout the event. If you need medical assistance, please contact the organiser's office located at the front of the hall.



# FREQUENTLY ASKED QUESTIONS

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

The NEC operate a cloakroom, which can be found adjacent to the hall. Items are charged at £2 per coat and £3 per bag. The cloakrooms are open 30 minutes prior to the event opening and will close when the event closes. Please note, bag searches will be in operation and therefore a group with many bags can cause delay to entry.

- **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 will be handed to venue security at the end of the event. Should you have any lost property queries, please contact the venue's Security office on 0121 767 3883.

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

The NEC operates a strict no smoking policy in the venue and would ask for your full cooperation in ensuring this is complied with. This includes the use of 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](mailto:events@ucas.ac.uk).



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# CONTACT DETAILS

## Venue

Hall 12,  
The NEC,  
Birmingham  
B40 1NT

## During the event

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

The Organiser's Office is located at the front of the exhibition hall.

## Pre-Event

Prior to the exhibition  
01242 544 808 or email  
events@ucas.ac.uk

Thank you for registering to attending  
UCAS Discovery Birmingham.

