

# VISITOR INFORMATION GUIDE

**Date:** Monday 23 & Tuesday 24 March 2026

**Venue:** Hall entrance N5, Excel London

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



# GETTING HERE

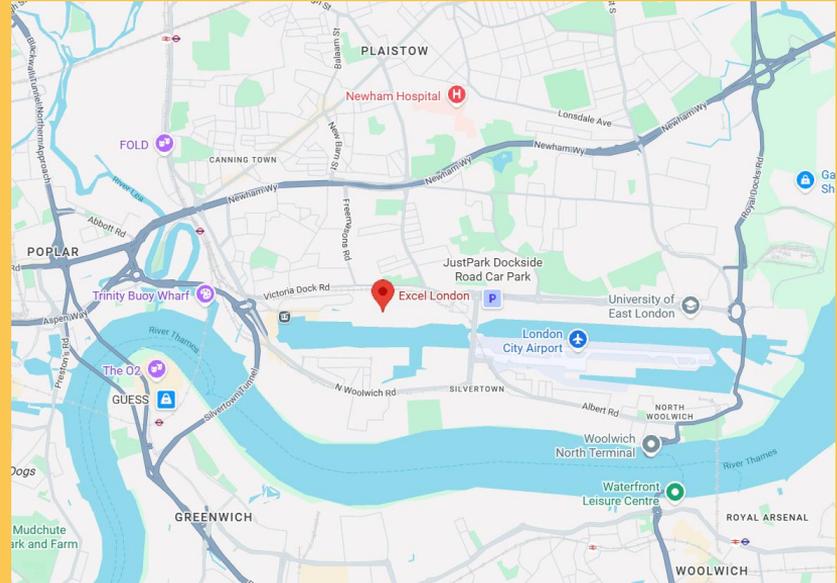
## Travelling by car or coach?

It's easy to get to Excel London from many of the main routes into London, including the M25, M11, the North Circular, A406, and the A13. As you get closer, you'll pick up signs for Royal Docks, City Airport, and Excel. If you're using satellite navigation, please enter the postcode E16 1FR for the entrance to the car park, or what3words [W3W///cheer.events.began](https://www.what3words.com/what3words/W3W///cheer.events.began).

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

## Where can I park my car?

It is recommended that those who are planning to drive to the venue pre-book their parking on the Excel London parking platform. Pre-booking is the only way to guarantee a parking space. If there is capacity, and you have not pre-booked and arrive at the car park, the vehicle's number plate will be scanned, and the barrier will rise to allow access. In this case, before exiting the car park, the driver will need to pay for their parking at the machines located in the car park lobbies. Please note there is a height limit of 1.9m in the car park. For more information, please visit the [Excel London website here](#).



# GETTING HERE

UCAS



## Where can I park a coach or minibus?

If you're travelling by coach or minibus, please follow the instructions of the traffic marshals, who will guide you through the entire process when you arrive on site.

We will be sending out instructions for the coach drop-off and collection procedure roughly 2 weeks pre-event, to those who specify coach or minibus travel on their booking. If you haven't received instructions by Monday 16 March, please email [events@ucas.ac.uk](mailto:events@ucas.ac.uk). Please plan to arrive at the venue around 20 minutes prior to your group's booking to allow sufficient time for the coach operation and arrival procedures.

For groups leaving the exhibition by coach, please ensure all students are together and make your way through the event exit to our designated coach pick-up point, accessed via Boulevard Hall Entrance N4. The traffic marshals will ensure your coach is ready once the group is fully assembled. 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.

There is parking onsite for mini buses; please follow the traffic marshals directions (parking charges apply). There is limited coach parking onsite which can only be pre-booked in advance by completing [this form](#) subject to availability and parking charges apply. An alternative local option for coach parking is [The O2 Arena](#), where parking charges also apply.



## Travelling by Public Transport?

There are multiple ways of travelling to Excel London by public transport. The Elizabeth Line and DLR are the quickest routes to Excel. 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 2-minute walk to the entrance of the venue. More information about public transport to the [venue can be found here](#). For further information about travelling by train, please [visit the National Rail website here](#).

# WHILST YOU'RE HERE

UCAS

## When you arrive



On arrival at Excel London, please head to the **main entrance** at Hall N5. Everyone will need to have pre-registered and have downloaded their individual ticket before they enter the venue. Please have your ticket ready for inspection. If you don't have a ticket on arrival, please report to the registration desk located in the queuing hall via entrance N5. 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 website, [found here](#).

## The Big Q&A and Subjects Talks

Student talks will run throughout the event on our 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](#).

## Catering

There will be refreshments available for visitors to purchase in the Visitor's Café and along the venue's boulevard—please note that these outlets accept contactless payments only.

The staff room (for exhibitors and teachers only) is at the back of the hall, serving drinks, snacks and sandwiches.

## 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. There are also Information Points signposted on the event guide.



# JUST IN CASE

UCAS

## Organisers

If you wish to speak to the event organiser, they will be based in the organiser's office located by the entrance to the hall. They can also be identified by black UCAS branded t-shirts. If you contact the organiser prior to the event, please email [events@ucas.ac.uk](mailto:events@ucas.ac.uk).

## Accidents & near misses

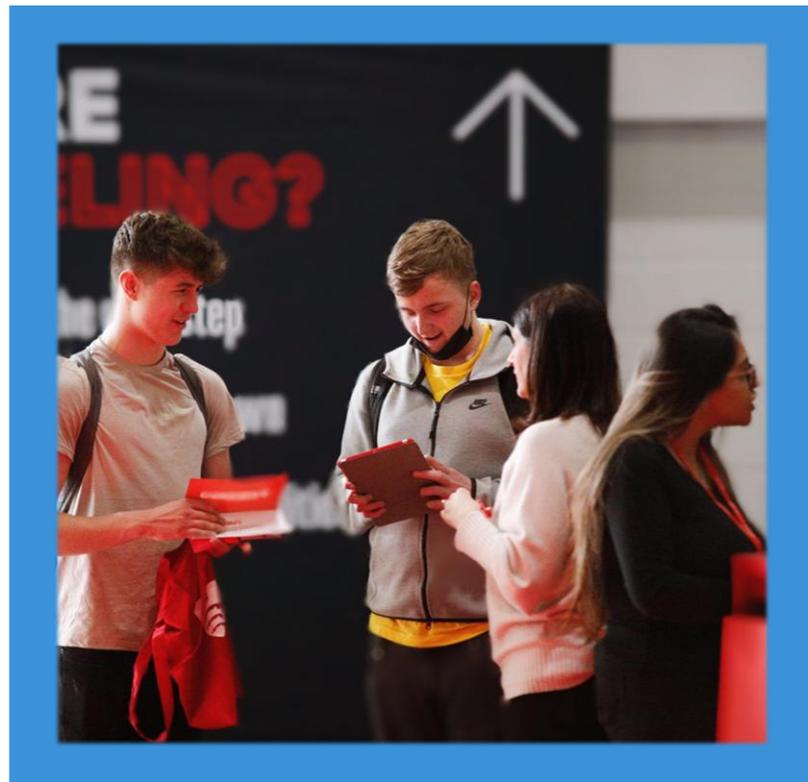
If you are involved in, or witness an accident or near miss while on-site, please report it to the organiser's office immediately, located by the entrance to the hall.

## Emergency procedures

Should an evacuation of the building occur, please follow the instruction of the venue security and event 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 a member of venue security.



# FREQUENTLY ASKED QUESTIONS

UCAS

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

There is a cloakroom service located on level 0 between N4 & S4 which will be open from 09:00 – 15:30

- **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 to 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 4 weeks, no claim in respect of that property has been made, the venue shall consider the property to have been abandoned and shall receive the rights to offer that property for sale or donate it to a local charity. If you think you've lost something at Excel London, please contact [lostpropertyenquiries@excel.London](mailto:lostpropertyenquiries@excel.London).

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

Please note, throughout the build-up, duration, and break down of the exhibition, there is a strict policy of no smoking or vaping on the Excel London campus.

- **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 on the group bookers enet account, or by requesting via email at [events@ucas.ac.uk](mailto:events@ucas.ac.uk).



UCAS

# CONTACT DETAILS

## VENUE

Hall N5  
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, call 01242 544 808 or email

[events@ucas.ac.uk](mailto:events@ucas.ac.uk)

Thank you for registering to attend the London UCAS Discovery exhibition.

