excel
LONDON

EVENT SERVICES

Event services at Excel London

TODAY'S AGENDA

WHO?

- Who are Excel London's Event Services?

WHAT?

- What services can we provide you?

HOW?

- How do you order them?

QUESTIONS?

- Where to go for answers
- What should I be aware of before I arrive?

WHO?

WHO ARE EXCEL LONDON'S EVENT SERVICES?

THE EVENT SERVICES TEAM

Contact the team:

- By email at exhibitororders@excel.london
- By phone on +44 (0)20 7069 4400
- By LiveChat on www.excel.london/webshop

Eloise Payak
Exhibitor Services Manager

Kristina Drazdauskaite
Exhibitor Services Supervisor

Moe Osman
Exhibitor Services Advisor

Leane Lutete
Exhibitor Services Advisor

Danny Spicer
Exhibitor Services Advisor

WHAT?

WHAT SERVICES CAN WE PROVIDE YOU?

EVENT SERVICES

RIGGING

TECHNOLOGY

- IT/Internet (hardwired & Wi-Fi)

STAND CLEANING

WASTE MANAGEMENT

PIPED SERVICES

PARTNER SERVICES

RIGGING

RIGGING INFORMATION

- To order rigging please complete **Rigging Quote Request form**
- Remember to book more than 28 days before the start of the event tenancy to **benefit from the advanced order rate**
- If you need lighting or power for your rig, you will need to contact the appointed electrical contractor for the event

E: **rigging@excel.london**

Panorays
Panorays
Named a Leader
GRAVITYZONE
PHASR
Each of Your Users is Unique. Their
Security Should be Too.

TECHNOLOGY

HARDWIRED OR WIRELESS?

HARDWIRED CONNECTION

- Offering faster, more stable, and more secure connectivity with symmetrical bandwidth - ideal for business-critical needs and multiple devices.

WIRELESS CONNECTIONS

- Provides fast, reliable connectivity with speeds above the free service, supported by Excel's technical team. Offers the convenience and flexibility of wireless over fixed lines, making it easy to stay connected without the limitations of cables.
- **Please note:** performance may still be affected by external airwave activity.

HARDWIRED CONNECTION

You have a number of options to select when booking a hardwired connection.

Use the table to work out how many megabits per second (Mbps) you will need depending on you and your team's activity.

You can book:

- On Excel's Webshop

WIRED INTERNET ORDER INFORMATION

Choosing the right internet speed

The infographic below outlines the recommended bandwidth tiers for a range of online activities. While these figures offer a useful guide, we suggest choosing a higher Mbps to maintain seamless performance, particularly when several devices are connected simultaneously. For faster bandwidths or to discuss bespoke setups, please contact exhibitororders@excel.london or speak to us on live chat.

MEGABITES PER SECOND	ACTIVITY	NUMBER OF DEVICES
2-5 MBPS	SD — BROWSING, E-MAIL, MUSIC STREAMING, SD VIDEO STREAMING	1 DEVICE
5-10 MBPS	HD — HD VIDEO STREAMING	1 DEVICE
10-15 MBPS	4K — VIDEO CONFERENCE, ONLINE GAMING, DOWNLOAD LARGE FILES, 4K VIDEO STREAMING	1 DEVICE
15-25 MBPS	ONLINE GAME STREAMING	MULTIPLE DEVICES
25-50 MBPS +	4K — VIDEO CONFERENCE, ONLINE GAMING, DOWNLOAD LARGE FILES, 4K VIDEO STREAMING	MULTIPLE DEVICES

*Each tier builds on the last, increasing devices and capacity

Please note that our Wi-Fi policy does not permit exhibitors to bring their own wireless routers as they can interfere with the venue's own network, leading to potential network disruptions and compromised performance for exhibitors and attendees alike. We will actively monitor airwaves during live events and may terminate your service if found in breach of our policy.

WIRELESS CONNECTIONS

HOTSPOT

This offers venue-wide Wi-Fi connectivity which enables you and your team to stay connected with the office wherever you are in the venue. Best suited for:

- Checking emails
- Light internet browsing

Book on Excel's Webshop, or for more bespoke requirements email exhibitororders@excel.london

V

ACCESS POINT

An Access Point gives you a router on your stand, providing a signal with an approximate 40-metre radius. This delivers a stronger, more reliable connection and is recommended for:

- Wireless demos you wish to give on your stand
- Running business-critical apps over Wi-Fi
- Multiple team members/devices needing consistent high-speed access

Book by emailing exhibitororders@excel.london

WIRELESS CONNECTIONS

HOTSPOT V ACCESS POINT

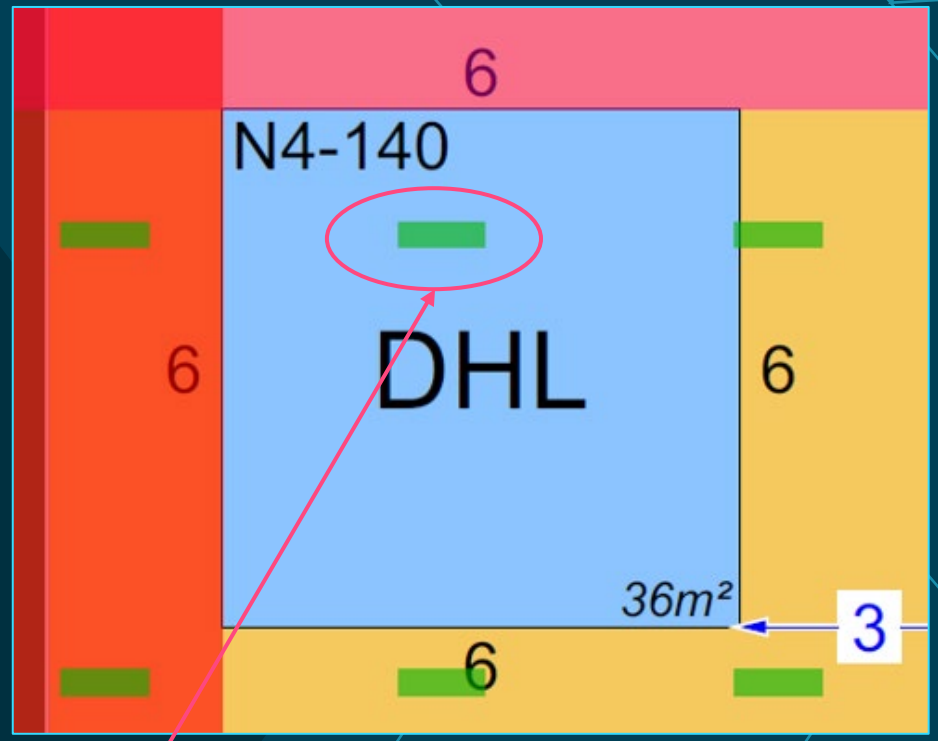
Allows roaming over the whole venue	V	Limited to the size of the stand
Requires a web browser to login	V	Can log in via WPA
No cross-communication between multiple devices	V	Allows cross-communication (on request)
Connects to Excel London SSID	V	Allows custom SSID
5ghz device connection only	V	Can allow 2.4ghz (on request) and 5ghz
Access Point hardware in ceiling	V	Access Point on stand (strongest connection possible)

IMPORTANT INFORMATION

- Use only the Wi-Fi Excel provided, as personal routers, hotspots or other networks can interfere with the service.
- For bespoke requirements email exhibitororders@excel.london

STAND DUCTS FOR TECHNOLOGY SERVICES

- To ensure correct installation of both hardwired connections and Wi-Fi Access Points, please confirm which duct you would like the cables to be pulled from. This is very important if your stand has multiple 'ducts'.
- Your stand contractor will have the plan – alternatively, reach out to the Event Services team: exhibitororders@excel.london
- Although the cable from the duct has approximately 8m of slack as standard, it's essential we receive accurate details from you or your stand contractor to prevent cables being run across your stand in the wrong location.



- An example of how these ducts might be shown on a technical floorplan

STAND CLEANING

STAND CLEANING

Stand cleaning ensures your space is spotless and ready for visitors each day, allowing you to focus on networking and showcasing your products.

Please ensure you **select the correct day(s)** when booking.

Stands over 200sqm can receive a 50% discount for additional days. Cleaning operatives can also be available for the opening day.

What's included:

- Surfaces cleaned
- Floors mopped & vacuumed

Please note: It does NOT include a builder's clean; any paint or debris from construction is the contractor's responsibility.

Book on **Excel's Webshop**, or for more bespoke requirements email **exhibitororders@excel.london**

WASTE MANAGEMENT

WASTE MANAGEMENT

Good waste management helps protect the planet and can also save you money. Please plan ahead by thinking about what you bring onsite and how you can reduce the amount of waste you'll need to dispose of.

- Order suitable waste items in advance for build-up and breakdown
  - Bulky waste
  - Dry mixed recycling (paper & card / plastic & tins)
  - Wood waste
  - General waste
  - Food bin (left on stand at all times)
  - Bulky waste pallet removal
  - Wood waste pallet removal
  - Hazardous & WEE removal
- Book on **Excel's Webshop**, or for more bespoke requirements email **exhibitororders@excel.london**

WASTE MANAGEMENT PLAN

For some events, space only exhibitors must submit a **Waste Management Plan** to the organiser before the event. Please check the Exhibitor Manual or organiser if this is relevant to you.

TYPE OF WASTE EXPECTED

QUANTITY OF WASTE EXPECTED

ESTIMATED NO. OF BINS NEEDED

PIPED SERVICES

PIPED SERVICE

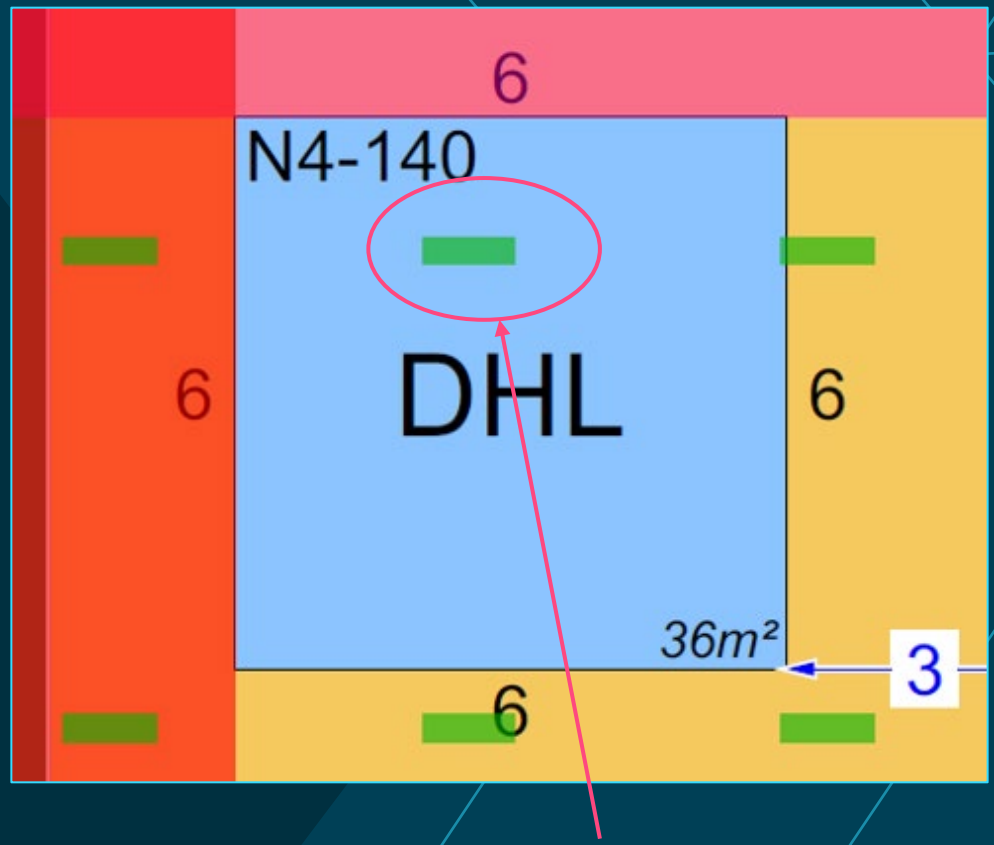
Excel has a range of piped service including:

- Water and waste connections
- Sink packages
- Hire of equipment (e.g. dishwashers)
- Pool filling
- Upper floor installation

Power for water heaters or appliances must be ordered through the electrical contractor.

STAND DUCTS FOR PIPED SERVICES

- It is important for any piped service requests we are informed which ‘duct’ you would like the pipes to be pulled from.
- This is very important if your stand has multiple ‘ducts’.
- Your stand contractor will have the plan – alternatively, reach out to the Event Services team: exhibitororders@excel.london
- it’s essential we receive accurate details from you or your stand contractor to prevent pipes being run across your stand in the wrong location.
- Your stand will need a platform at least 100mm in height to hide the pipes.



- An example of how these ducts might be shown on a technical floorplan

PARTNER SERVICES

PARTNERS TO POWER YOUR EVENT

AUDIO VISUAL (C&E)

AUDIO VISUAL (EXHIBITIONS)

LOGISTICS

EVENT SERVICES (C&E)

F&B AND HOSPITALITY

SOUND-REDUCED ROOMS

VIP EXPERIENCES

EXECUTIVE TRAVEL

FANTASTIC BENEFITS ONLY OUR PARTNERS CAN OFFER

COST EFFICIENCIES

Exclusive reduced rate cards, effective event planning solutions and exclusive out-of-contracted tenancy working.

SUSTAINABILITY BENEFITS

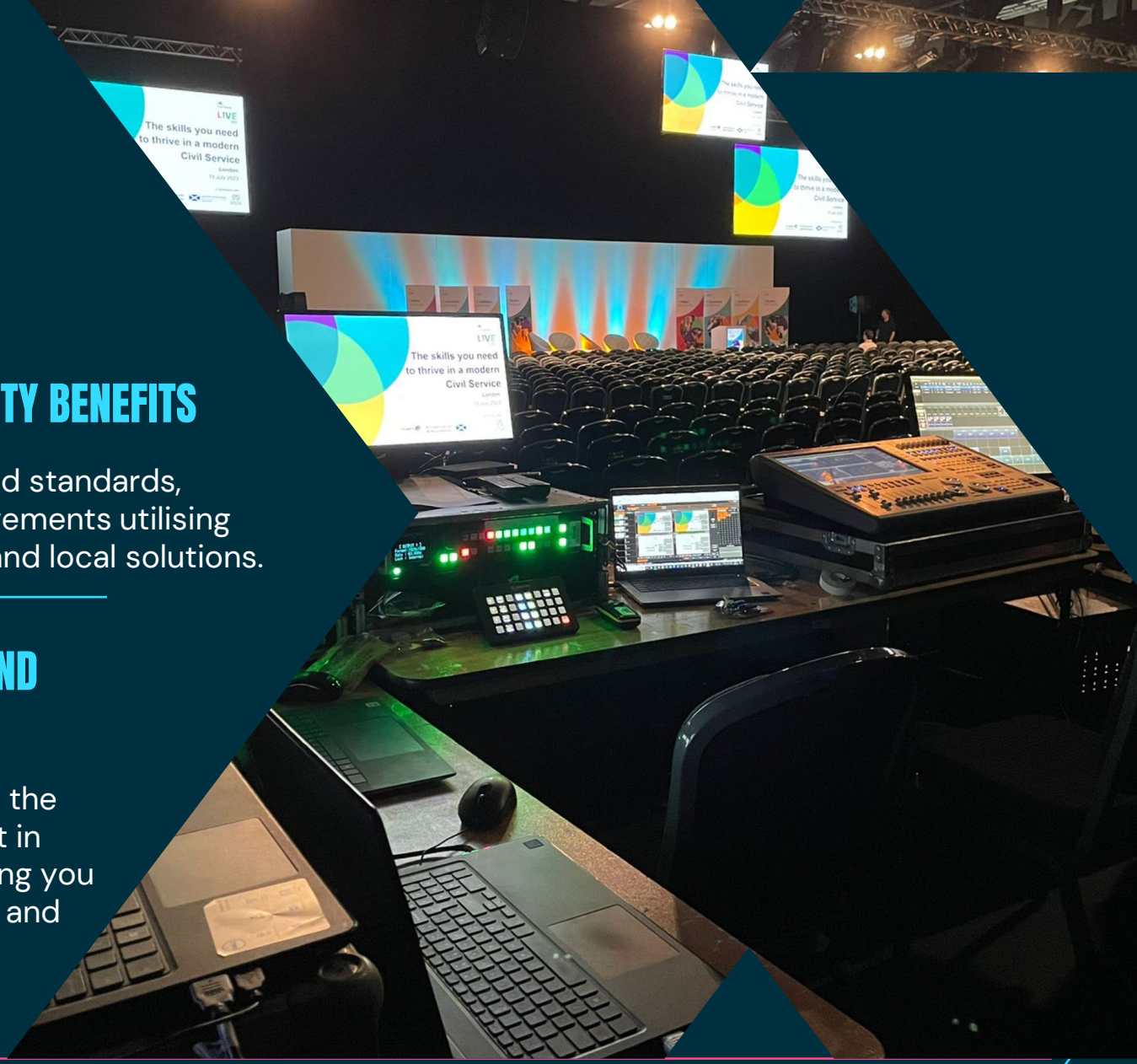
Robust processes and standards, reduced vehicle movements utilising onsite warehousing and local solutions.

OPERATIONAL EFFICIENCIES

Unrivalled venue understanding, integration with Excel teams and streamlined processes.

PEACE OF MIND

Rigorous selection processes shortcuts the need to identify best in class partners allowing you to focus on planning and delivery.



HOW?

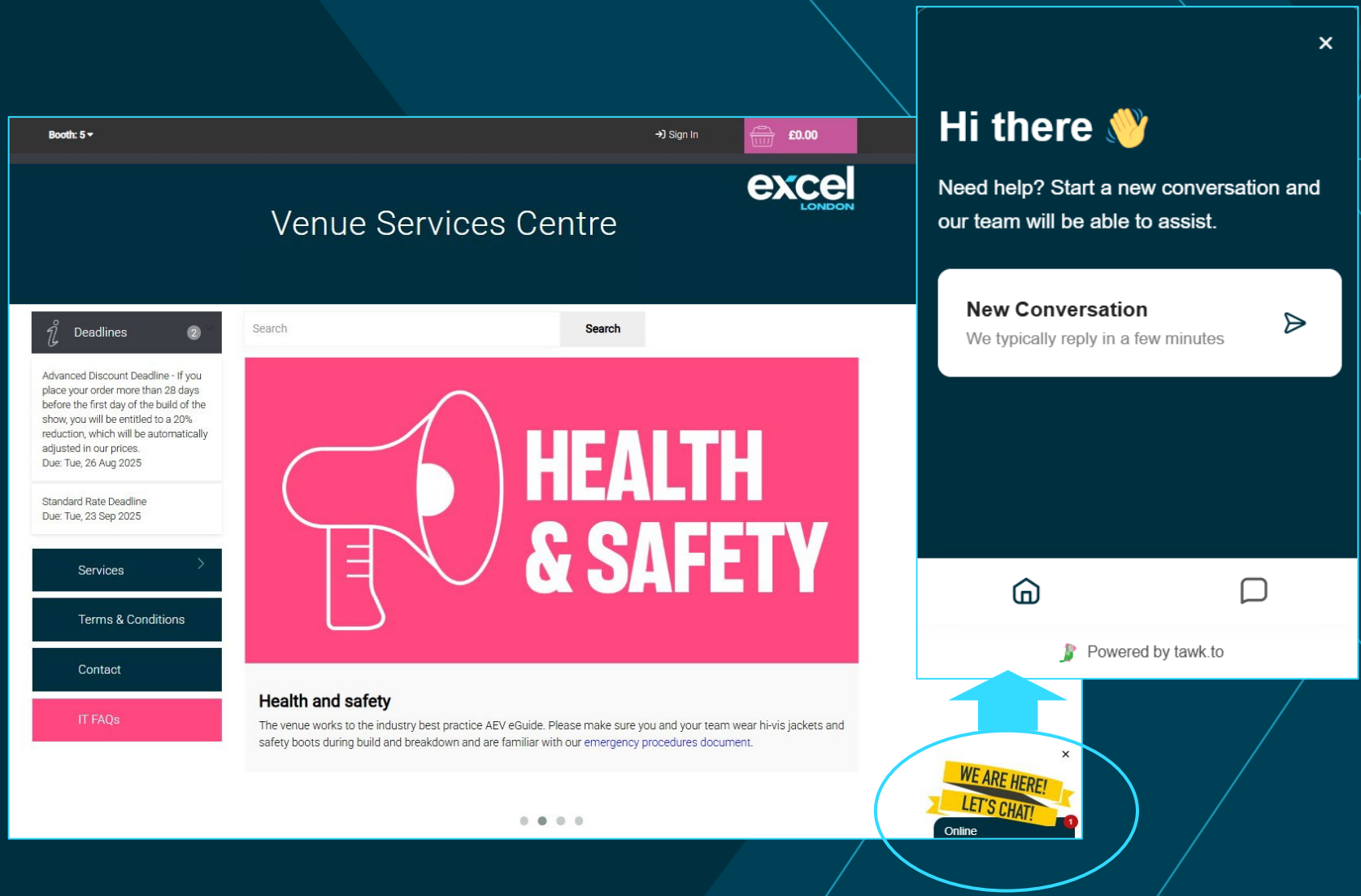
HOW CAN YOU ORDER EVENT SERVICES?

EXCEL'S WEBSHOP

- Advanced rate & standard rate deadlines.
  - The 20% Advanced Rate discount will be automatically calculated at checkout.
- The menu of services on offer

LIVE WEBCHAT

- The Chatbot can answer many of your questions.
- For more complicated questions, you will be put directly through to a member of the Exhibition Services team.



BY EMAIL

- If you have any bespoke requirements, please email exhibitororders@excel.london

QUESTIONS

WHERE TO GO FOR ANSWERS

QUESTIONS & ANSWERS

For pre-event questions:

- On any technology services – including Wi-Fi and hardwired – read our **Technology FAQs**
- For all other questions use the **Live Webchat** or email **exhibitororders@excel.london**

For onsite support:

- Visit the **in-hall Event Services desk**
- Visit the **Event Services office** (opposite the Welcome desk in the West Entrance)
- Call **+44 (0)20 7069 4400** (Event Services contact number)
- Call **+44 (0)20 7069 4342** (for onsite technology support only)

GETTING PREPARED FOR BUILD DAY

- Do you need personal protective equipment (PPE) such as a high-vis vest or boots?
  - Check with the organiser for their rules and regulations
- Do you know which Contractors Entrance you need to head to?
  - Check with the organiser or consult the exhibitor manual
- Have you pre-booked parking?
  - To guarantee a parking space **pre-book online**
- Do you need access to the loading bays?
  - Book your time slots with Voyage Control on **Excel's Vehicle Management System**

THANK YOU