Wireless Policy

Excel London is dedicated to providing exceptional Wi-Fi services for its customers. To maintain high-quality wireless connectivity, Excel London is equipped with over 800 high-density Wi-Fi antennas offering both 2.4GHz and 5GHz Wi-Fi Bands, with both available throughout the venue.

To guarantee the best possible Wi-Fi experience, the use or installation of personal Wi-Fi or wireless devices on these frequencies is prohibited unless authorised by the Excel London Technology team. Multiple unauthorised wireless networks in the same area can cause interference, leading to connectivity issues, reduced speeds, and reduced performance for everyone.

Examples of personal Wi-Fi devices that are prohibited without prior approval include:

- Wi-Fi access points (routers), all unauthorised AP's, including those attached to a cable provided by Excel London

- Mesh networks

- Mobile hotspots (devices sharing your mobile internet connection)

- MiFi devices

Exhibitors that require a bespoke Wi-Fi network, including those listed above, must contact the Excel London Technology Department to discuss their specific needs. **Approval from the venue is mandatory for all wireless network requests**, and exhibitors must seek authorisation via the Wi-Fi Request Form

Unauthorised Wi-Fi Network Enforcement

Excel London's on-site team monitor and minimise interference during events, by locating and disabling unauthorised wireless sources.

Excel London reserves the right to disable unauthorised devices or disconnect internet access, in conjunction with the event organisers.

Excel London Wi-Fi Services

Excel London provides two Wi-Fi options, available throughout the venue. For professional use, a fully supported Premium Wi-Fi service is available, ensuring reliable connectivity for business activities. Additionally, a free Wi-Fi service is offered, suitable for general browsing though not recommended for business critical or high-demand use.

Unsure which option is best for you? Excel London offers a wide range of both Wi-Fi and cabled services, for help or further information please visit the Excel London Webshop or contact the Exhibitor Services Team at exhibitororders@excel.london

All exhibitors, whether they purchase IT services or not, are required to comply with this policy.

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