Exhibitor manual

## Cash machines

There are several cash machines near the venue.

There is one Note ATM on the left at level 0 N4/S4. There is also an ATM nearby at the Tesco Express.

There is a shop on level 0 at the bottom of the stairs near N4/S4 which sells a range of stationery items and has its own Bureau de Change.

There is a Travelex ATM by the S11 entrance on the boulevard.

## Disabled access and facilities

At Excel, accessibility is important – helping provide an enjoyable event for everyone.

Excel is fully accessible by wheelchair, including all the public areas.

There are disabled parking bays, please ask the car parking attendants for further information.

For additional information about accessibility facilities, such as renting mobility scooters, and for a full accessibility map, please go to [www.Excel.london/visitor/venue-guide/accessibility](http://www.excel.london/visitor/venue-guide/accessibility).

Please note that you must comply with the Equalities Act 2010.

## First aid

First aid facilities are in place during the event including the stand build-up and breakdown periods.

There is an on-site medical team who can act in response to minor injuries and advanced life support with full diagnostic capabilities comparable to the ambulance services. There are two fully equipped medical rooms including a diagnostic 12-lead electrocardiogram and five defibrillation units.

If you have a medical emergency, dial 4444 from an internal telephone. If you have a medical enquiry, dial 5556 from an internal telephone.

## Hotels

Excel’s community of local hotels are within walking distance from the venue and suit a range of budgets. Some have amenities including a gym.

To book your stay, look at the rates offered here [www.Excel.london/exhibitor/hotels](http://www.excel.london/exhibitor/hotels).

## Lost property

We work closely with our teams, to reunite you with your lost items. If you think you've lost something at Excel London, please contact [lostpropertyenquiries@Excel.london](mailto:lostpropertyenquiries@excel.london).

**Please be aware that once notified that lost property has been found, guests have up to 30 days to collect their item(s) before they are donated to a local charity.**

## On-site essentials

Don’t worry if you forget any essential items for your event, help is at hand. Our on-site business services shop is located on level 0 between N4 and S4 (by the orange car park entrance). It stocks everything you and your contractors need during build-up and breakdown, from safety equipment to those important, but smaller items like chalk and duct tape. The team can also help with your last-minute photocopying and printing requirements.

Only 2 minutes’ walk from the west entrance, you will find NISA and Tesco Express. They both sell a range of personal essentials and snacks.

## Parking at Excel

The Excel campus map [https://www.Excel.london/uploads/Excel-24\_campus-travel-map\_sep24.pdf](https://www.excel.london/uploads/excel-24_campus-travel-map_sep24.pdf) shows the location of the car park.

The Ultra Low Emission Zone (ULEZ) includes Excel London. Scan the QR code (below) to check whether your vehicle is subject to the ULEZ charge and find out how to pay.

A qr code on a white background

Description automatically generated

Pre-booking is the only way to guarantee a space in the car park at the venue. The car park is designed for vehicles up to a maximum of 1.9m height, although there are a limited number of spaces for vehicles up to 2.8m.

To pre-book a space, go to the online booking platform here [https://Excellondon.aeroparker.com/book/EXCEL/Parking?parkingCmd=collectParkingDetails](https://excellondon.aeroparker.com/book/EXCEL/Parking?parkingCmd=collectParkingDetails). It may be possible to park on the day without having pre-booked depending on the number of spaces that have been pre-booked. Payment can be made on site at the payment machines in the car park lobbies. Parking costs £25 per day.

Blue badge holders can park in the disabled parking bays. Parking costs £25 per day. There is a fine of £80 for parking in a disabled bay without displaying a valid disabled badge.

Motorcycle parking is free and cannot be pre-booked. The designated motorcycle bays in Zone 2 are on the upper level of the car park.

If you’re using satellite navigation, please enter postcode E16 1FR for the entrance of the car park. You can also use the what3words app or go to the website, and enter the three word address [///cheer.events.began](https://what3words.com/cheer.events.began)

## Traffic

Excel is using a dedicated vehicle booking system for deliveries to the event floor.

For a seamless process, it is essential that all vehicles needing access to the venue’s loading bats are pre-booked on the Excel London Vehicle Booking System.

Book your vehicle(s) at [Excel.london.voyagecontrol.com](https://excellondon.voyagecontrol.com/dashboard/welcome/).

For more information on Excel’s vehicle booking system, please visit: [www.Excel.london/voyage-control](http://www.excel.london/voyage-control).

View vehicle booking system information here [exhibitor-manual---Excel-london-vehicle-booking-system\_final\_(2).docx (live.com)](https://view.officeapps.live.com/op/view.aspx?src=https%3A%2F%2Fwww.excel.london%2Fuploads%2Fexhibitor-manual---excel-london-vehicle-booking-system_final_%25282%2529.docx&wdOrigin=BROWSELINK).

The delivery address for goods is:

**Contact name**

**Company**

**Event name**

**Hall module (if known)**

**Excel London**

**One Western Gateway**

**London**

**E16 1FR**

If you have any questions or require more information, please email [ExcelTraffic@Excel.london](mailto:ExCeLTraffic@excel.london).