



## Vehicle Booking System FAQs

### **When can exhibitors' book their space?**

The vehicle booking system will become available no later than 21-days prior to the first tenancy date. The system may become available earlier than this timeline, and if it does, this will be communicated by your event organiser.

### **Who needs to book?**

Any vehicle wishing to load / unload from their event space will be required to book a time to access the loading bays at the venue. The only exception to this is couriers, who are required to arrive on-site and attend the traffic office upon arrival.

### **Is it for build-up and break-down?**

Yes, all vehicles wanting to access the loading bays at the venue will be required to book, for both build-up and break-down. In addition, if deliveries to the event space are required during the show open period, these will also be required to book an access time to the loading bays.

### **What if I miss my slot?**

If you miss your slot, for whatever reason, please still arrive on site. ExCeL London operate the system with sufficient capacity to enable us to mitigate missed slots / late arrivals. Please note that this may mean a longer period of waiting to access the loading bays than if the vehicle arrived on time.

### **How long do I have to unload and load up?**

The time allocated for your vehicle depends on the vehicle type and the stage of event lifecycle. When booking your slot, your permitted duration of stay is confirmed within the booking. Please note, if you complete your delivery/collection quicker than your booked timeslot, do not keep your vehicle in the loading bay. It must be removed following completion of your activity

### **What if I forget to book?**

If you arrive on-site without a booking, then you will be asked by the marshals to park and either create your own booking or attend the traffic office for assistance in making your booking. You will then be allocated a timeslot for that day should one be available. If one is not available then ExCeL will, with best endeavours, look to utilise contingency capacity to facilitate the delivery/collection.

**What if I get stuck in traffic?**

If you miss your slot, for whatever reason, please still arrive on site. ExCeL London operate the system with sufficient capacity to enable us to mitigate missed slots/arrivals. Please note that this may mean a longer period of waiting to access the loading bays than if the vehicle arrived on time.

**What if its full?**

ExCeL London has sufficient capacity to cater for all event vehicles to load / unload during the build-up and break-down stages of an event. When you are booking your timeslot, if your desired time is unavailable, please look across other available days and times. If there are still no available slots, then please contact [VoyageControl@excel.london](mailto:VoyageControl@excel.london) for assistance.