

VOYAGE CONTROL ORGANISER GUIDE

Excel London / Voyage Control Guide

excel
LONDON

VOYAGE CONTROL SET-UP GUIDE

Voyage Control is Excel London's vehicle booking system for managing access to the lorryway during build-up and breakdown. All vehicles requiring access – including organiser vehicles and priority contractors – must pre-book a time slot to ensure safe, efficient traffic flow.

As organiser, you are responsible for setting up the system for your event and ensuring exhibitors and contractors book their slots in advance.

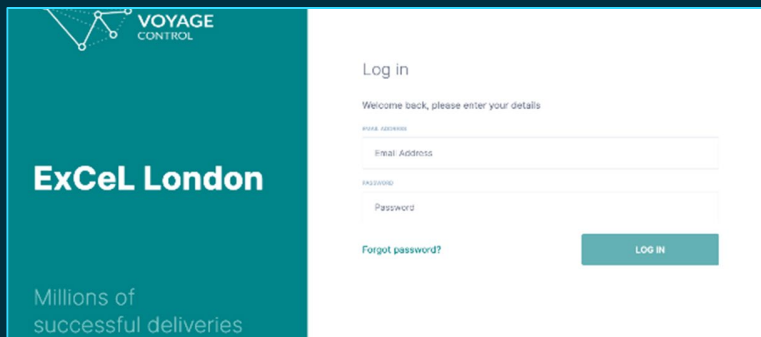


STEP 1

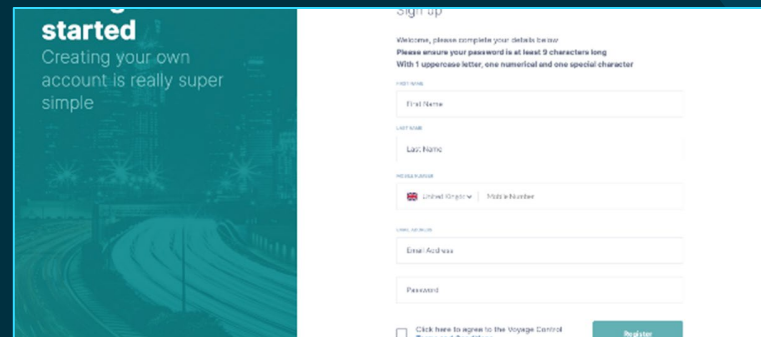
SET UP YOUR VOYAGE CONTROL ACCOUNT (NEW USERS ONLY)

Each event can have one designated admin account, linked to a single email address. This can be an individual team member or a shared mailbox (for example, admin@exhibition.com). Creating an admin account is essential, as it allows you to:

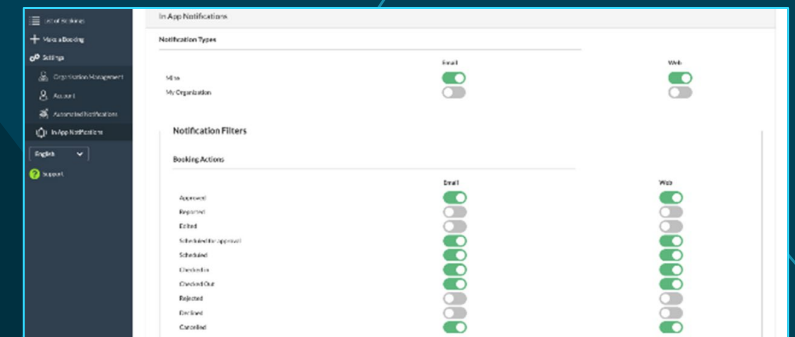
- View all bookings for your event
- Amend or cancel bookings as needed
- Monitor booking activity, including who has and hasn't booked



1. Visit www.excellondon.voyagecontrol.com and select 'Sign up' in the top right corner.



2. Add in your contact details



3. Important: Select which notifications you would like to receive to help you manage the bookings

STEP 2

COMPLETE YOUR EVENT SPECIFICATION

Please complete the [Voyage Control Form](#) at least four weeks before the first day of tenancy. You will be asked to provide:

- /// **A technical floor plan**

This can be a PDF document or a web link to a live floorplan. The floorplan should include stand names, numbers and lorry door numbers

- /// **Event dates and access hours**

Build-up, open days and break-down hours

- /// **User types and access dates and times**

Complete the table to show when each user type will be allowed access to the lorryway. Typical user types include:

- / **Organisers** – vehicles used by the organising team
- / **Official contractors / priority vehicles** – e.g. general contractor, shell scheme, AV, furniture, electrics
- / **Space-only contractors** – may be split into sub-categories for complex builds
- / **Shell scheme exhibitors** – exhibitors delivering items for display on their stand
- / **Authorised access** – any other approved deliveries

STEP 2 CONT.

COMPLETE YOUR EVENT SPECIFICATION CONTINUED

All vehicles needing access to the lorryway, including priority vehicles, must be booked onto Voyage Control to ensure space is reserved for them.

■ Booking codes (if required)

These are used to protect different user types to ensure only the correct users have access at certain times. This may be required if you want to restrict some users to a certain time slot, whilst allowing other user types more access e.g. exhibitors might not be able to gain access to the hall until an hour after official contractors. Booking codes for each user type should only be shared with the relevant user.

- ✓ Use non-obvious codes (e.g. Schnauzer3Now)
- ✓ Booking codes are not recommended for shell scheme exhibitors as generally these have the least amount of access into the hall and therefore their user type does not need protecting

STEP 2 CONT.

Example of a completed table:

User type	Booking code (optional)	Build-up	Open Period	Breakdown
Organisers	XYZORG26	24/12/26: 07:00 – 21:00 25/12/26: 08:00 – 21:00	26/12/26: 06:00 – 09:00 27/12/26: 06:00 – 09:00	27/12/26: 16:00 – 22:00 28/12/26: 08:00 – 20:00
Official Contractors	ABCOFC26	24/12/26: 07:00 – 21:00 25/12/26: 08:00 – 21:00	26/12/26: 06:00 – 09:00 27/12/26: 06:00 – 09:00	27/12/26: 16:00 – 22:00 28/12/26: 08:00 – 20:00
Space Only – 54sqm or over	JKLSPCE26	24/12/26: 11:00 – 21:00 25/12/26: 08:00 – 21:00	NONE	27/12/26: 16:00 – 22:00 28/12/26: 08:00 – 15:00
Space Only – 54sqm or over	MNOSPCE26	25/12/26: 08:00 – 21:00	NONE	27/12/26: 16:00 – 22:00 28/12/26: 08:00 – 15:00
Shell Scheme		25/12/26: 15:00 – 21:00	NONE	27/12/26: 16:00 – 22:00

To streamline setup and avoid delays, all event specifications must now be submitted via the [Voyage Control Form](#). We are unable to process submissions provided in Word documents.

STEP 3

REVIEW YOUR EVENT-SPECIFIC SITE

Once your event has been created on Voyage Control, you will be invited to a **Functions Test** with the Traffic Department and your Event Manager. This session allows you to review the configuration together and request any final amendments.

Once everything has been checked and approved, the platform will be set live **21 days before the first day of tenancy**.

STEP 4

COMMUNICATE WITH CONTRACTORS AND EXHIBITORS

Once your event is live, inform all exhibitors and contractors that **Voyage Control is mandatory for lorryway access** and that **vehicles without a booking will be refused access**.

We recommend the following approach:

- **Make any organiser bookings first:** Ensure all organiser vehicles are booked before opening access to others.
- **Provide early access to priority vehicles and official contractors:** Email official contractors and priority vehicle users first, allowing them to secure suitable time slots in advance, providing a clear deadline of when all other user types will be given access.
- **Include Voyage Control in the Exhibitor Manual:** Clearly explain the mandatory use of Voyage Control and provide step-by-step booking instructions.
Suggested Exhibitor Manual copy is available [here](#) (please do not direct exhibitors to this link, this is suggested copy for your Exhibitor Manual).

- **Promote the Voyage Control webinar**
Include details in the Exhibitor Manual and in all relevant email communications.
- **Email exhibitors and exhibitor contractors**
 - ✓ If you have multiple user types for exhibitors and exhibitor contractors with unique booking codes, you will need to send separate communications to each type
 - ✓ Share communication with both exhibitors and their contractors if this data is available to you
 - ✓ Follow up with anyone who has not booked, reinforcing the importance of securing a slot

[Download email examples](#)

STEP 5

MONITOR BOOKINGS

Organisers should regularly monitor bookings:

- Compare bookings against your exhibitor list so you can proactively follow up with anyone who hasn't yet booked.
- Identify and correct any incorrect lorryway door selections.
- Remove duplicate or unnecessary bookings to improve efficiency on the day
- Identify if any vehicles need to move earlier or later in the day
- Ensure all your priority vehicles have been booked in

To review and amend bookings:

- Log in to **Voyage Control**.
- Open **List of bookings** from the left-hand menu.
- Enter your **tenancy dates** in the date range filter.
- Select your **event** from the drop-down list.
- Download the bookings as an **Excel file** (optional).
- Use the filters (e.g. **User type**, **Vehicle type** or **Recipient company**) to check bookings are scheduled for the correct times and lorryway doors.
- If a booking is incorrect, select the relevant line and choose **Edit** or **Cancel** to make the necessary changes.

Active management is key to avoiding congestion on site.

STEP 5 CONT.

The screenshot shows the 'LIST OF BOOKINGS' interface. On the left sidebar, the 'List of Bookings' menu item is highlighted with a red circle. The main content area features a title 'LIST OF BOOKINGS' and a row of status filters: 'All 902' (green), 'Scheduled 883' (grey), 'Checked In 0' (green), 'Checked Out 0' (blue), 'Refused 0' (red), 'Cancelled 19' (red), 'Early 0' (green), and 'Late 0' (red). Below this is a yellow 'On-Time 0' filter. A search bar is located on the right. A row of dropdown filters includes 'Area', 'Recipient company', 'Event', and 'Vehicle Type'. Below that are 'User Type', 'Multiple Check ins/outs status', and 'Forms'. 'Reset Filters' and 'Refresh' buttons are on the right. A date range filter shows 'From 19-Feb-2026' and 'To 26-Feb-2026' with a 'Close Filters' button. At the bottom, there are 'Select All' (unchecked), 'Cancel multiple bookings', 'Bulk Status Change', 'Column Configuration' (set to 'ExCel default view'), and 'Edit Column Configuration' buttons.

STEP 6

ONSITE

Voyage Control is a valuable onsite tool, allowing you to check when specific exhibitors or contractors are booked to arrive, particularly if they have not yet appeared on site.

If an exhibitor or contractor complains they have been turned away by the Excel Traffic Department, you can use the platform to confirm whether they arrived at the correct time, arrived early or late, or arrived in a vehicle that did not match their booking.

Please ensure all exhibitors and contractors are aware of the following key rules:

- /// Vehicles must arrive **no more than 15 minutes before** their booked time slot.
- /// The lorryway is strictly for **loading and unloading only** and must not be used for parking.

- /// Vehicles must adhere to the standard booking slot durations. Overstaying will disrupt subsequent bookings

/// Booking slot durations:

Vehicle	Slot
Car	30 minutes
Van	1 hour
7.5 tonne	1 hour
12 tonne	1 hour
17 tonne	1 hour
25 tonne	90 minutes
Arctic	90 minutes

STEP 6 CONT.

- Once unloading is complete, vehicles must leave the lorryway immediately and park elsewhere. The onsite Traffic Team will advise where vehicles can park.
- HGVs and larger vehicles may be subject to additional restrictions while smaller vehicles load or unload, or whilst a suitable space on the lorryway becomes available.
- Plant equipment is permitted with prior approval from the Traffic Team and must be clearly labelled. Please speak to your Event Manager for details and ensure relevant contractors are aware of this process.
- The lorryway is closed 23:00–05:00. No vehicle movements are permitted during this time.
- If a vehicle is not ready to load or unload, exhibitors or contractors may be asked to leave site and return later.
- The official logistics contractor should utilise Voyage Control data to ensure forklift bookings coincide with Voyage Control booking times to maximise efficiency on the lorryway.
- All users must follow the instructions of traffic marshals at all times and treat them with respect.



IMPORTANT INFORMATION

- Late form submissions may delay system setup and impact delivery scheduling.
- Incomplete or incorrect details can cause access issues for exhibitors and contractors.
- The Function Test availability may be limited close to tenancy.
- Organiser delays in responding or correcting forms may affect the 21-day publication deadline.
- Voyage Control system issues must be escalated separately and may not be resolved immediately.

READY-TO-USE RESOURCES:

- [Exhibitor manual content hub](#)
- [Download email examples](#)