2026 Exhibitor FAQs

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Accessibility

There are two stations adjacent to the venue - Custom House and Prince Regent, both are step-free. Please visit the What's on page or email info@excel.london for advice on the closest recommended entrance and DLR station for the event that you are attending.

Excel is a large venue and the central boulevard is 600m long. All public entrances allow for access by wheelchair via low gradient ramps and an automatic door. Once inside the venue, all floors are level, offering unobstructed access.

Mobility scooters are free of charge to hire. They are subject to availability so email your enquiry to info@excel.london. Wheelchairs can be hired free of charge, speak to one of the security concierges for assistance. It is not possible to pre-book wheelchairs as they are available on a first come, first served basis. A form of ID (such as a driving licence, a passport, etc.) will be held for the daily period of loans.

Excel welcomes all Guide and Assistance Dogs. Guide and Assistance Dog owners have important rights under the Equality Act 2010 meaning they are legally permitted to enter establishments where the public are admitted. If you wish to advise the venue of your planned visit, please contact accessibility@excel.london.

Access: How to Get to the Venue

The Elizabeth Line and DLR are the quickest routes to Excel. Alight at Custom House for the west entrance or Prince Regent for the east entrance. Hall N6 and N7, the entrance for the 2026 event, is in the middle of the venue.

There are two DLR stations: Custom House for events taking place in the west of the venue and Prince Regent for those taking place in the east. Please use E16 1FR if you are using a sat nav system. Cycle racks are located by the west entrance, near the taxi rank. There is no charge to use the cycle racks. See 'Deliveries' and 'Traffic Management' for information regarding access during Build Up and Breakdown. Visit Excel London for more information.

Audio Visual

Absolute AV is the official AV provider for this event. You can place your order HERE. All costs are inclusive of delivery, installation, on-site support & collection. For any questions please contact: exhibitions@absoluteavs.co.uk or 01763 852 222.

Bathroom Facilities

There are baby changing facilities on level 0 in both the male and female toilets in the Boulevard, the red blocks between S9/S10, N10/N11, the Prince Regent DLR east corridor and East Level 0, the baby change facilities are in the disabled toilets. The family room can be found by S9. Inside has two changing mats, chairs for breastfeeding, a microwave to heat up baby food and a bottle warmer. It also contains a sink and toilet.

There are 40 toilets for disabled visitors located throughout the venue. You'll find them near the Business Services centre, located on level 0 between hall entrance N4 and S4, the ICC conference suites on Level 3 and the restaurants and cafes on Level 1 and Level 2.

Build Up

All personnel entering the hall on Monday 9th & Tuesday 10th November 2026 are required to wear a hi-vis and suitable footwear. Hi-vis vests can be purchased from the Business Services shop on Level 0, next to N4.

Shell Scheme exhibitors have access on Tuesday 10th November 2026: 2:00pm - 8:00pm. Note, if you arrive before 2:00pm and have a shell scheme stand, you will not be permitted entry into the hall.

Space Only exhibitors have access on Monday 9th November 2026: 9:00am - 8:00pm & Tuesday 10th November 2026: 8:00am - 8:00pm.

All exhibitors must set-up their stand space by EOD Tuesday, ahead of the show opening on Wednesday morning. All exhibitors also have access prior to the show opening on Wednesday 11th, and Thursday 12th, from 08:00, for final stand preparations only. No building will be permitted on Wednesday morning.

No under 16s are allowed into the halls during build or breakdown for health and safety reasons. Please ensure you bring a valid photo ID with you.

Please read the Traffic Management document on the Exhibitor Portal to help you plan your arrival for build up. You are required to pre-book all vehicles on Voyage Control, which need access to the Lorry Way to unload, see 'Traffic Management' for more information. Voyage Control opens for bookings on **Monday 19th October 2026.**

Breakdown

Breakdown will take place on Thursday 12th November, 16:30 - 20:00. Breakdown will not start until the hall is clear of visitors, this will be announced over the tannoy. Access to the hall is only available to contractors and other staff assisting in the breakdown of stands, once it is clear of visitors. **From 16:30, all exhibitors and contractors within the hall are required to wear hi-vis and suitable footwear**. Hi-vis can be purchased from the Business Services shop on Level 0, next to N4.

Cars and small vans can queue up at the venue for two hours before the event closes, as outlined in the breakdown notice which will be shared with you closer to the event. Larger vehicles may not enter the site until two hours after the event closes. You are required to pre-book all vehicles which need access to the Lorry Way.

EFI Logistics will be onsite until 20:00 if you need any help with collections or shipping. Discuss your logistics requirements with the EFI team by calling *+44(0) 1444871314*, emailing order@efilogistics.com or visit their website, here.

There are no storage facilities onsite. No items are to be left on the stand at the end of breakdown. Any uncollected items will be disposed of and you will be charged. If your courier fails to collect a package or any large items, they will either be stored by Excel London or disposed of.

Business Centre

The onsite Business Services shop is located on Level 0 between N4/S4 (by the orange car park entrance). It stocks everything exhibitors and contractors need during build and breakdown from safety equipment, hi-vis, to smaller items like chalk and duct tape. They can also help with any photocopying and printing requirements. For more information, contact +44 (0)207 069 5050 or info@abouttowncarriages.co.uk.

Carpet / Stand Flooring

All Shell Scheme stands will be carpeted in a dark grey.

Space Only stands are required to provide their own flooring for the entire stand space, aligning with stand regulations which can be found on the Exhibitor Portal. It is not permitted to use the venue flooring only.

Cash Points

There are two Note ATMs near the west entrance of the venue by Costa and Orzo Deli, and another Note ATM in the centre of the Boulevard between entrances S6 and N6. There is a Barclays and a Note ATM located on level 0 between N4 and S4. Should the in-venue ATMs run out of cash, there is also an ATM nearby at the Tesco Express. There is a Travelex ATM by the S11 entrance on the Boulevard for currency exchange.

Catering

Catering is available to order from Excel London Hospitality via this link. This will be delivered to your stand ready for opening. Services include coffee machines, kettles, a selection of snacks and sandwiches and soft drinks.

Remember, no outside food or drink is allowed to be given as samples unless it forms an integral portion of your day to day business and your request to sample has been approved. If this is not the case for your company, in order to have food or beverages as part of your stand you will need to order it through Excel London Hospitality. For Early Bird pricing, make sure you place your order by **21st October 2026.**

If you wish to hire a stand activation, such as a popcorn machine, candy floss machine or barista service coffee, please email sales@excelhospitality.london.

There will be refreshment areas within the hall where food and beverage can be purchased during show open hours.

Charging Points

There are power bank rental units spread throughout the Boulevard (next to Venue Services and at hall entrances N4, N7 and S9). You can rent a power bank per hour or per day. Return the power bank to any Joos unit in London. You also have the option to purchase a power bank outright.

Cleaning and Waste Management

Cleaning services are available to order from the venue for your stand via this link.

Any waste generated from building your stand or during breakdown including packaging, building materials and general rubbish must be removed from site. Please ensure you take your waste with you or order venue waste disposal services. Any waste left on site will incur a charge in excess of that charged for a bin, pallet or skip in advance of the event and be invoiced to you by Show Management post-event. Note, the cost invoiced to you if anything is left behind will be **excessively greater** than if you were to pre-book waste directly through the venue, so it is strongly recommended to arrange this in advance.

Cloakroom

Venue cloakrooms are open during event hours. The cloakrooms are located on level 0 (down the stairs, in between hall entrances N4 & S4, next to the Business Centre) and at the east end of the venue on level 0. Please note no items can be stored overnight and cameras, laptop equipment or any other electronic devices cannot be stored in the cloakroom at any time.

Data Collection

Jonas Event Technology provides a data collection service which enables exhibitors to scan visitor badges and record their data, such as their name, contact details and employment information (data provided at registration).

There are two options, a mobile app you use on a smart phone or tablet, or a provided handheld scanner. The Engage Scanner App allows you to see the live data as you collect it, and you can also add qualifiers, notes, photos and voice notes. This is available to pre-order online, or order onsite. Alternatively, you can pre-order a handheld scanner which is collected at the event (not available for onsite ordering) and returned at the end of the show for download. With the handheld scanner, you will be able to view data using your online account once it is downloaded at the Lead Scanner desk onsite.

Both Engage Scanner app licenses and handheld scanners are available to order here. The link is also on your Supplier List on the Exhibitor Portal.

Deliveries

All exhibitors and contractors must book every time they need to access the loading bays, whether during build-up, break-down or in approved exceptional circumstances, during the show open. This does not apply to couriers. The booking system, Voyage Control,

will be open from **Monday 19th October 2026**. Further information on how to book your vehicle is available on the Exhibitor Portal under 'Delivery and Lorry Door Access'. Please have either a printed copy or be able to present the vehicle booking electronically.

Couriers should follow the same directions to get to the venue, however they are not required to book a time slot for access. When they arrive, couriers will be instructed to go to a waiting area where a representative from the exhibiting company must meet them to receive the goods, or arrange with EFI Logistics to receive the shipment on the exhibitor's behalf (see 'Logistics' in this FAQ document).

Dogs

Excel welcomes all Guide and Assistance Dogs. Guide and Assistance Dog owners have important rights under the Equality Act 2010 meaning they are legally permitted to enter establishments where the public are admitted. If you wish to advise the venue of your planned visit, please contact info@excel.london. Please be aware that welfare facilities for support animals are not available onsite and all owners will be fully responsible for the action of their animal, which will need to be kept under control and on a lead, harness, or in a pet carrier at all times.

Electric

The official contractor for electric connections is Creative Live. Their catalogue and ordering form for electric can be found here and on the Exhibitor Portal. The early bird pricing ends **12th October 2026**. For any queries regarding services and products, please contact sales@creativelive.uk.

If you need power overnight, ensure you order **24 hour power.** This is mandatory if you have a fridge or freezer on your stand.

Excel London Emergency Procedures

Please watch this short video about the emergency procedures at Excel London before arriving onsite.

Exhibitor Badges

All staff who will be working on your stand are required to register for an exhibitor pass prior to the event. The link will be added to the Supplier List on the Exhibitor Portal.

Bring your email confirmation with you and visit the Registration Desk at the entrance to the hall (N6 & N7) on Tuesday 10th 14:00 - 20:00, and your exhibitor pass will be printed for you. This is also where you can collect your **Lead Scanner** from Jonas Event Technology, if you've ordered one or are looking to order one onsite. You will need your exhibitor pass in order to access the hall from 08:00 on Show Days and to enter the Exhibitor Drinks event on Wednesday 11th November, held at Waterfront Bar, on Royal Victoria Dock.

Exhibitor Drinks

You are invited to attend our complimentary Exhibitor Drinks, taking place on Wednesday 11th November from 17:15 at Waterfront Bar, on Royal Victoria Dock. Don't forget to bring your Exhibitor Badge for access to this exclusive exhibitor-only networking event!

First Aid

You can approach any Excel staff who can help you with a medical emergency or go to level 0 on the Boulevard and down the stairs by N4/S4. Alternatively, visit the Organisers Office inside the hall.

Floorplan

You are able to download the event floor plan here.

Flowers and Plants

No artificial plants and flowers may be used for dressing stands at Excel. Only real and silk-type flowers and leaves can be used. The silk-type must be clearly marked as conforming to BS 54387.

Furniture

The official contractor for furniture hire is Creative Live. Visit this link or via your Exhibitor Portal to view their catalogue and order furniture for your stand. Early bird discounts are available until the **4th October**. For any queries regarding services and products, please contact sales@creativelive.uk.

Graphics

The official contractor for graphics is Creative Live. Visit this link or via your Exhibitor Portal to view their catalogue and order graphics for your stand. The early bird pricing ends **12th October 2026**. For any queries regarding services and products, please contact sales@creativelive.uk.

Insurance (Public Liability)

All exhibitors are required to hold valid Public Liability Insurance for the duration of the show, including build up and breakdown. This must be submitted via the Compulsory Form or directly to your Account Manager.

Internet

Excel London is the exclusive provider of internet connectivity services at the venue. You can place your order HERE. These services are available to order onsite with Excel London, however please be aware that the pricing drastically increases if not pre-ordered. If you have any questions regarding Excel London provided services, please reach out directly for assistance at exhibitororders@excel.london

Click HERE to see the suggested internet connections.
Click HERE to read the Excel London technology FAQs.

Early discount deadline: **12 October 2026**
Standard pricing deadline: **09 November 2026**

Lighting

The exhibition hall will be lit with the existing venue lighting. Additional lighting can dramatically change the impact of an exhibit, no matter the size, and used effectively, can emphasise specific areas of a stand or highlight products.

The official contractor for lighting is Creative Live. Visit this link or via your Exhibitor Portal to view their catalogue and order lighting for your stand. For any queries regarding services and products, please contact sales@creativelive.uk.

Logistics

EFI Logistics is the official freight forwarder, customs agent and on-site materials handling company for the International Franchise Show. Their team will help you move your materials in and out of the show. They provide transport and handling services, including door-to-stand pick up, shipping from anywhere in the world and advanced receiving at their secure warehouse facility. EFI is a HMRC approved UK Customs Agent. If you want to ship to the show from outside the UK, contact EFI Logistics for more details and instructions.

Early Discount Deadline: **Monday 19th October 2026**

EFI Logistics will be onsite until 20:00 on Monday and Tuesday if you need any help with onsite moving of items (pallets etc.), collections, onsite storage (off-stand) or shipping. Discuss your logistics requirements with the EFI team by calling +44(0) 1444871314, emailing order@efilogistics.com or visit their website.

Lost Property

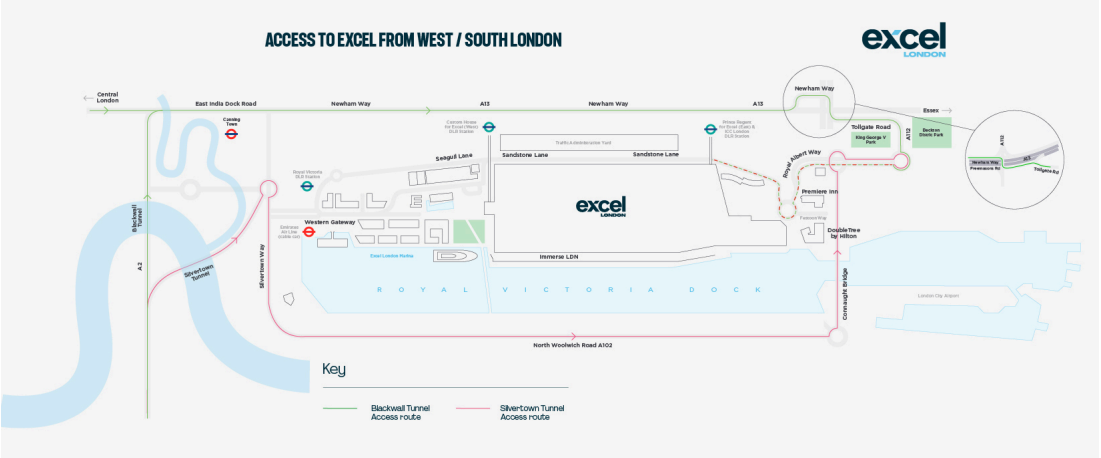
If you think you've lost something at Excel London, contact SecuritySuite@excel.london. Once notified that their lost property has been found, guests have up to 30 days to collect their item(s) before they are donated to a local charity. If you find any lost property, please take it to the Organisers Office or hand it to a security guard.

Parking

Parking has recently changed at Excel London. Access to the car park is only via the A13, please see the map below. Please be aware that there is no access to the venue car park from Western Gateway or Seagull Lane. If you are travelling from central London or from the south, using the Blackwall Tunnel to access the car park and lorryways, please use the A13 and turn off on the A112 junction taking Tollgate Road southbound.

From 7 April the Silvertown Tunnel will provide additional cross river access to Excel London from the Greenwich Peninsula for vehicles. For information regarding toll charges for both Silvertown Tunnel and Blackwall Tunnel coming into effect visit Silvertown Tunnel - Transport for London.

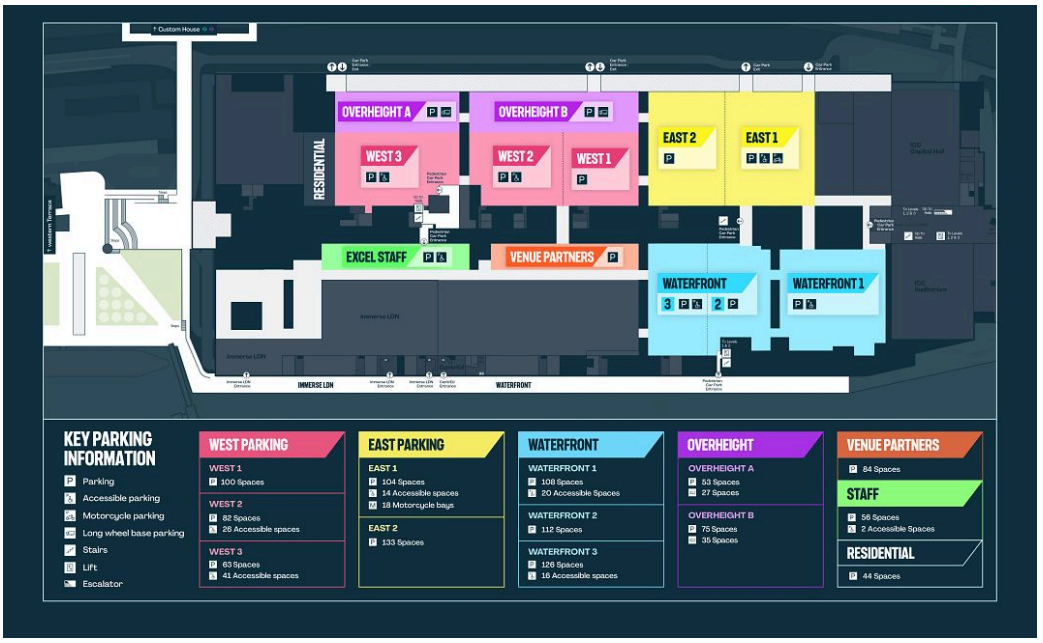
The venue car park only permits vehicles up to a maximum of 1.9 metres height. There are limited over height vehicle spaces available, for vehicles up to 2.8m.



The Ultra Low Emission Zone (ULEZ) includes Excel London. Please visit this link to check whether your vehicle is subject to ULEZ charge.

Motorcycle parking is free and cannot be pre-booked. Upon entering the car park, please follow the one-way system to the upper level to designated motorcycle bays in Zone East 1.

Excel London has a number of disabled parking bays that are spread across the car parks. Blue badge holders can park for £27.50 per day for pre-booked parking and £30 for on-site on-day parking. There is an £80 fine for any vehicle parked in the designated space not displaying a valid blue badge.



Further information regarding parking at Excel London can be found here.

Prayer Room

The prayer room can be accessed through the grey door next to the S9 entrance on the Boulevard, opposite the International Franchise Show entrance.

Sampling (Food and/or Beverage)

Sampling of food and beverage is only permitted for the producer, manufacturer or seller to promote the bigger product and where they form an essential part of the event. If this does not apply to you and you still wish to have food or/and drinks available on your stand these are available to order directly from the venue via the link in the Exhibitor Portal.

There are strict sampling regulations in place, including size regulations and certain hygiene/health and safety documents. If you intend to sample your own product, please let your Account Manager know **as soon as possible** so we can review and let you know what we need from you in order to get it approved.

Cash sales are not permitted, samples must be free of charge. Please note that sampling will not be permitted without prior approval, if this is not adhered to you will have to stop sampling and may be asked to leave. You can find more information about food and beverage sampling on the Exhibitor Portal, under 'Supplier List'.

Scam Warning

We do not sell any of your data. Scammers are getting extremely clever, they will offer you data at a cost but never deliver it - please check with your account manager if you are unsure of a company. Our team all has the **@thebusinessshow.co.uk** or **@bsmexpo.com** domain, and all of our suppliers will be on our 'Suppliers List' page. Our official suppliers may contact you in the run up to the show to let you know about services they offer.

Security

We provide 24-hour security throughout the build-up, open days, and breakdown periods of the event. While all reasonable measures are taken to ensure the safety of the venue and exhibition areas, Show Management cannot accept responsibility for any loss, damage, or accident involving exhibitors' or contractors' property. A Security Office will be located onsite for the duration of the event.

Exhibitors are advised to take the following precautions:

- **Do not leave your stand unattended at any time**. Ensure that you have sufficient staff available so that your stand is always staffed during show opening hours. This is particularly important during build-up and breakdown periods and once materials have been delivered to your stand.

- **Secure valuable items**. We recommend hiring a lockable cabinet to store bags, mobile phones, laptops, handbags, and other valuables during the day. Even when staff are present, busy periods may make it difficult to notice if items are removed.
- Ensure you have appropriate insurance cover for your equipment and personal belongings.
- If you have any security concerns or queries, please speak with a Security Officer or the Event Organisers onsite.

Security During Breakdown
To minimise any security risk, exhibitors are strongly advised to dismantle, pack, and remove their goods from their stands as soon as possible after the show closes on the final day. Valuables should not be left unattended at any time during the breakdown period.

Shell Scheme Stands

Our Standard Shell Scheme is a modular stand system, constructed using poles and panels and can be built to any size and configuration. The shell scheme will include walls, fascia, nameboard and carpet. Please be aware that the system has a minimal ceiling grid. We will place limited ceiling beams on stands which lighting can be attached to in the normal way but advise that you contact us with exact requirements if placement is imperative to your display.

If you wish to attach materials to your shell scheme such as posters, graphics and / or material we suggest the use of doublesided Velcro or double-sided sticky pads. These options do not damage the panels of the stand. Please do not stick anything to the metal work. Any damage incurred will be charged for

For measurements of the Shell Scheme and fascia, click here.

Shops

Market Express (Amazon Just Walk Out) is located by the Hall Entrance N10, there is also a Tesco Express about 600m from the west entrance to the venue.

Space Only Stands

Space Only Stands are not provided with flooring or any build. Space Only exhibitors must submit their stand plans to phil.fellows@dimeevents.com **as soon as possible**. All Space Only stands are required to provide their own flooring. Once all health and safety documents have been approved by Dime Events, you will be provided with the Voyage Control access code to book your slot for loading and unloading.

Sustainability

Excel London was certified carbon neutral in 2022 - and was the first UK venue to achieve the internationally recognised PAS 2060 status. The venue also uses 100% renewable electricity, sends zero waste to landfill (and has done for more than 10 years), earning the

'Triple Crown of Sustainability' and even housing one of the UK's largest wormeries. They have signed up to the Net Zero Carbon Events Pledge, committing to a 50% emissions reduction by 2030 and to become net zero by 2050. For more information, visit their website.

Smoking

Excel London operates a no smoking policy throughout the venue. Smoking is permitted outside the venue. E-cigarettes and vaping are not permitted within the venue. These can be used outside the venue only. There is no smoking or vaping permitted on the lorry way.

Traffic Management

Excel London has adopted the Voyage Control pre-show vehicle booking system for deliveries to the show floor to ensure clarity in terms of access and to reduce waiting times. For a seamless process, it is essential that all vehicles needing access to the venue's loading bays are pre-booked on the Excel London Vehicle Booking System. The Excel Vehicle Booking System will be live 21 days prior to the event's first tenancy date (Monday 19th October 2026). Any exhibitor vehicles that are not booked on the system will be denied access to the loading bay by the on-site traffic team.

For more information on how to book your vehicle(s), please read through the Traffic Management document on the Exhibitor Portal under 'Show Schedule'. To book your vehicle, click here from Monday 19th October 2026.

Ultra Low Emission Zone: Excel London

The Ultra Low Emission Zone (ULEZ) includes Excel London. Visit this link to check whether your vehicle is subject to ULEZ charge.

Vehicle Displays

Please inform your Account Manager **as soon as possible** if you intend to have a vehicle displayed on your stand during the event. We will need some additional information from you for review before we can approve your vehicle display request. If approved, you will be required to hand keys for the vehicle to the Organisers once your vehicle has been placed. These will be returned to you once it is safe to leave, during breakdown.

Water Refill Stations

There are four complimentary water bottle refill stations and drinking taps located by the East and West Entrances, as well as by the S4 and S7 hall entrances.

Wheeled Vehicles (Personal)

Hoverboards, skateboards, segways, scooters, rollerblades, and bicycles are not permitted for use anywhere within the venue or the Boulevard.

WiFi

Excel London is the exclusive provider of internet connectivity services at the venue. There is free, fast WiFi which is suitable for browsing, social media, and email. When you arrive at the venue, sign in to '*_Excel FREE Wi-Fi*' using our standard log in, or via LinkedIn, Facebook, or Twitter. We cannot guarantee the strength or reliability of this connection, therefore if a strong connection is integral to your stand we recommend that you order a personal connection from the venue.

If you wish to purchase a strong connection (hardwire or WiFi), you can place your order HERE. Please be aware that the pricing drastically increases when purchased onsite, so we recommend ordering this in advance. If you have any questions regarding Excel London provided services, please reach out directly for assistance at exhibitororders@excel.london

Click HERE to see the suggested internet connections.
Click HERE to read the Excel London technology FAQs.

Early discount deadline: **12 October 2026**
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