



## International Franchise Show - London 2024

### 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](mailto: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](mailto: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](mailto:accessibility@excel.london).

## **Access: How to Get to the Venue**

The nearest underground station to the venue is Canning Town which is 20 minutes walk away. 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.

## **Accommodation**

HotelPlanner is the official hotel partner for this year's event. You will find a comprehensive list of hotels with fantastic savings, exclusively for our exhibitors. We recommend booking as soon as possible to get the best rates, [visit their website here](#) for more information.

## **Audio Visual**

[Absolute AV Solutions](#) are the official suppliers of AV equipment for the International Franchise Show, you are able to view their catalogue on the Exhibitor Portal, under 'Supplier List'. You may receive an email from Absolute AV Solutions about their services at the event.

## 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

Exhibitors with a Space Only stand have access on Thursday 11th April: 08:00 - 20:00.

Exhibitors with a Shell Scheme stand have access on Thursday 11th April: 14:00 - 20:00.

**All personnel entering the hall on Thursday 11th April are required to wear a hi-vis and suitable footwear.** Hi-vis can be purchased from the Business Services shop on Level 0, next to N4.

All exhibitors also have access prior to the show opening on Friday 12th and Saturday 13th, from 08:00, for final stand preparations. We strongly recommend all exhibitors to set-up their stand on Thursday to avoid a last minute rush on Show morning.

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.

## Breakdown

Breakdown will take place on Saturday 13 April 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 personnel 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](mailto:order@efilogistics.com) or [visit their website, here](#).

There are no storage facilities onsite. No items are to be left on the stand. 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 be stored by EFI Logistics at an additional cost.

### **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](mailto:info@abouttowncarriages.co.uk).

### **Carpet / Stand Flooring**

All Shell Scheme stands 3m x 3m or 3m x 6m will be carpeted in a dark grey, unless otherwise pre-arranged with HumanBuilt or your Account Manager at an additional cost. Space Only stands (any stand 6m x 6m or larger) are required to provide their own flooring for the stand, aligning with stand regulations which can be found on the exhibitor portal.

### **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. 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 before **29th March 2024**.

There will be refreshment areas within the hall where food and beverage can be purchased during show open hours. ExCeL London has over 40 cafés, bars and restaurants onsite, catering for various dietary requirements.

## 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 for £2.00 for the first hour and then it's capped at £4.00 per day. Return the power bank to any Joos unit in London. You also have the option to purchase a power bank outright for £30.00.

## Cleaning and Waste Management

Cleaning services are available to [order from the venue](#) for your stand. 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.

## 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

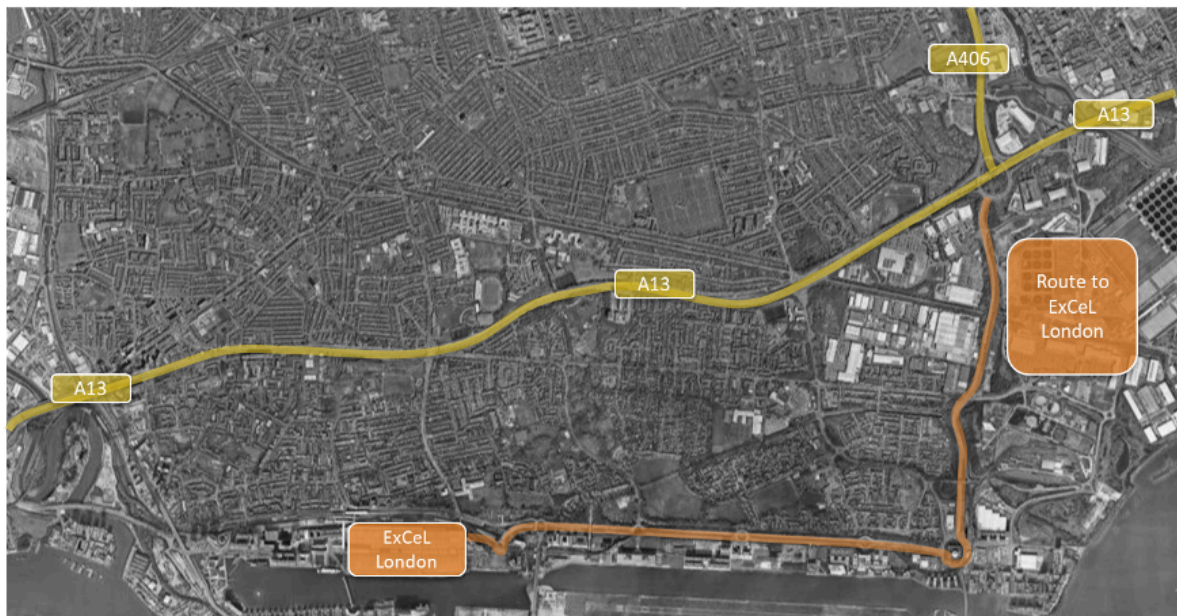
Jonas Event Technology provides a data collection service which enables exhibitors to scan visitor badges and record their data, such as their name, contact details and employment information (data provided at registration). The Engage Scanner App allows you to see the live data as you collect it, and you can also add 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 onsite at the event (not available for onsite ordering). 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 the Engage Scanner app and the handheld scanner can be ordered here: [Data Scanner Order Form](#).

## Deliveries

**All exhibitors, contractors and show suppliers must book every time they need to access the loading bays**, whether during build-up, break-down or in exceptional circumstances during the show open. This does not apply to couriers. The booking system, [Voyage Control](#), will be open from **21st March 2024**. 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.

ExCeL London is accessed only via Royal Albert Way. Any vehicles approaching the site from the A13 /A406 Beckton Roundabout, should exit onto the A1020 Royal Docks Road, until Gallions Roundabout. Take the fourth exit onto Royal Albert Way and continue westbound along Royal Albert Way until the ExCeL London Roundabout. Vehicles should then go down Sandstone Lane and into the traffic marshalling area, to await further instructions from the ExCeL traffic team.



There is no access for event vehicles via Seagull Lane. All event traffic should use the route detailed above.

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](mailto: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 HumanBuilt. [Click here](#) to view their catalogue and order electric for your stand. If you need assistance or have any questions about any HumanBuilt services, please contact Exhibitor Support at [orders@wearehb.com](mailto:orders@wearehb.com) or call 01217 942769.

## **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. You can register for free [using this link](#). Bring your email confirmation with you and visit the Registration Desk at the entrance to the hall (N9) on Thursday 11th April after 14:00 and your exhibitor pass will be printed for you. You will need your exhibitor pass in order to access the hall from 08:00 on Show Days and to enter the exclusive Exhibitor Drinks on Friday 12th April, held at The Bridge in the ExCeL Boulevard.

## **Exhibitor Drinks**

You are invited to attend our Exhibitor Drinks, taking place on Friday 12th April from 17:00 at The Bridge, in the London ExCeL Boulevard. Don't forget to bring your Exhibitor Badge for access to this exclusive 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 HumanBuilt. [Click here](#) to view their catalogue and order furniture for your stand. If you need assistance or have any questions about any HumanBuilt services, please contact Exhibitor Support at [orders@wearehb.com](mailto:orders@wearehb.com) or call 01217942769.

## Graphics

We've partnered with KDisplay to provide you with excellent graphics for your stand, including the option of installation and removal. Visit the KDisplay [website](#) for more information or download their brochure from your Exhibitor Portal. The deadline for ordering graphics is **12th March 2024**. KDisplay may contact you to let you know about services available.

## 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 to your Account Manager no later than 11th March 2024. If you don't have suitable cover, we've partnered with SmartSure to make it as easy and affordable as possible. [Visit their website here](#) to find out more and purchase your cover. Please note, we don't need to see your Employee Liability Insurance.

## Internet

ExCeL London is the exclusive provider of internet connectivity and networking services at the venue. [Click here](#) to view services available and order your connection(s). There is an early bird rate applied to orders received before **Thursday 14th March**.

## 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. Lighting is available for order and installation from HumanBuilt, [click here to order](#). If you need assistance or have any questions about any HumanBuilt services, please contact Exhibitor Support at [orders@wearehb.com](mailto:orders@wearehb.com) or call 01217942769.

## 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.

Book early to guarantee the early bird rate! Order by **Monday 25th March 2024**.

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](mailto:order@efilogistics.com) or [visit their website, here](#).

## Lost Property

If you think you've lost something at ExCeL London, contact [SecuritySuite@excel.london](mailto: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

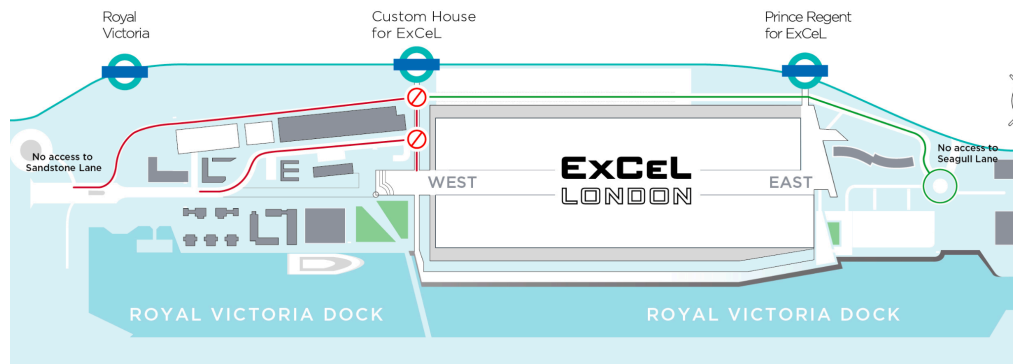
Parking has recently changed at ExCeL London. To pre-book your parking space, please visit the on-line booking platform [here](#). Please select the date(s) you would like to park and this should bring up the International Franchise Show. Select the type of space you need and complete the form to secure your spot. Pre-booking is the only way to guarantee your parking at the venue. It is recommended you book to avoid disappointment should the car park be full on arrival.

If you have not pre-booked parking, it may still be possible to arrive and park on the day. If you choose this method, then prior to exit you will need to validate your vehicle at the payment machines within the car park lobbies. This can be done in one of two ways. Firstly, input your vehicle registration into the payment machines located in the car park lobbies and pay (card only) when the price is displayed. Secondly, you can use your mobile device to scan the QR codes located in the car park lobbies and within the car park. These QR codes link you to a mobile payment page, where your registration can be submitted and parking paid for, enabling your exit.

The ExCeL car park only permits vehicles up to a maximum of 1.9 metres height in the majority of locations. There are limited over-height vehicle spaces available, for vehicles up to 2.8m. A total of 221 spaces are available. Over height parking can be booked via the car parking platform to avoid any disappointment on the day.

ExCeL London has a number of disabled parking bays that are spread across the car parks. Disabled blue badge holders can park free of charge in designated disabled parking bays.

If you're using a satnav, please enter the postcode **E16 1FR** for the entrance to the car park. The stretch of private road on the north side of the venue, Sandstone Lane and Seagull Lane, is currently closed. Access to the car park under the venue and the lorryway for deliveries is only via Royal Victoria Dock Road or the A112:



- Access for residents, businesses and deliveries for Seagull Lane only. No access to Sandstone Lane. No access to ExCeL car park.
- Access to ExCeL London only. Car park, event traffic and commercial partners. No access to Seagull Lane.

The Ultra Low Emission Zone (ULEZ) includes ExCeL London. Please visit <https://tfl.gov.uk/modes/driving/check-your-vehicle/> to check whether your vehicle is subject to ULEZ charge.

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, [here](#), which has an early bird order discount until **14th March 2024**.

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.

All documents must be submitted no later than 28 days prior to the first day of the event (**14 March 2024**). 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 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 [@comexposium.co.uk](#) 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.

## 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. If you have not yet arranged a contractor to build your stand, [reach out to HumanBuilt](#), our General Show Contractors, who may be able to help. Space Only exhibitors must submit their stand plans to their Account Manager **as soon as possible**, no later than **11 March 2024**. All Space Only stands are required to provide their own flooring.

## 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.

## 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. 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, visit <https://excellondon.voyagecontrol.com/dashboard/> from **21st March 2024**. See also, 'Deliveries'.

## Ultra Low Emission Zone: ExCeL London

The Ultra Low Emission Zone (ULEZ) includes ExCeL London. Please visit <https://tfl.gov.uk/modes/driving/check-your-vehicle/> 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 water refill stations 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

At ExCeL 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 however, therefore if a strong connection is integral to your stand we recommend that you order a personal connection from the venue. You can view the services available and order a connection [here](#).