



International Franchise Show - London 2025

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 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

The official AV supplier for the event will be shared closer to the event on your Exhibitor Portal.

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 10th April 2025: 08:00 - 20:00. Exhibitors with a Shell Scheme stand have access on Thursday 10th April: 14:00 - 20:00.

All personnel entering the hall on Thursday 10th April 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.

All exhibitors also have access prior to the show opening on Friday 11th and Saturday 12th, 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 the morning of show open.

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 **Thursday 21 March, 2025**.

Breakdown

Breakdown will take place on Saturday 12 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 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. 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.

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 Creative Live 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 will be available to order from Excel London Hospitality closer to the event. 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 more than 14 days prior to the event.

There will be refreshment areas within the hall where food and beverage can be purchased during show open hours. Excel London also 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 will be available to order from the venue for your stand, closer to the event. 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 when ordering opens. 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). 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 [can be ordered here](#), as well as through the Exhibitor Portal.

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 approved exceptional circumstances, during the show open. This does not apply to couriers. The booking system, [Voyage Control](#), will be open from **Thursday 21 March, 2025**. 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 booking form for electric can be found on the Exhibitor Portal closer to the event. For any queries regarding services and products, please contact sales@creativelive.uk.

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](#), which is also on the Exhibitor Portal. Bring your email confirmation with you and visit the Registration Desk at the entrance to the hall (N3) on Thursday 10th April after 14:00, 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. 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 11th April, held at The Bridge in the Excel Boulevard.

Exhibitor Drinks

You are invited to attend our complimentary Exhibitor Drinks, taking place on Friday 11th 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 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 the link in your Exhibitor Portal to view their catalogue and order furniture for your stand. For any queries regarding services and products, please contact sales@creativelive.uk.

Graphics

An official graphics provider will be shared closer to the event. Keep an eye on your Exhibitor Portal for links.

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 **10th March 2025**. 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. Closer to the event, you'll be able to order your connection(s), keep an eye on your Exhibitor Portal for the order link. There is an early bird rate applied to orders received in advance, deadline to be confirmed shortly.

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 will be available from Creative Live closer to the event. Once the Portal link goes live, you will be able to view their catalogue and order. 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.

Book early to guarantee the early bird rate!

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 closer to the event to book..

Lost Property

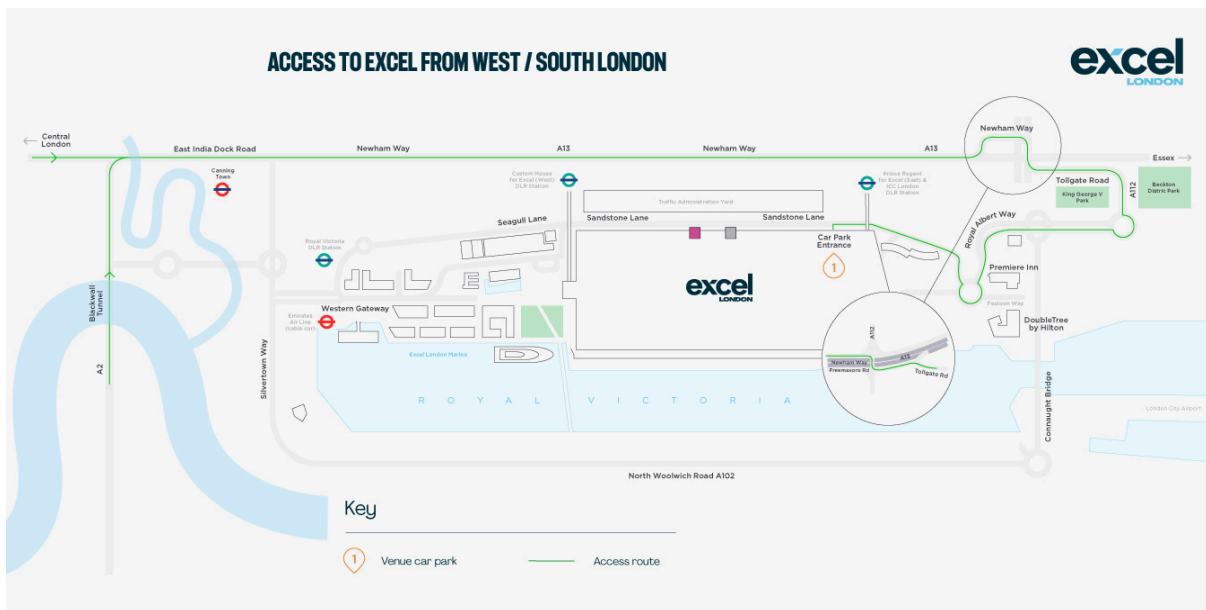
If you think you've lost something at Excel London, contact SecuritySuite@excel.london. Once notified that their lost property has been found, guests have up to 30 days to collect their item(s) before they are donated to a local charity. If you find any lost property, please take it to the Organisers 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. Be aware that there is no access to the venue car park from Western Gateway or Seagull Lane. If you're using satellite navigation please enter the postcode E16 1FR for the entrance to the car park or what3words ///cheer.events.began.

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.

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 <https://tfl.gov.uk/modes/driving/check-your-vehicle/> 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 2.

Excel London has a number of disabled parking bays that are spread across the car parks. Blue badge holders can park for £25 per day in one of the clearly marked bays in the car park. There is an £80 fine without 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. The link will be added to the Exhibitor Portal closer to the event. There will also be an early bird deadline for this.

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 (**13 March 2025**). 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**, **@bsmexpo.com** 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. Space Only exhibitors must submit their stand plans to their Account Manager **as soon as possible**, no later than **11 March 2025**. 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, click here](#) from **20th March 2025**. See also, 'Deliveries'.

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

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 closer to the event. There will be a link added to your Exhibitor Portal closer to the event.