



March 17, 18 & 19, 2026
Excel, London



Exhibitor-Appointed Contractor Information

EXHIBITOR MANUAL

IMPORTANT: We cannot share the login information to your exhibiting client's online exhibitor manual without their permission. Therefore, please ask your exhibiting client for their unique exhibitor manual link, together with their access details.

VENUE & SHOW DATES

Address

ExCeL London

1 Western Gateway

London E16 1XL

Telephone: +44 0207 069 5000

Website: www.excel.london

Please do not use this address for freight deliveries (see below).

For more information on getting to the venue, please [click here](#).

Show dates

March 17, 18, 19, 2026 (PLEASE NOTE THIS IS A TUESDAY TO THURSDAY SHOW)

Exhibition / Build-up & Breakdown Timetable

General build-up timetable

BUILD		
Sunday 15th March 2026	08:00 - 21:30	Space only stands (Custom build, independent contractor) *safety shoes & high vis vests are compulsory during this period
Monday 16th March 2026	08:00 - 21:30	Space only stands (Custom build, independent contractor) *forklifts will not be operational between 18:00-21:30 hrs
	12:00 - 21:30	Shell scheme and pop-up stands

Additional Notes Regarding General Build-Up

- Contractors will not be able to access the exhibition hall before Sunday, March 16, 2026, without prior permission from the Organiser
- An additional build-up day on Saturday, March 14, 2026 is possible on request at a cost of 1,000 EUROS. Please click [here](#) for more information on how to apply for early build.
*Overnight working will NOT BE PERMITTED on any of the build-up days.
- Safety shoes must be worn at all times during build-up and breakdown. High-vis tabards are also compulsory during this period.
- Monday, March 16, 2026 from 18:00 hrs to 21:30 hrs, only light decoration and finishing of booths is permitted - AISLES MUST BE KEPT CLEAR.
- Children under the age of 16 years are not allowed on-site during build-up, show days and breakdown.
- Timings of build up may be subject to change

Venue contractors must cease all building work at 18:00 hrs on Monday, March 16, 2026; it is therefore essential that all exhibitors arrive on-site before this time to inspect their booths and to ensure that all orders have been met. Please note that between 18:00 hrs and 21:30 hrs, only light decoration and finishing of booths is permitted - aisles must be kept clear and all freight cases and unused exhibits must be removed by this time.

Organiser's office opening hours

Sunday, March 15, 2026	08:00 - 18:00
Monday, March 16, 2026	08:00 - 18:00
Tuesday, March 17, 2026	08:30 - 18:30
Wednesday, March 18, 2026	08:30 - 18:00
Thursday, March 19, 2026	08:30 - 18:00

Exhibition opening hours

OPEN		
Tuesday 17th March 2026	09:30 - 18:30	Exhibitor access from 08:00hrs Opening Day drinks reception from 17:00hrs
Wednesday 18th March 2026	09:30 - 18:00	Exhibitor access from 08:30hrs Skytrax Awards from 17:15hrs
Thursday 19th March 2026	09:30 - 15:00	Exhibitor access from 08:30hrs

We remind you that according to our regulations, someone must remain present on your booth until the exhibition closes at 15:00 hrs on Thursday, March 19, 2026. We thank you for taking this into consideration when organising your booth breakdown and travel arrangements.

Breakdown timetable

BREAKDOWN		
Thursday 19th March 2026	18:00 - 21:30	15:00 - Show closes 15:30 - Aisle carpet removal 16:30 - Forklifts will begin delivering empties inside the halls 18:00 - Stand contractors & Exhibitor vehicles will be allowed into the venue <i>*Safety shoes & high vis vests are compulsory during this period.</i> <i>**Please assist the move-out process by keeping return packaging and equipment clear of the aisles</i>
Friday 20th March 2026	08:30 - 18:00	<i>*Safety shoes & high vis vests are compulsory during this period.</i>

Breakdown information

Vehicle access will not start until all empties have been returned - please allow up to 3 hours for this process to be completed.

No exhibits may be removed before the exhibition closes at 15:00 hrs on Thursday, March 19, 2026, nor will any contractors be allowed into the halls until this time - Please note that all vehicles requiring access to the hall **MUST** book a vehicle slot on Voyage Control. Full details of this will be available 6 weeks before the show. Vehicles will not be permitted access until 18:00hrs.

When the exhibition closes, the carpet will be taken up as quickly as possible. Exhibitors are requested not to put anything in the aisles which might impede this activity. Empty cases and packing material stored with the official on-site handling agent will not be delivered until the carpet has been removed.

The security provided by the Organisers is designed to prevent unauthorised access to the hall, NOT to secure the contents of your booth. Exhibitors are advised to not leave their booth unattended during build up, breakdown or the open period, and to take particular care with items of value such as mobile telephones and laptop computers. Please help the organisers

with the security of the halls by informing the Organiser's office immediately of any security issues. Neither the Organisers nor the venue can be held responsible for any loss or damage to stands or exhibits.

All booth materials, packaging and waste must be removed from the halls and booth dismantling must be completed no later than 18:00 hrs on Friday, March 20, 2026. Please ensure that you organise waste removal as charges will be made for the removal of any structures or waste material and invoiced directly to the exhibitor.

Show Floorplan

Please click [here](#) to see the current show floorplan (this should not be used for planning your booth construction).

For a technical floorplan please email pte@ukimediaevents.com

How to Get There & Parking

Please click [here](#) for more information on how to get to the venue.

Parking & Taxis

Please click [here](#) for more information for Parking & Taxi's at ExCeL London.

Public Transport

Please click [here](#) for more information for Public Transport to ExCeL London.

Executive Travel

Please click [here](#) for more information on Executive Travel to ExCeL London.

Cable Cars

Please click [here](#) for more information on Cable Cars at ExCeL London.

International Travel

Please click [here](#) for more information on International Travel to ExCeL London.

Voyage Control

To ensure ease of access and reduce waiting times to unload vehicles directly into the hall, Excel operates Voyage Control pre-show vehicle booking system. It is essential that all vehicles needing access to the venue's loading bay areas are pre-booked onto this System.

The event will go live 6 weeks out, on the following booking link: excellondon.voyagecontrol.com

Please share the link with anyone bringing a vehicle to unload in the loading bay areas (including any of your contractors). A booking can be made at any time before arriving at the venue. Any exhibitor or contractor vehicles that are not booked onto the system will be denied access by the on-site traffic team.

Once booked, details can be amended where needed, and the system will remain live until the end of the event. If a driver is delayed and likely to miss a booking, please make sure they let the administrator know of any delay so the slot time can be amended.

For breakdown: There is a strict loading time restriction in place, therefore Exhibitors and Contractors are advised to book a time based on when all items will be packed and ready to load. You must not book a time before you are ready to load, as drivers may be turned away if the vehicle is not being loaded.

You are able to deliver and collect items from your booth within the build and breakdown timings shown within the Event Timetable.

Freight Forwarding & On-site Handling

European International Fairs Limited is the sole official freight forwarder, customs broker and on-site cargo handling agent for Passenger Terminal Expo 2026, London, UK.

Through their Worldwide network of partners and agents, European International Fairs Limited offer a seamless multimodal door-to-stand transportation services for your stand components, exhibits and promotional items for Passenger Terminal Expo 2026 (and also the return / onforwarding of your goods after the event).

European International Fairs Limited are the sole on-site cargo handling agent for the event and provide services such as unloading & reloading, plant & labour hire, removal and storage of packaging & full goods items (i.e. empty crates, pallets toolboxes etc) during the event.

Due to health, safety and liability reasons, European International Fairs Limited will be the ONLY company permitted to operate mechanical lifting equipment (i.e. forklifts etc) at the event both inside and outside the halls.

Please contact ptxops@european-intl.com with any freight forwarding or cargo handling enquiries or bookings.

European International Fairs Limited

Units 6 & 10 Skitts Manor Farm, Moor Lane, Marsh Green, Edenbridge, Kent, TN8 5RA, UK

Tel: +44 (0)1732 860330

Email: ptxops@european-intl.com

Web: www.european-intl.com

Contact: Mark Bartucci

It is not compulsory that you use the official agent for transportation of your goods to London. However, it is highly recommended that you do so. European International Fairs Limited are specialists in Worldwide transportation of goods for trade shows and have temporary importation arrangements with UK Customs for items being imported for the show.

We strongly advise against shipping goods via courier directly to Passenger Terminal Expo 2026 as such shipments have a high risk of customs delays and/or going missing once they are delivered to the show site.

CONTRACTOR ACCESS - BUILD UP & BREAKDOWN - MUST BE SUBMITTED IN ADVANCE NOT ONSITE

Important: You will not receive a badge/pass/QR code for contractor access - submitting the details is all that we need in advance.

For security reasons it is mandatory for all contractual staff involved in the assembly and dismantling stages of the exhibition to register personnel in advance.

Please submit the names and contact details of all contractor / exhibiting staff who will be present on-site during build-up/breakdown for security purposes.

This also applies to exhibiting staff who will be present on-site during build-up/breakdown and have yet to obtain an Exhibitor Badge.

PLEASE NOTE: If you have a member of your booth contractor's team who needs to remain on-site and access the hall during exhibition opening times, please send them to register at the

main registration using their own company details. They will not be permitted entry using an exhibitor pass.

Accessing the exhibition grounds during set-up and dismantling phases

To ensure ease of access and reduce waiting times to unload vehicles directly into the hall, Excel operates Voyage Control pre-show vehicle booking system. It is essential that all vehicles needing access to the venue's loading bay areas are pre-booked onto this System.

The event will go live 6 weeks out, on the following booking link
- excellondon.voyagecontrol.com.

Please share the link with anyone bringing a vehicle to unload in the loading bay areas (including any of your contractors). A booking can be made at any time before arriving at the venue. Any exhibitor or contractor vehicles that are not booked onto the system will be denied access by the on-site traffic team.

Once booked, details can be amended where needed, and the system will remain live until the end of the event. If a driver is delayed and likely to miss a booking, please make sure they let the administrator know of any delay so the slot time can be amended.

[Build Up & Breakdown Registration](#)

Below is the information for commercial vehicle parking. All other parking should use the Venue Car Park, details can be found [here](#).

During build up & break down, the venue car park only permits vehicles up to a maximum of 1.9m height. There are limited over height vehicle spaces available for vehicles up to 2.8m. Parking is charged at £25.00 per day, per vehicle, per entry, with some exceptions. Exhibitors are also advised to pre-book in order to guarantee a space.

Northwest Lorry Car Park
East Overflow

During event open days, parking is chargeable based on vehicle size:
£30 for vans and £50 for articulated lorries.

Hall and Venue Technical Information

North Halls

Unloading into the hall

To ensure ease of access and reduce waiting times to unload vehicles directly into the hall, Excel operates Voyage Control pre-show vehicle booking system. It is essential that all vehicles needing access to the venue's loading bay areas are pre-booked onto this System.

The event will go live 6 weeks out, on the following booking link: excellondon.voyagecontrol.com
Please share the link with anyone bringing a vehicle to unload in the loading bay areas (including any of your contractors). A booking can be made at any time before arriving at the venue. Any exhibitor or contractor vehicles that are not booked onto the system will be denied access by the on-site traffic team.

Once booked, details can be amended where needed, and the system will remain live until the

end of the event. If a driver is delayed and likely to miss a booking, please make sure they let the administrator know of any delay so the slot time can be amended.

For breakdown: There is a strict loading time restriction in place, therefore Exhibitors and Contractors are advised to book a time based on when all items will be packed and ready to load. You must not book a time before you are ready to load, as drivers may be turned away if the vehicle is not being loaded.

You are able to deliver and collect items from your booth within the build and breakdown timings shown within the Event Timetable.

Please note that neither the organiser nor the venue can accept responsibility for items, there MUST be someone from your company present to sign for them (using the address below):

Your Contact Name / Your Mobile Number
Your Booth Number / Your Company Trading Name
PTE World 2026
Halls N7-N22
Excel London
Sandstone Lane
London E16 1FR
UK

Build Regulations

Exhibitors who have space only will have an area of empty space on the show floor. Nothing is provided for you by the Organiser within the space, therefore you should appoint a stand contractor to design your booth, lay your flooring, build your wall(s) etc.

Exhibitors must notify space only plans via the online booth plan [link](#), not via email. Booth plans must be submitted by 2nd February 2026.

If you require assistance in finding a suitable contractor, please visit the Event Supplier and Service Association's (ESSA) website, as they hold a list of recommended contractors within the industry: essa.uk.com/members (filter by Design & Manufacture bespoke stands).

Complex Structures

Complex structures are defined as any form of construction of any height, which would normally be designed by an engineer and/or has been found to provide significant risk via a Risk Assessment. All five documents stated above are to be submitted together with full structural calculations.

Examples of items classed as a complex structure include:

- Custom built lighting rigs (incl. truss)
- Raised walkways
- Ramps
- Sound/Lighting towers
- Stands over 4m in height (6m maximum)

- Temporary tiered seating
- Viewing/services Platforms

NB: there is a complex fee chargeable of £450+VAT. If your booth is deemed complex, Abraxys will send you the link to make online payment.

Key features include:

- 87,328 sq m column-free space (divided into North and South Event Halls)
- Partitioned floor space with moveable walls
- 2,000 sq m hall modules
- Easy visitor access from a central boulevard
- Large, easy-to-brand entrances
- 10m high ceilings
- Capacity at any one time for 68,750 visitors
- 7.2m wide drive-in doorways for quick build-up and breakdown
- Three lane lorry way for build-up and breakdown access
- Floor weight loading 18 kN/sqm
- Marshalling area for 300 vehicles
- Permanent cabling including IT, electric, water, waste, compressed air and gas (serviced by under floor service ducts)



Complex Rigging

The following elements will mean your rigged element is deemed complex:

- Bespoke timber/metal constructed rigged elements suspended from the venues rigging points
- Lightweight aluminium modular style banners or a proprietary framework system with fabric/pvc infill only are non complex. To clarify, these are the banners that are typically shop-bought system rigged banners, pre-manufactured, pre-tested that are easily assembled on site. However, if any modifications are made to the manufacturers original product, such as a timber framework added, individual lettering/logos added, then your rigged banner will be deemed complex and will be subject to paying the complex fee and engineers checks. If you have stated it is a non-complex system banner but changes are found on site, the fees and checks will also be required.

Examples of non-complex banners include keeder style, be-matrix, octonorm.

Note: It is not permitted to have ground based structures attached to venue rigging points for added stability. All ground based structures must be free-standing.

Important Regulations

All stand builds must comply with the regulations stipulated in the eGuide. Your final stand approval is always subject to onsite inspection. A structural engineer will be on-site during the build period to inspect ALL space only structures, in addition to those stands classed as complex.

- Doors should be fitted with a vision panel of clear glazing at sight level (including for wheelchairs), giving a zone of visibility between 500mm and 1500mm above floor level
- Doors should also be a minimum of 800mm, and open outwards in the direction of escape

- Doors positioned on a gangway should be set back so that the door does not open into onto the gangway
- Enclosed Areas: Alternative means of escape must be provided to any enclosed area, and maintained, with general and safety lighting (with exit notices) illuminated by both primary and secondary lighting systems

Floors

- Carpet: When fixing your carpet, please note that only venue approved floor tapes may be used. You must remove all carpet tape at the close of the exhibition, charges will be levied for non-compliance
- Loading limit: The venue's floor loading is limited to 18kN per m2
- The distance between supporting timbers of platforms constructed from battens (25mm thick minimum) and sheet materials (plywood or MDF, 18mm minimum), must not exceed 400mm from centre to centre
- Platform corners must be splayed, rounded, or angled to prevent sharp corners and tripping hazards
- Where a bevel edge is applied to the perimeter of a platform, it must be conspicuous
- Platforms must be of a strength and stability sufficient to carry and distribute the weight of the stand fitting, stand personnel, visitors, exhibits, and having regard to the venue's floor loading limits
- When laying platforms on your floor space, please pay special attention to the area marked out for your stand. Failure to build within the marked area will result in having to move or remove the platform so that your stand fits within the marked boundary. This will cause delays to your stand build, which must be completed within the existing build times. Furthermore, any costs incurred by the Organiser in delaying the gangway carpet being laid will be passed back to the relevant exhibitor. Please ensure your stand contractor(s) are aware of this
- Gangways must be clearly identifiable
- Height Restrictions: The permitted maximum construction height is 6m, however any stands exceeding 4m in height are required to submit structural calculations. Approval must be given by our structural engineers before the event
- Materials: All construction materials must comply with the regulations stipulated in the eGuide, and flame proofed or purchased already treated by use of the appropriate chemical. Please note that artificial plants and flowers are combustible and give off toxic fumes, therefore not acceptable. Silk-type flowers are acceptable, providing they are fireproof or have been treated and marked as such.

Rigging

- Is permitted above booths
- You can order and pay for all rigging and suspension points via the ExCel Webshop (also found under Venue Services in the Order Form Checklist). Please note the deadline to

confirm your order for suspension points and rigging through the webshop is February 14, 2026. Payment of these orders must be received within 2 weeks of ordering. (rigging orders that have been inquired by this deadline but not confirmed by the exhibitor by the Express Surcharge deadline will become Express Surcharge applicable)

- Please fill in the following form to send your rigging requests to rigging@excel.london & exhibitororders@excel.london
- Banners must be rigged within the boundary of your stand space, and they should have a clearance between 6m and 8m from the hall floor but with a minimum clearance of 2m from the highest point of the stand
- NB: there is a complex fee chargeable as per your contract for any banner classed as complex
- Lighting rigs will be allowed provided they conform to the regulations governing their use, for example:
 - Official rigging contractor will rig all structures
 - No graphics or decorative material may be displayed upon the lighting rig

Stairs

Stand Bridging is not permitted - please refer to the guidance in the eGuide.

Stand Numbering

All space only stands are encouraged to display their company name and stand number prominently on their stand, so that they can be viewed from each approaching gangway. This will assist visitors in locating their position within the hall and finding your stand.

Travel Distance

Adequate means of escape must be provided, and the travel distances from any part of the stand to the gangway must not exceed 12m.

Welding

Welding will not be permitted unless a hot work permit is obtained from the Venue and is subject to advance submission of a method statement and risk assessment before any work is conducted on-site.

Doors

All exit doors to enclosed areas must have vision panels and the door must open outwards, in the direction of escape and into a recess, so that gangways remain unobstructed. Doors placed directly on the gangway edge must open inwards. Doors must have a minimum clear width of 800mm.

Floor loadings

The maximum floor loads are 18 kN/sqm.

Booth Perimeters

No exhibits, parts of the booth structure, lights or displays such as screens or flag banners may protrude beyond any booth perimeter that may overhang into any aisle.

Windows in the Halls

North Halls have no windows.

If you have any specific questions regarding the hall, please contact the Organiser: pte@ukimediaevents.com.

Organiser's Rules and Height Restrictions

The standard height of any individual booth is considered to be 2.5m (8 feet). However, all exhibiting companies may, if they wish, build their booth to the height allowed in the individual exhibition hall. It is therefore possible that there may be booths around you that have built up to or suspended down from heights exceeding 2.5 metres.

Important Notes

1. For all booth structures regardless of height, exhibitors and/or contractors must ensure that all walls facing a neighbouring stand are made good and completely covered / finished in a neutral colour.
2. Exhibitors using pop-up displays MUST as a minimum order flooring from the official contractor. We would also advise that you consider hiring shell scheme wall panels as we cannot guarantee the condition of the rear of any neighbouring walls.
3. No advertising or logos for your booth should directly overlook any neighbouring booth, however, you may utilize back walls which face out onto an aisle. Any logos or advertising above your booth must be inset a minimum of 1.0 meter from any side partition directly dividing yourselves and your neighbours.
4. Any banners or other materials hung directly on a dividing wall should not be transparent or left unfinished at the back.
5. No exhibits, parts of the booth structure, lights or displays such as screens or flag banners may protrude beyond any booth perimeter that may overhang into any aisle.
6. All exhibiting companies must complete and return the Booth Check Form (*shell scheme and pop up displays only*) by the deadline of February 2, 2026. Failure to gain written permission for your booth build may result in delays during the exhibition build-up. Plans submitted after the deadline (February 2, 2026) above 2.5 meters will be subject to approval and may be refused.
7. If an exhibiting company fails to submit a Booth Check Form (*shell scheme and pop up displays only*) by the deadline and the resulting design or build affects the neighbour, venue or the Organiser, ALL associated costs such as new banners, paint, labour, pillar covering, hanging costs, etc will be charged to that exhibitor directly.

Exhibitors must notify the Organiser of their booth plans and the details of any such contractors

or agents using the Booth Check Form (*shell scheme and pop up displays only*). All exhibitors who do not rent a shell-scheme booth must submit a complete risk assessment and procedural instructions together with their Booth Check Form (*shell scheme and pop up displays only*).

Click [here](#) to download a Risk Assessment template

Click [here](#) to download a Method Statement template

Official Contractor Services

We are pleased to announce that Creative Live have been appointed as the official booth contractor for Passenger Terminal Expo 2026. As on-site booth builders, they provide turnkey booth construction, rental furniture, graphics and carpets.

Please contact Creative Live directly if you have any queries:

Email: sales@creativelive.uk

Phone: +44 1676 545410

Venue Services

We are pleased to announce that ExCeL London are the contractor for venue services for Passenger Terminal Expo 2026. They can provide Catering, Cleaning, Internet, Rigging, Security, Waste & Water.

Please contact ExCeL London directly if you have any queries:

Email: exhibitororders@excel.london

Phone: +44 (0) 20 7069 4400

Useful Contacts

Passenger Terminal Expo 2026

UKi Media & Events

Parsonage House

Parsonage Square

Dorking

Surrey RH4 1UP

UK

Tel: +44 1306 743744

Contacts

Melissa O'Flynn - Operations Manager

Rula Danias-Ceylan - Operations Manager

Tammie Atkins - Operations Executive

Email: pte@ukimediaevents.com

Andrzej Smith - Event Director

Email: andrzej.smith@ukimediaevents.com

Janine McEvilly - Conference Director

Email: janine.mcevilly@ukimediaevents.com

Leighona Aris - Head of Marketing

Email: leighona.aris@ukimediaevents.com

