




Exhibitor Manual

How To Use Your Exhibitor Manual

- The information detailed in this Manual should provide everything necessary for your successful participation at **BIE, CTE, CWE & HWE 2024**
- **For ease of use the Manual is interactive. The Manual contains an alphabetical listing (Contents Page) and links in pink to enable quick reference to relevant sections.**
- The  button top corner of each page returns to the **Contents Listing**
- We advise that **ALL** sections are read by Exhibitors. Some of the services explained will be essential to your participation, while others are an optional extra.

5 Steps To Ensuring A Successful Participation

1. Read the information in full now. This will ensure you are immediately aware of stand information, restrictions, cut off dates for orders and what you are required to do and by when.
2. Refer to the **Checklist**. Fill in and return all request / requirement forms immediately if possible; if not, please ensure you do so by deadline dates... it could save you money from surcharges incurred by late orders.
3. Read the **Moyne Express Order Form**. This 'all in one' order form for stand services contains a wealth of information for shell & space exhibitors. **To request a copy email: info@moyne.co.uk**
4. To access forms ensure you have your Exhibitor E-zone log in and password. Queries regarding this should be emailed to: tom@inspiredmotive.co.uk
5. Ensure any designers or stand fitters you employ directly are made aware of the regulations concerning stand construction, the use of officially appointed contractors and the build up and break down times provided in the **Show Schedule**.

Operations Contacts

This Manual does not replace the personal service we aim to provide for exhibitors at this event. So if you have any questions relating to your participation please do not hesitate to contact:

Sara Binns Show Operations & Moyne Stand Services Manager
E: sara@moyne.co.uk

Della Scimia Moyne Show Services Administrator
E: della@moyne.co.uk

Moyne: T: +44 (0) 208 997 8596

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EXCeL
LONDON
An ADNEC Group Company

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Key Show Information:

Show Organisers:

Inspired Motive Ltd

T: +44 (0) 204 517 8888

E: ryantreloar@inspiredmotive.co.uk

Show Operations:

Moyne Ops

T: +44 (0) 208 997 8596

E: sara@moyne.co.uk

Open Dates & Times:

Wednesday 13th March

10.00 – 17.00

Thursday 14th March

10.00 – 16.00

Build Up Dates & Times:

Monday 11th March **Space Only**

09.00 - 18.00

Tuesday 12th March **Shell Scheme**

10.00 - 20.00

Breakdown Date & Times:

Thursday 14th March

All Exhibitors: 16.30 - 22.00

Hall Location Rear: N12 - N15

Visitor Hall Entrance: N7

Excel DLR Station: Prince Regent



Key Contacts

Show Director	Ryan Treloar	E: ryantreloar@inspiredmotive.co.uk T: +44 (0) 204 517 8888
Show Director	Matt Williams	E: mattwilliams@inspiredmotive.co.uk T: +44 (0) 204 517 8888
Operations Manager	Sara Binns	E: sara@moyne.co.uk T: +44 (0) 208 997 8596
Marketing Manager	Pearl Pearce-Smith	E: pearl@inspiredmotive.co.uk T: 44 (0) 204 517 8888
Show Website		BusinessRevivalSeriesWebsite
Exhibitor Hub Website		Exhibitors can access all order forms via the E-zone log in page https://www.businessrevivalseries.co.uk/e-zone-login-page
Exhibitor Badges		BIE BIE Order Badges CTE CTE Order Badges
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Accommodation Website		Book Accommodation BCD Meetings & Events

Exhibitor Checklist

A – Z Show Services, Service Providers & Deadlines

Services	Service Provider, Information & Contact Details		Website Links, Forms & Deadlines
Accommodation	BCD Meetings & Events	Book Local Accommodation	Hotel Map Booking Site Deadline: Immediate
Audio Visual	Absolute Visual Solutions	To order TV's on stands, Video Walls, Mic's, iPads and Laptops or to discuss bespoke AV requirements Tel: +44 (0) 1763 852 222 E: exhibitions@absoluteavs.co.uk	FORM 6 Deadline: 4th March
Badges - Exhibitor	E-zone Exhibitor Hub	Access To The Exhibition Hall During The Show Open Period Is Strictly Via Exhibitor Badge Only Select the show you are exhibiting at and click on the appropriate link	BIE Order Badges CTE Order Badges CWE Order Badges HWE Order Badges
Banners - Overhead	Moyne	Contact: Sara Binns Tel: +44 (0) 208 997 8596 Email: sara@moyne.co.uk	Moyne Express Order Form Deadline: 9th February
Car Parking	ExCeL London	Orange Car Park - Height Limit 1.9m Pay & Display	Directions to ExCeL London: Getting To ExCeL Driving & Parking Information
Catering – Stand Hospitality	ExCeL London Hospitality	Tel: +44 (0) 20 7069 4126 (09:00 - 17:30) Email: sales@excelhospitality.london	Online Ordering: ExCeL London Hospitality Stand Catering Early Rate Ends: 28th February 20% Surcharge Thereafter



Section One: Contacts, Checklist & Deadlines

Services	Service Provider, Information & Contact Details		Website Links, Forms & Deadlines
Cleaning	ExCeL London	Tel - +44 (0) 207 069 4400 Email: cleaningservices@excel.london For Stand Cleaning information CLICK HERE	Book Via ExCeL Webshop https://www.excel.london/exhibitor/venue-services/webshop
Electrical Services & Electrical Guidance	Moyne	Contact: Sara Binns Tel: +44 (0) 208 997 8596 Email: sara@moyne.co.uk	Moyne Express Order Form & Electrical Order Form Deadlines: Early Rate: 9th February Standard Rate: 7th March
Floors & Floorcoverings	Moyne	Contact: Della Scimia Tel: +44 (0) 208 997 8596 Email: info@moyne.co.uk	Moyne Express Order Form Deadline: 19th February
Freight Forwarding Site Forklift & Handling Services	DSV	ExCeL London Official Freight Forwarding Agent Tel: +44 0843 227 2032 E: excelfairs@dsv.com	Book DSV Via ExCeL Webshop https://www.excel.london/exhibitor/venue-services/webshop
Furniture	Moyne	Contact: Della Scimia Tel: +44 (0) 208 997 8596 Email: info@moyne.co.uk Most Popular Furniture Items: Moyne Express Order Form. Full Range Of Furniture Via Moyne 2024 Furniture Brochure	Moyne Express Order Form OR Moyne Brochure Deadline: 7th March 20% Site Order Surcharge
Graphics	Moyne	Contact: Della Scimia Tel: +44 (0) 208 997 8596 Email: info@moyne.co.uk	Moyne Express Order Form Deadline: 21st February
Health & Safety Stand Construction Floor Management Fire Safety	Dime Events	Health & Safety Information Requirements: ALL Exhibitors <ul style="list-style-type: none"> Public Liability Insurance To £5m FORM 1 Stand & Product Information Shell Scheme Exhibitors <ul style="list-style-type: none"> Form 2 Compulsory Shell Scheme Construction Space Only Exhibitors <ul style="list-style-type: none"> Form 3 CDM Space Only Checklist Project Pack to include: Risk Assessment Method Statement, Stand Build Plans Space Only Build Regulations CLICK HERE Contact: Amanda Coomber Health & Safety Officer Email: amanda.coomber@dimeevents.com	FORM 1 Stand & Product Information Form Deadline: 9th February FORM 2 Compulsory Shell Scheme Construction & Health & Safety Declaration Deadline: 9th February FORM 3 CDM Space Only Stands Checklist Deadline: 9th February Public Liability Insurance Deadline: 9th February
Nameboards - Shell Scheme	Moyne	Contact: Della Scimia Tel: +44 (0) 208 997 8596 Email: info@moyne.co.uk	Moyne Express Order Form OR Form 5 Deadline: 21st February
Scanners	Event Connections	Badge Scanners and Event Scan Apps are available to purchase from Event Connections who are managing the exhibition registration	Lead Retrieval Online Ordering
Wi-Fi & Wired Internet Connections	ExCeL Core Services	Tel: +44 (0) 207 069 4400 Email: itc@excel.london	FORM 4 WiFi & Wired Internet Deadline: Early Rate Ends: 12th February



Show Schedule

BUILD UP	TIMES	BUILD STAND TYPE
Monday 11 th March	08.00 – 18.00	Show Services Contractors
	09.00 – 18.00	Space Only Exhibitors
	09.00 – 11.00	Vehicle Displays & Forklift Deliveries
Tuesday 12 th March	08.00 – 20.00	Space Only Exhibitors
	10.00 – 20.00	Shell Scheme Exhibitors
Deliveries & Collections	<p>The Organisers are not responsible for goods that cannot be delivered to stands if they arrive at ExCeL London outside the stated hours</p> <p>Under no circumstances will forklift deliveries or vehicle movement be permitted in the exhibition hall on Tuesday 12th March. These exhibit types must be delivered Monday 11th March</p> <p>ALL VEHICLES REQUIRING ACCESS TO THE LORRY DOORS AT THE REAR OF THE HALL FOR STAND DELIVERIES MUST BE REGISTERED ON ExCeL LONDON VOYAGE CONTROL. THIS APPLIES FOR BUILD UP & BREAKDOWN. TO REGISTER CLICK HERE (SITE LIVE APPROX 21 DAYS PRIOR TO SHOW)</p> <p>Halls Access : Lorry Doors N12 - N15 Main Boulevard N7</p>	
Wednesday 13 th March	08.00 – 10.00	Space Only & Shell Scheme Stand Dressing Only

EXHIBITION OPEN TIMES

	SHOW	EXHIBITION HALL
Wednesday 13 th March	10.00 – 17.00	08.00 – 18.00
Thursday 14 th March	10.00 – 16.00	08.00 – 22.00

Exhibitors may receive deliveries each morning prior to the show opening between 08.00 & 09.30. Vehicle Access Via Voyage Control.

BREAKDOWN	TIMES	STAND TYPE
Thursday 14 th March	16.30 – 22.00	Shell Scheme & Space Only
	17.00 – 22.00	Shell Scheme Stands Dismantled
	<ul style="list-style-type: none"> Breakdown commences when ALL visitors are clear of the exhibition hall. After 22.00hrs the Organisers will dispose of any materials left in the hall and charge costs back to the exhibiting company at ExCeL London waste rates. The Organiser cannot be responsible for any item left in the hall after 22.00hrs. Breakdown is a period of high security risk so ensure your stand is manned until items have been removed. Exhibitors with hand carry / portable goods are advised to park in the Orange Car Park 	

Children under the age of 16 are not permitted in the exhibition hall during the build and breakdown periods

Timings Provided Maybe Subject To Change At The Discretion Of The Organisers



How To Get To ExCeL London

By Air



ExCeL London is located less than a mile from London City Airport.

To transfer to ExCeL there are 3 options:

- Bus –No 473 12mins
- Taxi –3 mins £6 -£8
- Walk –25mins

London Underground



There are multiple ways to travel to ExCeL London. The newly opened [Elizabeth Line](#), the Underground and DLR.

For information on travelling by train to the venue visit:

[ExCeL London Getting Here](#)

There are two DLR stations at ExCeL. The closest to the exhibition hall is Prince Regent for ExCeL

London Overground



The Overground is highlighted in Orange on the Tube Map.

The DLR and Jubilee Line can be connected from multiple Overground lines such as Stratford, Canada Water, and Shadwell.

It's also possible to join the Overground and travel to ExCeL from Euston station.

Taxi



When booking a Taxi you require the ExCeL London **West Entrance** Postcode **E16 1XL**

When leaving ExCeL via taxi the taxi rank is next to the West Entrance.

Uber collections will also come to this rank if given postcode **E16 1XL**

Black Taxi Drop Off Points are located at the West Entrance



Google Map Reference: ExCeL London

[Google Map ExCeL London](#)

By Boat



The route is serviced by Uber Boat by Thames Clippers; the fastest and most frequent boat fleet on the river with departures from major London piers every 20 minutes.

When travelling to ExCeL London, alight at the all-new Royal Wharf Pier.

It takes just over 20 minutes to walk through Britannia Village and over the Royal Victoria dock footbridge to ExCeL's West Entrance.

By Cable Car



The UK's first urban cable car, known as the IFS Cloud Cable Car, connects ExCeL London to the O2 and North Greenwich tube station.

Exhibitors and visitors to shows can use the cable car for £3.00 single fare- to redeem show a confirmation email/ticket etc-that indicates that you are attending an ExCeL event.

Flights last approximately 10 minutes

By Car



The postcode for ExCeL London is : **E16 1FR**

Directions:

- If you're arriving via the M11, the North Circular (A406) or the A13, as you get closer you'll pick up signs for Royal Docks, City Airport and Excel London
- From Central London use the Embankment via Tower Hill and follow the signs for East India Docks then ExCeL

ExCeL London is outside the Congestion Charge however your route may take through a chargeable zone. To check zones and route visit: [TfL Congestion Charge](#)

To plan your route visit:

[AA Route Planner](#)

To Pre Book Parking in the Orange Car Park [CLICK HERE](#)

Transport For London TfL Go App

Travel confidently around London with maps and live travel updates on the official TfL app.

Download on the App Store.



With two on-site DLR stations, parking for 1,800 cars and London City Airport just 5 minutes away, getting to ExCeL London couldn't be easier!



To view local hotel's and to book accommodation visit:

[BusinessRevivalSeriesBookAccommodation](#)



Vehicle Deliveries Direct Access To Rear Of Halls

Step By Step Guide For Vehicle Deliveries To The Rear Of The Exhibition Halls ExCeL London



1. All Vehicles must gain access to ExCeL via the **East Entrance**, on **Sandstone Lane**. The Sat Nav postcode is: **E16 1FR**

When approaching the east end of the site (North Circular M11 end) you will pass under the bridge pictured left.



5. From the information on the Permit the **Traffic Marshal** who will advise which lane the driver needs to queue in.

The vehicle will be allocated a queuing lane and coloured zone on the lorry way, which will ensure a parking space closest to the stand / area required in the exhibition halls.



2. Take the **last right turn** on the roundabout signed **ICC & P**.

Enter the ExCeL site via the service road.



6. When your vehicle has been given permission by a Traffic Marshal to access the North lorryway, please make your way up the ramp. Your Permit will be checked and the barrier lifted to allow access.



3. Enter the **Traffic Marshalling Yard** left of the yellow sign shown.

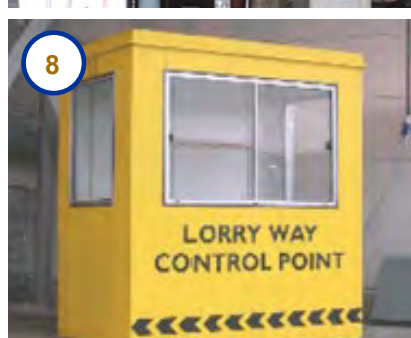


The Business Revival Series of events are in the North Halls

7. Follow the signs for the **North Lorry Way**



4. Park in the allocated parking bays. **Do not park on the main service road**



8. A Traffic Marshal will stop your vehicle at the Lorry way control point, where the time of access will be recorded on the Permit.

Vehicle access to the Lorry Way is via a Voyage Control vehicle permit.

To order permits for Build Up & Breakdown [CLICK HERE](#)

*VOYAGE CONTROL BOOKINGS OPEN APPROXIMATELY 21 DAYS BEFORE THE EVENT BUILD DATE

*DO NOT ARRIVE MORE THAN 15 MINUTES BEFORE YOUR DESIGNATED ARRIVAL TIME

*WHEN TIMED SLOTS ARE FULL BOOK THE NEXT AVAILABLE TIME. THE ORGANISERS CANNOT MAKE BOOKINGS OR CHANGE TIME SLOTS

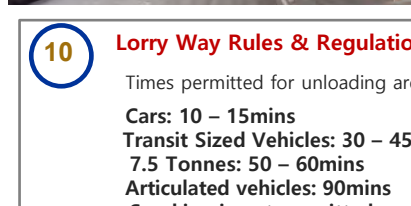
Exhibitors with hand carry goods are advised to park in the Orange Carpark and access the halls via the main Boulevard hall entrance N7 Contractor Door 8

To pre book parking in the Orange Carpark [CLICK HERE](#)



9. A Traffic Marshal will guide your vehicle into an available parking space within your allocated zone. While the vehicle is stationary please switch off your engine.

The Business Revival Series of events take place in Halls N12 - N15



10 Lorry Way Rules & Regulations

Times permitted for unloading are:

- Cars: 10 – 15mins
- Transit Sized Vehicles: 30 – 45mins
- 7.5 Tonnes: 50 – 60mins
- Articulated vehicles: 90mins
- Smoking is not permitted

After unloading, lorries & vans must be moved off the Lorry Way. Cars & Vans to the Orange Carpark – HEIGHT RESTRICTION 2.9M



Summary Of ExCeL London Site Access Procedures

- All stand deliveries / collections MUST be made during the specified tenancy days and access times designated by stand booking type. To view designated access hours on the Show Schedule [CLICK HERE](#)
- ALL Vehicles requiring access to the lorry way to the rear of the exhibition halls must obtain a vehicle permit from the ExCeL London traffic management system Voyage Control. To book permits [CLICK HERE](#)
- The Organisers cannot accept responsibility for any vehicle that is unable to access the exhibition hall due to arrival outside the designated access hours. To see Hall Opening Hours & Show Schedule [CLICK HERE](#)
- Phased vehicle entry is in operation. **Shell Scheme exhibitor delivery vehicles will only be permitted access from the designated entry time of 10.00 Tuesday 12th March**
- Time limits apply on the Lorry Way for unloading / loading on build up & loading on breakdown
 - Cars: 10 – 15mins
 - Transit Sized Vehicles: 30 – 45mins
 - 7.5 Tonnes: 50 – 60mins
 - Articulated vehicles: 90mins
- Once unloaded vehicles must leave the Lorry Way.
- Lorries & vans must ask traffic control for location of site parking. Please note this is not guaranteed in busy periods.
- Cars to the Orange Carpark. Van parking up to 2.9m is also available in this car park. To pre book parking [CLICK HERE](#)
- Forklift unload & movement to stand space can be booked via DSV. To book visit the ExCeL web shop [CLICK HERE](#)
- All stand build must be completed by **20.00 on Tuesday 12th March**
- Security wristbands will be issued during the build period. These must be worn at all times.
- During the Open Period exhibitors will be only be able to access the exhibition hall with an Exhibitors Badge. To go to Badge Order Section [CLICK HERE](#)

Access For Vehicle Displays & Large Exhibits

- Exhibitors displaying vehicles and any very large exhibits that will have difficulty accessing stand space once shell scheme stands are built, are permitted access, via permission from Sara Binns Operations Manager (E: sara@moyneco.uk) between the hours of **09.00 - 11.00 on Monday 11th March**
- Exhibitors with Vehicle Displays must comply with the following regulations:
 - The fuel tanks of motor vehicles must contain only sufficient fuel to move the vehicle in and out of the hall.
 - The fuel tanks on all other petrol engine equipment must be empty.
 - The fuel tank must be sealed, wherever possible with a lockable cap.
 - All vehicles must be provided with a drip tray and shall be positioned within the boundaries of the stand so that any protrusions, doors, tail lifts etc, do not infringe the stand perimeter.
 - The running of engines during the open period of an exhibition is strictly prohibited.
 - Filling or emptying of fuel tanks inside the hall is strictly prohibited at all times.
- The Organisers are not responsible for vehicles / large exhibits that cannot be delivered to stand space if they arrive at ExCeL London outside the stated delivery hours. In this instance the Organiser is not obliged to find an alternative stand site.
- Exhibitors exhibiting the product types detailed in this section should provide the vehicle / product specifications on [FORM 1 Stand & Product Display Information Form](#) & email specifications to amanda.coomber@dimeevents.com

Accommodation

The preferred show hotel booking partner is BCD Meetings & Events. Follow the link below to see local hotels and rates.

[BusinessRevivalSeriesBookAccommodation](#)





Badges & Passes

Build Up & Breakdown Site Access

- Wristbands will be issued upon registration at the exhibition hall access points.
- Exhibitor Badges are not required for access during the Build Up & Breakdown periods.
- Stand contractors working on exhibitor's behalf will require a Vehicle Pass via [Voyage Control](#)

Show Open Days Site Access – Exhibitor Badges

Access to the Exhibition Halls on the Show Open Days:

Wednesday 13th March & Thursday 14th March is **Strictly Via Exhibitor Badge**

To order Exhibitor Badges for stand personnel follow the link for the show you are participating in below:

- | | |
|---|---|
| Business Innovation Expo (BIE) ORDER BADGES | Communications Technology Expo (CTE) ORDER BADGES |
| Corporate Wellbeing Expo (CWE) ORDER BADGES | Hybrid Working Expo (HWE) ORDER BADGES |

Breakdown – Important Information ALL Exhibitors

Thursday 14th March:

16.00 – Show Closes

16.30 – 22.00 Breakdown Period

Timings at subject to change at the discretion of the Organisers.

- Vehicles will not be permitted access to the Lorry Way until Breakdown is called.
- Hall to Lorry Way Access Doors are closed until Breakdown is called
- Vehicle access to the Lorry Way is via a Voyage Control permit. To obtain a permit [CLICK HERE](#)
- No Exhibit or Standfittings may be removed or dismantled before **all visitors are clear of the venue**
- At 22.00hrs on Thursday 14th March the Organisers venue tenancy period ends. The exhibition halls and external venue areas must be cleared of all materials and product by this time
- The Organiser is not responsible for any item left in the exhibition hall or external venue areas after 22.00hrs on Thursday 14th March
- Items left at ExCeL London after 22.00 will disposed of and removal / waste costs charged to the exhibiting company at ExCeL London waste rates
- Breakdown is a period of high security risk so ensure your stand is manned until all your stand items have been removed.
- Neither the Organisers or the official contractors are responsible for damage to items left on stands.
- Children under the age of 16 are not permitted in the exhibition hall during the Build or Breakdown hours

IMPORTANT

There is a very tight deadline to clear the exhibition hall. Exhibitors are asked to exit the hall swiftly from 16.00. Exhibitors holding meetings or gatherings at this time should move them to the comfort and safety of the Cafes and Seating Areas in the Boulevard

Couriers & Deliveries

- Vehicle Deliveries should be addressed as follows:

Company Name
Stand Number
Name of Show
Halls N12 - N15
ExCeL London
1 Western Gateway
London
E16 1XL

Important Notes:

Deliveries being made via parking in the Orange Carpark and carry into halls will access the hall during build up & breakdown via the **Contractors / Exhibitors Door 8** next to **Entrance N7** in the main Boulevard.

Courier deliveries requiring access to the hall rear lorry way must register on the day for a vehicle pass via [Voyage Control](#)

- **Exhibitors must ensure they are at the venue, at the designated access period, to receive deliveries.**
- Security, venue, organisers & site staff are not permitted to take responsibility for or sign for deliveries.
- The Organisers are not responsible for storing goods or for any deliveries which go missing



Exhibition Hall Location

- The Business Revival series of events takes place in North Halls - Rear Lorry Way **N12 - N15**
- The Exhibition Hall Main Visitor Entrance is signed **N7** from the Central Boulevard
- N7 is 3 minute walk from the East Entrance (Prince Regents DLR), a 7 minute walk from the West Entrance (Custom House DLR) Entrance and a 5 min walk from the stairs and lifts in the Boulevard from the Orange carpark.
- **ExCeL East Entrance** is closest to N7
- **Prince Regents DLR** is the closest Station to the halls
- During the Open Period the main shutter off the Boulevard will be raised to allow entrance via Exhibitor Badge Only

[See Venue / Hall Location Plan](#)

Loading

- Trolleys are not available at the venue.
- Exhibitors should ensure they have an appropriate means of transporting goods.
- Exhibits which require forklift movement should book this service via DSV, the ExCeL London logistics company

<https://www.excel.london/exhibitor/venue-services/webshop>

Parking

Car Parking

- ExCeL London has 1800 parking spaces in the **Orange Car Park** which is under the main venue.
- Upper level car parks have a height restriction of 1.9m.
- Van parking is available up to 2.9m high on the lower level. £30.00 for up to 24 hours
- Car Pay & Display Parking costs £25 for up to 24 hours.
- To pre book parking [CLICK HERE](#)

Disabled Parking

There are clearly marked disabled parking bays in the Orange car park (the car park closest to the exhibition hall)

Parking for disabled visitors is free of charge.

Access to the building from these bays is along walkways with a gradient of no more than 1:15 or lift (east end). There is a fine of £80 for parking in a disabled bay without displaying a valid disabled badge.

Van & Lorry Parking

Traffic marshalls will advise on the location and availability of site parking. Please note that in busy periods this cannot be guaranteed. Alternative parking sites outside ExCeL may be required.

- All vehicles parked on site must be empty of all goods and stock and where possible, all curtains and doors left open.
- No overnight sleeping in vehicles is permitted.

Excel London and its partners accept no responsibility for vehicles parked on the ExCeL London site



Shipping / Freight Forwarding Services

For freight forwarding services we advise exhibitors use the official ExCeL London logistics company:

DSV: Official ExCeL London Logistics Supplier:

T: 0843 227 2032

W: Book Services Via The ExCeL London Webshop: [ExCeL London Webshop](#)

Small Exhibits & Stand Promotional Material

Speed Link Time Critical

T: 0800 227 2032

W: <https://www.speedlinktc.com/exhibition-events-courier-services-for-the-excel-in-london/>

Storage

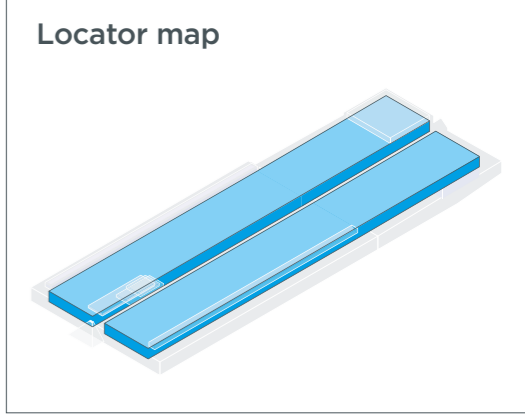
Internal / External storage space is not available at ExCeL London.

Exhibitors should ensure that adequate / safe storage is provided on stand space. NOT BEHIND STAND WALLS

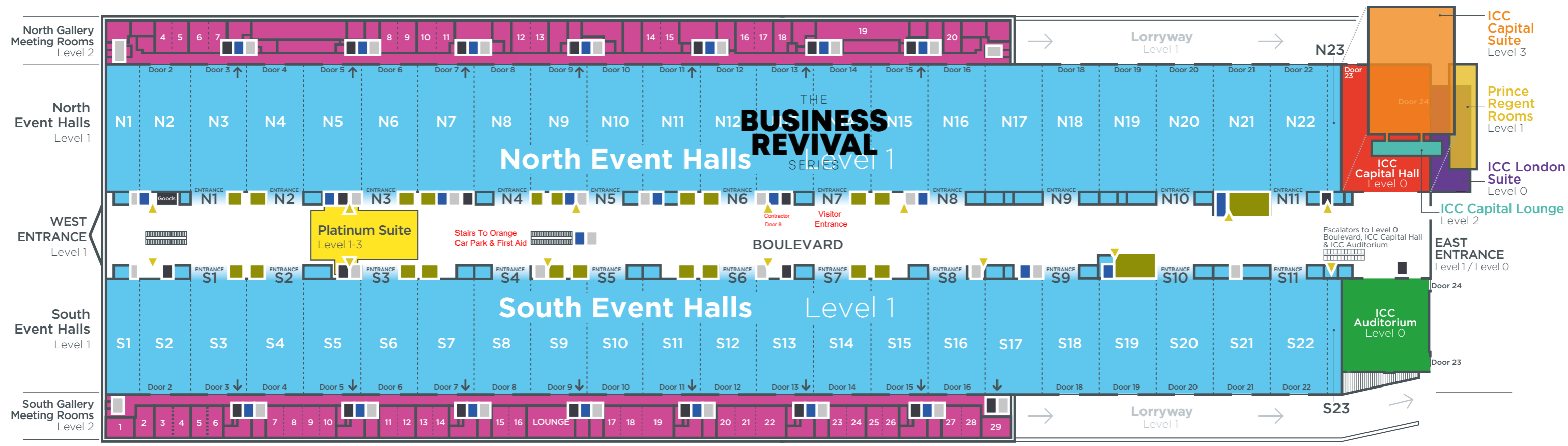
Unwanted items including pallets, crates & trailers must be removed from the venue over the open period and returned for breakdown.



ExCeL London Event Halls Map

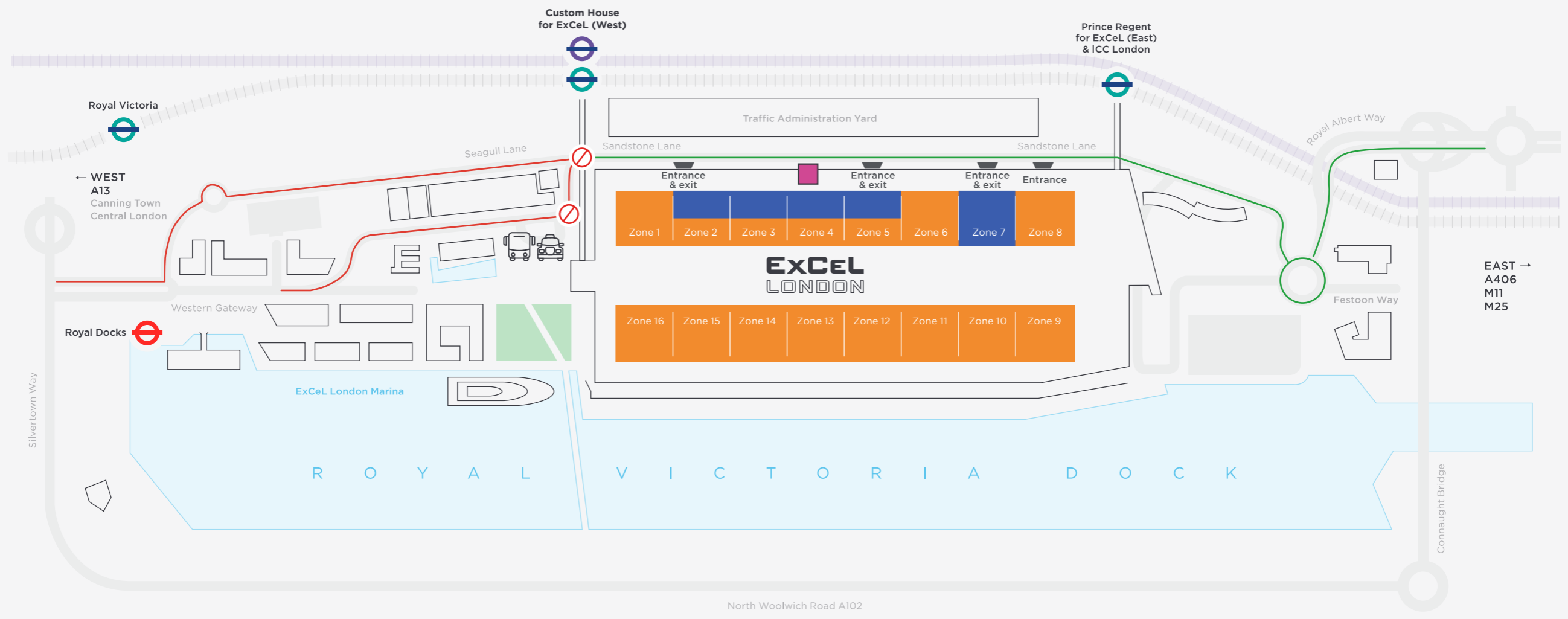


- Visitor Access From Central Boulevard Via Entrance **N7**
- Exhibitor Hall Access From Central Boulevard For Build Up & Breakdown : **Contractor Door 8 Next To N6 Entrance**
- Closest Venue Entrance To Exhibition Halls : **EAST**
- Closest Rail Station To Halls: **PRINCE REGENT**
- Lorryway Delivery Entrance Doors Marked **N12 - N15**
- Closest Car Park : **Orange**
- Orange Carpark Access Via Stairs to Lower Boulevard





ExCeL campus travel map



Key

1,867 total spaces in venue car park



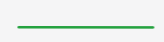
Coach, bus and taxi drop-off



IFS Cloud Cable Car



Venue car park for cars
1,650 spaces for cars with 80 accessible spaces and access to the venue via level 0 with lifts available



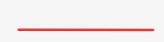
Access route



DLR station



Venue car park for vans
135 spaces for vans



No access to Sandstone Lane or ExCeL car park



Traffic office



Elizabeth line



AV

Absolute Audio Visual Solutions are the official show AV provider. For products and price list please refer to **Form 6**

Tel: +44 (0) 1763 852 222

E: exhibitions@absoluteavs.co.uk

Deadline: **4th March**

Banners

Banners are provided as either 2m or 3m wide x 3m drop and include production and venue Rigging charges. Order via the **Moyne Express Shell Scheme Order Form**.

All Banner orders and positioning must be booked via Moyne and are subject to approval by the Organisers.

E: info@moyne.co.uk

Deadline: **9th February**



Carpet

Shell Scheme exhibitors have Grey Cord Carpet provided with the stand booking. **Space Only must provide a floorcovering**

To colour change shell scheme cord carpet (charges apply) order Space Only carpet or purchase a raised 18mm or 40mm raised floor, refer to the **Moyne Express Shell Scheme Order Form**. Deadline: **19th February**

Exhibitors providing own floor coverings must use NEC approved tape. If floor surfaces are found to be damaged as a result of using incorrect tape, or fixing method, the cost of repair will be charged direct to the standholder (exhibitor).

Exhibitors own carpet and carpet rolls must be removed from the venue. Charges apply for disposal.

Catering : Stand Hospitality

The 'ExCeL London Hospitality' team can arrange anything from drinks and snacks to a professional barista or refreshments bar and working lunch meetings buffet, all served directly from your stand.

To order online: [ExCeL London Hospitality Exhibitor Catering](#)

Concession fees apply to exhibitors bringing own food and drink for Stand Hospitality purposes. This includes coffee and coffee machines. We advise exhibitors book food and drink via ExCeL London Hospitality.

Cleaning : Stands

- Stand carpets will be vacuumed on the evening of the build day
- Stand displays are not cleaned.
- Exhibitors requiring additional cleaning services should order online via: <https://www.excel.london/exhibitor/venue-services/webshop>

Exhibitors are requested to refrain from bringing own vacuum cleaners. These appliances require a 13amp socket. Plugging into standard exhibition stand supplies @ 500w - 2 / 4 amps will trip stand power and the power supplies of all surrounding stands.

Designer Shell Scheme

Moyne offer a, simple to order, eye catching, upgrade to the standard shell scheme.

'Designer Shell' is offered in a variety of stand sizes and configurations.

To see specifications and prices refer to the **Moyne Express Order Form**

Deadline: **19th February**





Electrical Orders & Electrical Guidance

ALL Stand Bookings are exclusive of lighting and power. Electrical orders must be submitted via the [Moyne Express Shell Scheme Order Form](#) or [Electrical Order Form](#) Shell Scheme exhibitors are advised to book the Shell Scheme Package comprising: 1 x 500w Socket & 1 x Light Track including 3 x Spotlights

Standard positioning of these package items is:

- Socket to stand back wall
- Light Track behind nameboard fascia

Should specific / alternative placement be required exhibitors must provide the stand positioning diagram See Moyne Express Shell Scheme Order Form. Charges apply onsite for moving electrical items.

- Electrical orders for sockets, light fittings and mains power supplies should be placed via the [Moyne Express Order Form](#).
- All stand power supplies will be switched off when the halls are not in use except for supplies booked as 24 hour. On open days this will be 30 minutes after the show closes.
- The organisers have appointed Moyne as the official and sole electrical contractor. All electrical work for the exhibition will be carried out by Moyne.
- Exhibitors are advised to read the [Electrical Guidance](#), provided in the [Moyne Express Shell Scheme Order Form](#), for this show carefully, before ordering.

Deadlines and Surcharges apply to Electrical Orders:

Early Rate Ends: [9th February](#)

Standard Rate Ends: [7th March](#)

After [7th March](#) Electrical Orders must be placed via the Moyne Service Desks at the show and are subject to a [20% Site Surcharge](#). Please refer to the Moyne Express Order Form for terms of sale.

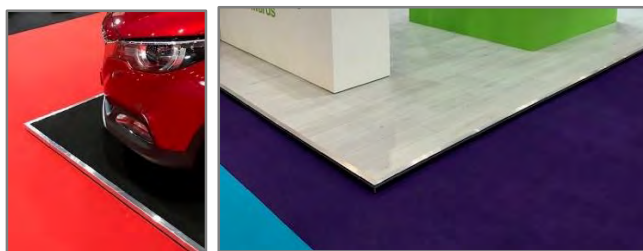
Floors & Floorcovering

Shell Scheme Exhibitors have Grey Cord Carpet included with the stand booking. Space Only have no floorcovering provided.

Moyne, the official floorcovering supplier, provide carpet, woodplank and coloured vinyl packages which include the floorcovering, raised floors and aluminium edging.

See [Moyne Express Shell Scheme Order Form](#)

Deadline: [19th February](#)



Furniture

ALL Stand Bookings are exclusive of furniture.

Moyne, the official furniture supplier, provide a range of easy to order furniture packages. Packages and additional furniture items including lockable cupboards, computer display plinths, demo desks, literature racks and tables, chairs and stools can be ordered via the [Moyne Express Shell Scheme Order Form](#)

Deadline: [7th March](#)

[20% Site Order Surcharge](#) applies. We advise all exhibitors to order furniture in advance of the show

- Furniture ordered via Moyne will be delivered to stands over the course of the build up period and collected on breakdown evening.
- Exhibitors must remove all personal belongings from items such as lockable cupboards.

For the full range of furniture available for this show request the [Moyne 2024 Furniture Brochure](#)

Email: info@moyne.co.uk

- Exhibitors are permitted to provide own furniture.
- All items must be fire retardant and comply with Fire Regulations.



Graphics

Graphics are available to order via the [Moyne Express Shell Scheme Order Form](#)

Deadline: **21st February**

Items include:

- Lightbox Walls (suitable for Space Only & Shell Scheme)
- Foamex Panels
- Printed Nameboards
- Tension Fabric Seamless Wall Graphics
- Counter Front Graphics
- Overhead Banners
- Freestanding Display Graphics (suitable for Space Only & Shell Scheme)

Exhibitors undertaking own graphics installation should be aware of the following:

- Shell Scheme Panel Size for artwork purposes: **950mm x 2340mm**
- Approved fixing methods for graphics to shell scheme walls are either Velcro or low tak tape.
- Damage to shell scheme panels by fixings including, but not limited to, high tak tape, glue, staples, nails, pins, are charged to the stand holder at £25.00 + vat per panel
- Exhibitors own graphics and graphics packaging including graphics rolls, must be removed from the exhibition hall and the site at the end of the show. Waste charges to stand holders apply for disposal at the rates levied to the Organisers by the venue.
- Exhibitors employing stand contractors to build or dress their stands should ensure they take all waste graphics materials away from the site.



Lightbox Walls

Logistics : Freight Forwarding, Handling & Forklift

For freight forwarding services we advise exhibitors use the official ExCeL London logistics company:

DSV:

T: 0843 227 2032 E: excelfairs@dsv.com

W: <https://www.excel.london/exhibitor/venue-services/webshop>

Meeting Rooms

Meeting and Hospitality rooms, with direct access from the exhibition hall, are available to hire from ExCeL London

Take a virtual tour [ExCeL London Gallery Meeting Rooms](#)

For further information please email: salesenquiries@excel.london

T: +44 (0)20 7069 4602

To order Meeting Room Hospitality: [ExCeL London Hospitality Exhibitor Catering](#)

Nameboards : Shell Scheme Stands

If you have booked a shell scheme stand, Moyne will be building your stand and printing your stand nameboard(s).

- Standard Nameboard print is included in the Shell Scheme stand booking.
- Your company name and stand number will be supplied on a standard panel fixed to the front of your stand.
- One nameboard per designated open side. Maximum 34 characters including spaces.
- Nameboard print should be confirmed via the [Moyne Express Order Form](#) OR [FORM 5](#) Deadline: **21st February**
- If the nameboard print requirement is not returned by the deadline date the print name will be taken from the Organiser's record for the stand occupant.
- If it is necessary to change this after the deadline or onsite, a charge is applicable of £27.00 + VAT per nameboard.

Fascia Overlay is a popular nameboard upgrade option. These digitally printed boards provide the opportunity for design and logos on the nameboard fascia. Charges apply.

Order via the [Moyne Express Shell Scheme Order Form](#) Deadline: **21st February**



Organisers Office

The Organisers office is located at the front of the exhibition hall next to the N6 Visitors Entrance

Organisers Office Open Hours are:

Monday 11th March 08.00 – 18.00

Tuesday 12th March 08.00 – 20.00

Wednesday 13th March 08.00 – 18.00

Thursday 14th March 08.00 - 22.00

Questions, queries, security or health & safety issues should be directed to the Organisers Office.

Exhibitors goods cannot be stored in the Organisers Office. Exhibitors should ensure they have adequate, secure storage facilities on their stand. Please see the [Moynes Express Order Form](#) for Lockable Counters & Storerooms

The Moyne Service Desk, located at the front of the exhibition hall, will assist with stand build, stand services, and onsite orders for additional furniture & electrical services.

Security

Security for the exhibition hall is provided from:

08.00 on Monday 11th March to 22.00 on Thursday 14th March.

Please assist us to keep the exhibition hall secure by:

- Wearing your Exhibitor Wristband during the build up period
- Wearing your Exhibitor Badge during the show open days

To secure your stand please follow the advice below:

- Take home any valuable items each night if there are no secure storage facilities on site.
- Do not leave your stand unattended at any time during build-up, the open period or the breakdown period of the show.
- Do not leave the hall until all visitors have gone each evening.
- Do not position desirable items at the front of your stand, where you may not be able to keep an eye on them.
- Ensure you have enough staff, so that the stand is not vulnerable to thieves and do not ask a neighbouring exhibitor to watch over your stand while you go for a break. They may become busy and not be able to keep an eye on your belongings.
- Remove all portable or valuable items from the stand on the evening the show closes. Do not leave them until the following day for collection. Your stand should be manned until all personal goods have been removed
- Arrive in time for the show opening. Ensure your stand is staffed at least 15 minutes before show open time each day.
- Use a lockable cabinet to store your personal possessions during the show open hours. You can hire one from Moyne the appointed furniture company.

ALL goods are at exhibitors own risk.

If you are a victim of theft please report it immediately to the Organisers Office

Shell Scheme Specifications

Moyne Shell Scheme Stands are built using the Octanorm Shell Scheme System with White metalwork and include:

- 3mm White Foamex Panel Walls To Designated Closed Sides (all sides onto a gangway are designated as open)
- Nameboard Fascia To Open Sides

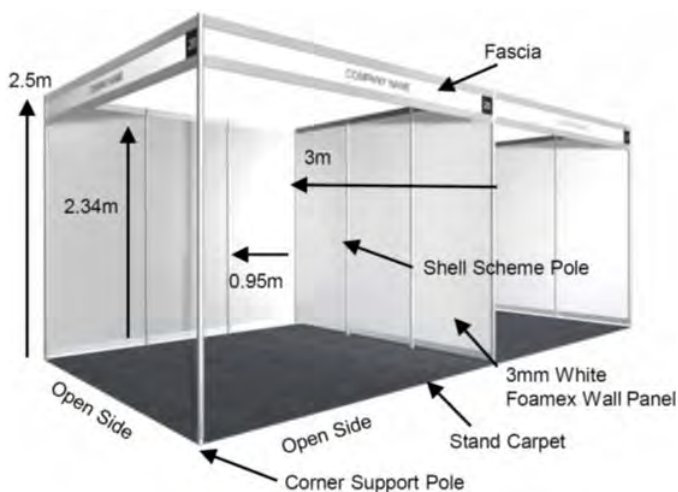
Schedule for Shell Scheme exhibitors:

Build Up: **Tuesday 12th March 10.00 – 20.00**

Breakdown: **Thursday 14th March 16.30 – 22.00**

**Shell Scheme stands will be dismantled from 16.30 please remove belongings quickly and do not leave goods unattended*

- Stand layouts should be planned in advance. Positioning will be required for electrical and standfitting items. An Example Stand Layout Plan is provided for guidance in the **Moyne Express Shell Scheme Order Form**.
- Shell Scheme exhibitors with a requirement to position electrical sockets in positions other than against stand walls must read the Electrical Guidance notes relating to socket positions and use of extension leads in the **Moyne Express Shell Scheme Order Form**. Trailing cables are not permitted across stand floors. Should socket positions to locations other than a stand wall be required a raised 40mm floor should be ordered.
- Shell scheme is supplied as a hire item. Panels damaged due to misuse of inappropriate fixings such as high tak tape, screws, glue and nails are charged at £25.00 + vat per panel
- Stand panels are 3mm and not suitable for mounting heavy items. A TV Panel or Cladding will be required. See **Moyne Express Shell Scheme Order Form**



Shell Scheme Stand Specifications

Panel Size: For artwork purposes the visible size between the poles and top and bottom beams = 0.95m (950mm) wide x 2.34m (2340mm) high

Pole Profile: Raised forward of panels by 20mm

Overall Height of Shell Scheme: Floor to Top Beam = 2.5m (2500mm)

Fascia Height: Height underside of fascia to floor = 2.04m (2040mm)

Ceiling / Cross Beams: Moyne do not install an overhead ceiling grid as it restricts the height allowance for interior pop up displays. Cross beam supports maybe installed at height to stand wall corners.

Fixing to Panels: Via Velcro or Low Tak Tape only

Example Stand: Dimensions: 3m x 3m = 9m²

Configuration: Corner Stand (2 Open Sides) Number of Panels: 3 x panels to each closed side. Total = 6 panels. A 4m x 3m stand with one open side would have 10 x panels. A 5m x 3m stand with 2 open sides would have 8 panels.

TV Screens

Moyne provide a TV Screen & TV Support Panel Package for shell scheme stand wall installation - as shown Opposite.

See **Moyne Express Shell Scheme Order Form Standfittings Section**.

TV Screens on stands and LED Video walls can be purchased via the official show AV Supplier Absolute Audio Visual Solutions see **FORM 6**



Water Refill - Watercoolers

There are four water refill stations located by the East and West Entrances as well as by the halls S4 and S7.

If a constant supply of drinking water is required we advise ordering either:

- Bottled Water from ExCeL London Hospitality [ExCeL London Hospitality Exhibitor Catering](#)
- Watercooler / Branded Watercooler / Branded Water Bottles from lovewater.com [Love Water For Events & Exhibitions](#)
- Under counter fridge available to order from the **Moyne Express Shell Scheme Order Form & Furniture Brochure**



Wi-Fi & Wired Internet Connections

ExCeL has free, fast WiFi which is suitable for browsing, social media, and email.

When you arrive at the venue, you just need to sign in to '_ExCeL FREE Wi-Fi' using the standard log in, or via LinkedIn, Facebook, or Twitter.

ExCeL Core Services provide internet and WiFi services for exhibitor stands

We advise all exhibitors with displays that are reliant on internet / Wi-Fi connection to order own services.

FORM 4 WiFi & Wired Internet

Deadline:

Early Rate Ends: **12th February**



Children

Children under the age of 16 are not, under any circumstances, permitted in the exhibition hall or external site areas during the stand build up, show open hours and break down periods.

Concession Fees

ExCeL London Hospitality are the in-house venue caterers. All food and drink served on stands must be ordered via ExCeL London Hospitality. This includes coffee and coffee machines.

Concession fees apply to exhibitors bringing own food & drink, for hospitality purposes, to the site.

To order Stand Hospitality: [ExCeL London Hospitality Exhibitor Stand Catering](#)

Contractors

If you are employing a stand contractor to build or dress the interior of your stand please ensure that they receive a copy of this manual.

Contractors must adhere to all regulations detailed in this manual and those detailed in the AEO eGuide. This is available at [Download eGuide](#)

Exhibitors are responsible for ensuring that their contractor / stand service suppliers are aware of the following:

- Access Procedures & Vehicle Pass Registration via Voyage Control
- Show Schedule
- Show Information Requirements (Space Only CDM Project Pack)
- Rules relating to Waste Disposal
- Site Rules

The venue has a strict drugs and alcohol policy which allows them to offer to test or eject from site any person suspected of being under the influence of drugs or alcohol.

The Organisers reserve the right to prohibit contractors who are in breach of the stated rules and regulations from working onsite.

In the event that a contractor is prohibited it is the exhibitors responsibility to complete the work themselves or source an alternative supplier.

Damage & Dilapidations

Venue

- Please do not attach anything to the fabric of the building. Charges will apply for any damage caused.
- Damage to venue floors is chargeable at the rate levied by the venue. Ensure approved tape is used.
- Exhibitors appointing their own stand contractors should be aware that a charge will be made direct to the exhibitor for any standfitting items, carpet tape and floorcoverings left at the end of the event.

Damage to Shell Scheme

When dressing your stand please be aware that damage to shell scheme stand wall panels via fixings including: nails, screws, staples, high tak graphics adhesive will be charged at £27.00 + vat per panel.

The acceptable method of fixing to stand panels is via **Velcro (double sided tape) or Low Tak tape**.

* Charges for damages / dilapidations are charged to the stand holder irrespective of any appointed supplier / contractor involvement.

Emergency Procedures

It is the stand holders responsibility to ensure that all staff (including any directly appointed contractors) are familiar with the venue Emergency and Evacuation Procedures.

To view Emergency Procedures for ExCeL London **See Following Pages**



If you have any questions, please feel free to call us on 020 7069 4000

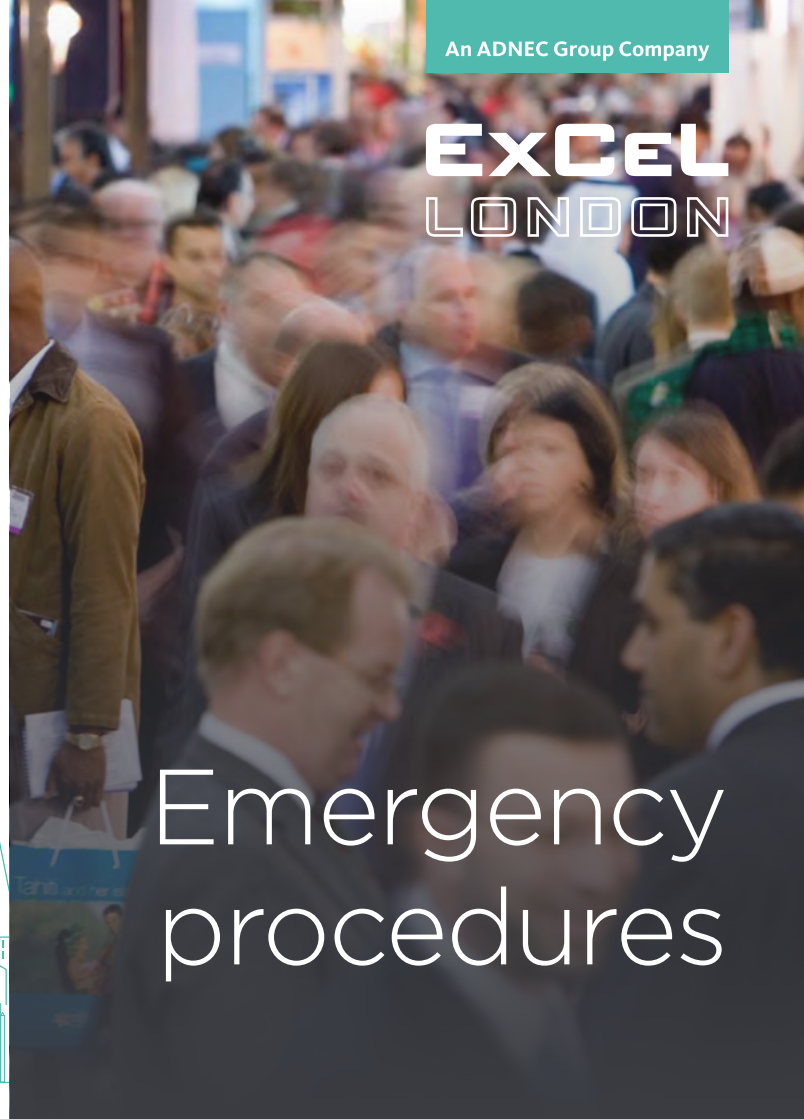
www.excel.london



An ADNEC Group Company

EXCEL
LONDON

Emergency procedures





Contents



Emergency numbers



Fire



Evacuation



Assembly points



Security information



Medical information

Emergency numbers



To call from an external line, add the prefix

020 7069

followed by the extension numbers listed below

In any emergency i.e.

Medical, fire, security,
unattended packages **4444**

Security enquiries **4445**

Medical enquiries **5556**

Telephones are located
at all entrances & exits
from the halls.



Fire



On discovering a fire

Break the glass on the nearest manual call point (coloured red), which are located adjacent to all exits, or contact the Security Suite by dialling **4444** on an internal telephone or **020 7069 4444** immediately.

Only if you have been trained and it is a very minor fire and is safe to do so, tackle the fire with the nearest suitable fire extinguisher. Always ensure that there is a safe exit route before attempting to extinguish any fire.

In the event of a fire report

You will hear the following instructions broadcast over the public address system:

**“Attention please, attention please.
Mr Goodfellow report to the security suite.”**

Take no immediate action, stand-by and wait for further instructions and prepare to evacuate.

Remember, **do not put yourself at risk.**

Evacuation



If an evacuation is necessary you will hear the following announcement broadcast over the public address system:

**“Attention please, attention please.
Here is an important announcement.
It is necessary to ask everyone to leave
the building. Please make your way calmly
to the nearest exit. Do not return to your
vehicles. Everyone will be re-admitted as
soon as possible.”**

Use the nearest available emergency exit route to the appropriate assembly point.

In the unlikely event that an evacuation is necessary please remember to take your visitors with you.

Cancellation



The fire procedure is cancelled by the following instructions broadcast over the public address system.

**“Attention please, attention please.
Mr Goodfellow is no longer required.”**

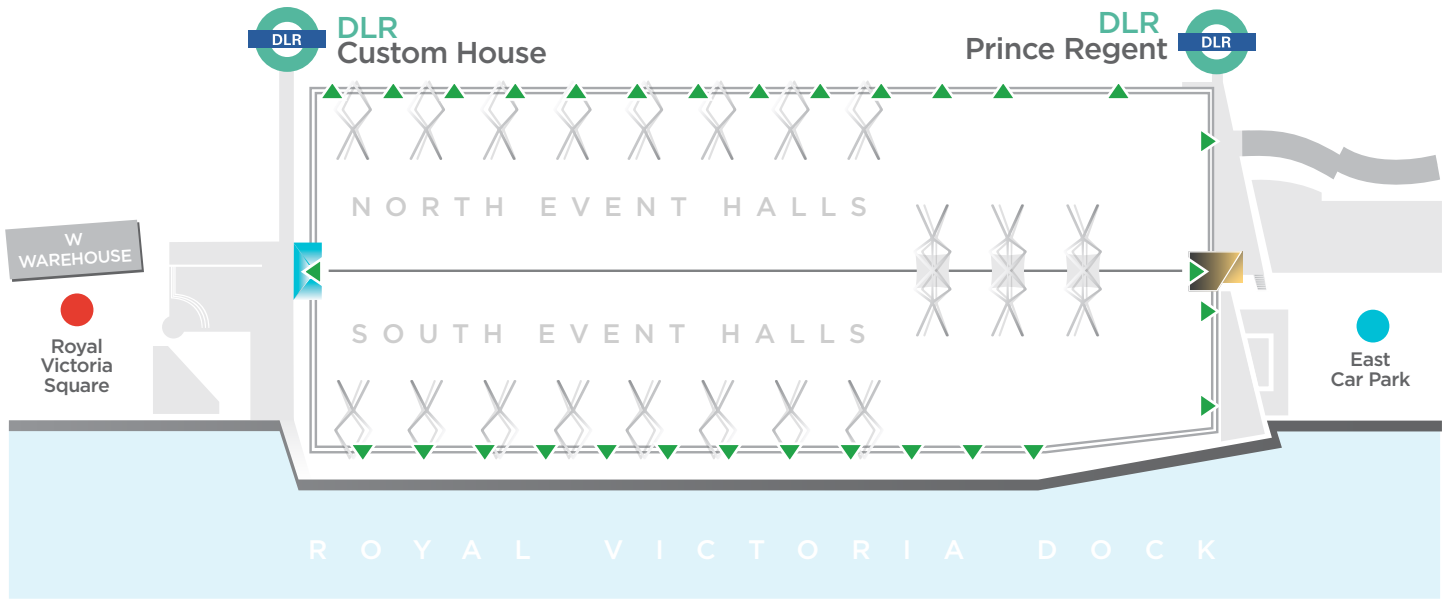


Assembly points



In case of an emergency leave by the nearest exit and please make your way to your closest assembly point.

- West assembly point
- East assembly point
- ▲ Venue exits





Security information



Unattended items

- Do not touch or move any suspicious item.
- Remain vigilant at all times, Vigilant behaviour by staff and members of the public can disrupt potential attack planning.
- Be aware of suspicious people, incidents and packages.
- Please refrain from using two way radios or mobile phones near any suspect packages as they are not intrinsically safe and could set off any potential explosive device.
- Report them to the Security Suite, by dialling **4444** on an internal telephone or **020 7069 4444** immediately.
- Follow the instructions that you are given.

Remember, always be alert and never look after items belonging to other people.

Bomb threat

In the event of a bomb threat, you will hear the following announcement:

“Attention please, attention please. Staff call 100.”

- Do not leave the building.
- Inform your colleagues, and then assist in searching for suspicious objects in your work area.
- If nothing is found, tell your Fire Warden, who should report “Area Clear” to the Security Suite immediately after the search on internal **4444** or in person if necessary.
- If you find a suspicious object, **DO NOT** touch or move it. Calmly clear the area of people and report to the Security Suite immediately on internal **4444** or in person if necessary.
- The Emergency is cancelled by the announcement:

“Attention please, attention please. Staff call 100 is cancelled.”



Telephoned bomb threat

- Remain calm and listen carefully.
- Write down all that is said.
- Try to discover:
 - Where is the bomb located?
 - When is it going to explode?
 - What does it look like?
 - What type of bomb is it?
 - What will cause it to explode?
 - Did the caller plant the bomb?
 - Why?
 - Any other useful information?
- Write down the exact time of call.
- Please note down any background noises that can be heard or any accent the caller may have. This could all be valuable information when passing details over to the emergency services.
- Inform the Security Suite, by dialling **4444** on an internal telephone immediately.

Medical emergencies



The Medical First Aid room is located on level 0 between N4 and S4 boulevard shutters down the stairs.

- For medical enquires dial **5556** from any internal telephone.
- In the event of a medical emergency dial **4444** from any internal telephone.
- If possible give the following information:
 - The location
 - The problem
 - Is the patient conscious?
 - Is the patient breathing?
 - Their approximate age
 - Do they have chest pains?
 - Are they bleeding?



Fire Regulations

Venue

- Fire Escape Routes & Fire exits must be kept free of obstruction at all times. This includes loading doors, main entrances to the exhibition hall, designated emergency exits, gangways and office / room exits.
- Fire Extinguishers will be provided by Evolution London. The Organisers Health & Safety representatives will inspect the hall at regular intervals to ensure that all the exit routes are clear in the case of an evacuation.

Stands

The following regulations are included in the eGuide [AEO eGuide Download](#) and must be complied with by all contractors and exhibitors. They do not apply to exhibits.

All materials used in the construction of stands, features and displays, including signs and fascia's, shall be:

- of a suitable nature and quality for the purposes and conditions of their intended use
- adequately prepared and fixed in order adequately to perform the functions for which they are designed
- non-combustible, inherently non-flammable or durably flameproof in accordance with BS476-Part 7
- water-based, where applicable, e.g. adhesives and paint.
- British Standards are the minimum acceptable standards for construction materials.
- Suitable samples of materials may be submitted to the venue for approval.
- Materials may be tested on site to ensure they comply.

First Aid

First Aid cover will be provided for the duration of the site open periods.

In the event of an accident First Aid Assistance can be sourced either via the venue security team or the Organisers Office.

OR Dial 4444 from any internal venue telephone.

The ExCeL London First Aid Point is located at:

Level 0 on the Boulevard and down the stairs by N4/S4.

To conform to RIDDOR all accidents must be reported to the Organisers Office.

The closest Accident & Emergency is located at:

Newham General Hospital

Glen Road

London

E13 8SL

Gangways

- Designated emergency gangways must be kept clear of obstruction at all times.
- During build up and breakdown the designated build stand items area is within the confines of the stand space NOT the gangway.
- Exhibits, including pop up banners, are not permitted, under any circumstances, to encroach into the gangway.
- Please ensure sufficient exhibit space is booked to accommodate people, stand fittings & product.

Hazardous Exhibits

Please consider the safety of your staff and visitors to the show when planning the layout of your stand.

- Hazardous items, such as knives and hot equipment such as ovens and catering appliances must be set back from the stand and out of reach of the public.
- Guards will be required to shield anything emitting heat and any machinery or other equipment which may present a hazard to visitors. The use of real flame (eg candles) and LPG gas are not permitted.

Exhibitors are responsible for declaring hazardous exhibits via [Form 1 Stand & Product Information Form](#) and for providing all required exhibit specifications and risk assessments.



Health & Safety

Inspired Motive Ltd Health & Safety Policy Statement

'It is the policy of Inspired Motive Ltd to endeavour to seek the co-operation of all concerned in order to achieve the highest standards, in all aspects, of health and safety'.

In general terms The Health and Safety at Work, etc, Act 1974 (HASAWA) places a responsibility on companies and individuals to exercise a duty of care for employees and non-employees who may be affected by their acts and omissions. These duties can be discharged by doing what is "reasonable" to prevent loss or harm where risk is foreseeable.

It applies to all premises used as a place of work, including temporary locations such as ExCeL London, and includes build-up, open days and breakdown.

The Health and Safety at Work, etc, Act 1974 [HASAWA] and its subsidiary legislation is criminal law, a breach of which is a criminal offence.

Inspired Motive Ltd and ExCeL London, within the scope of their own laid down policies, have a responsibility to ensure that safe working practices are maintained at all times, which includes ensuring that provision is made whereby persons, other than Inspired Motive Ltd or ExCeL London employees, are reminded of their responsibilities whilst working at the exhibition centre.

Health & Safety Officer

Inspired Motive Ltd has appointed Dime Events as the Health and Safety Officers for BIE CTE CWE & HWE 2024

Dime Events reserve the right to impose any necessary measures to ensure safe build-up, open and breakdown periods and will be based on site in the Organiser's Office.

In case of queries before the event, Amanda Coomber can be contacted at amanda.coomber@dimeevents.com

Health & Safety: Exhibitor Responsibilities

- Exhibitors have a legal duty of care for the safety of anyone who may be affected by their activities.
- This includes responsibility for all aspects of safety on the stand during the build-up, the open period of the show and during breakdown.
- Where the building and finishing of the stand is contracted out, exhibitors and stand holders are still vicariously responsible for the activities of their appointed contractors. It is therefore essential that exhibitors appoint a contractor who is fully aware of their Health and Safety responsibilities including CDM 2015.

Exhibitor Duties Are To:

- Comply with the Organiser's health and safety requirements as laid out in this manual, including submitting all required health and safety documentation.
- Notify the Organiser of any special risks via the [Stand & Product Information Form 1](#)
- Appoint a competent person to be responsible for health and safety on the stand. For the build-up and breakdown this can be the contractor.
- Carry out a suitable and sufficient Risk Assessment of all activities during the Open Period of the show
- For Space Only Stands - obtain a Construction Phase Plan from the stand contractor which will include risk assessments with supporting method statements for the building and dismantling of the stand. Space Only Build Risk Assessments are not optional; they are an absolute legal requirement.
- Ensure that staff and contractors working on-site are informed of the site rules and health and safety arrangements and ensure so far as is reasonably possible that they follow them.
- Ensure that all staff on-site and contractors are familiar with the venue's Emergency & Evacuation Procedures.
- Make available on the stand a copy of their company's own Health and Safety policy and a copy of the Health and Safety policy document of each contractor employed to work on the stand (with the exception of those appointed by the Organisers).
- Co-operate with the Organiser's and Venue's appointed health and safety staff.

Health & Safety Declaration

All companies are obliged by law to have a Health & Safety Policy.

If you employ more than five people this should be a written policy.

If you do not have a Health and Safety Policy, this should be addressed as a matter of urgency. Please visit <http://www.hse.gov.uk/simple-health-safety/write.htm>



Health & Safety: Continued

Exhibitor Health & Safety Information Requirements

It is a requirement that:

- Shell Scheme stand holders submit the [Compulsory Shell Scheme Construction & Health & Safety Declaration Form 2](#)
- Space Only exhibitors submit the [CDM Space Only Checklist Form 3](#)

to indicate to us that you:

- Have read and understood your obligations as detailed above.
- Are in possession of a company Health & Safety Policy
- Have completed a Risk Assessment for the Open Days of the show

Space Only exhibitors must also ensure their principle stand contractor is aware of their responsibilities under the Health & Safety at Work Act and Construction Design and Management) Regulations 2015.

General Health & Safety Guidelines

Below are some of the principal areas that need to be brought to the attention of contractors and exhibitors.

Whilst this is not an exhaustive list, it covers the common problems regarding health and safety created by lack of information and/or poor organisation.

Please take notice of the following:

- In areas of traffic movement e.g. loading bay areas Hi Vis jackets must be worn. Space Only stands accessing prior to 15.00 and all Space Only contractors must wear high viz
- Every employer has a duty to co-operate with other employers (e.g. Exhibition Organisers or other Exhibitors) when sharing a workplace, whether temporarily or permanently.
- Exhibitors must have an understanding of the Fire and Emergency Procedures of the venue and the location of the First Aid Responder. All incidents must be reported to the Organisers.
- Exhibitors must maintain emergency gangways, throughout the exhibition period, including build-up and breakdown, and to ensure that good housekeeping is maintained in all work areas, thereby minimising hazards and allowing any remaining hazards to be easily identified.
- All work areas are maintained free from general waste materials that could hazard operatives.
- Hard hats MUST be worn when working beneath, or near overhead working including delivery of large machinery plus access to such areas should be restricted.
- The need for all operatives to wear suitable protective clothing relevant to their job, which includes eye, hearing, foot and hand protection. That Personal Protective Equipment (PPE) is used only where other protective measures have been considered unrealistic, i.e. PPE is the last line of defence when all other alternatives have been considered. That PPE is suitable and sufficient for the job and employees are trained in its uses and limitations.
- Exhibitors are responsible for the safe use and storage of flammable liquids and substances including segregation from other waste. Full compliance with the COSHH regulations is required.
- Portable power equipment must be used for the purpose for which it was designed and that safety guards are correctly fitted and used and only operated by fully trained and certified personnel. They must be used with the minimum length of trailing leads and not left unattended with a live power supply to it. Trailing leads and electrical cables must not cross over gangways, passageways or fire exits. Any work using power or hand tools to be restricted to the stand space i.e. no drilling or sawing in the gangways.
- All parking restrictions and speed limits must be adhered to.
- All contractors, particularly from abroad, must be aware of the need to identify suitable and sufficient tools and equipment required for the job before coming onto site this prevents corner cutting and avoids risk taking.
- All materials used for construction and displays must adhere to eGuide and not less than British Class 1 standards of flammability
- All construction materials, ladders, trolleys etc. must be removed from the building prior to any public entering the building. Similarly, no contractors will be permitted access for breakdown until all members of the public have vacated the building.
- A hot working permit must be obtained prior to commencement of hot work (ox-acetylene, cutting/welding, arc welding, gas/oil blowlamps, grinders, tar boilers, soldering or cutting of LEV metal pipes.
- Use of scaffolding towers is permitted subject to being erected by competent personnel and used as per the manufacturer's guidelines.
- Exhibitors should ensure that all staff (their own and those of any company contracted by them) are aware of and adhere to the current Working Time Regulations (S.I 1998/1883).

Any violations or concerns regarding any of the above points should be reported to the Organisers Office



Insurance

It is a compulsory requirement of exhibiting that Shell Scheme exhibitors have a minimum of £2m public liability insurance and Space Only have a minimum of £5m public liability insurance dated to cover the build up, open and breakdown periods. Companies not providing proof of adequate insurance will not be permitted to exhibit.

Insurance certificates must be sent to Amanda Coomber. Email: amanda.coomber@dimeevents.com

Deadline: **9th February**

There are a number of companies who provide Exhibitor Insurance:

** In providing this information the Organiser neither recommends nor endorses their services.*

[Event Insurance Website](#) [Hiscox Exhibitor Insurance Website](#)

Music

If you wish to play pre-recorded music on your stand, you will need to apply for a Phonographic Performance (PPL) licence and Performing Rights Society (PRS) licence.

For further information and to purchase a licence visit: [PRS PPL Buy Music Licence](#)

A copy of the licence must be available at the show

Noise

Exhibitors are asked to refrain from playing music or recorded messages which may cause annoyance to other exhibitors. The Organisers reserve the right to terminate any type of noise deemed to be a nuisance.

Risk Assessment: General Stand

- It is a legal requirement that ALL exhibitors undertake their own risk assessment prior to the event, listing the tasks to be undertaken and identifying any significant hazards they present on site.
- Risk Assessments do not need to be submitted (except where exhibits necessitate submission) but must be brought to the show. In the event of an accident they may be requested by the show Health & Safety Officer.

Key Risk Areas

Please give the following your due consideration whilst on site and incorporate them into your Risk Assessment:

- Only commercial equipment appropriate for the task must be used, including tools and ladders.
- Where possible, use only 110v or battery operated power tools. All portable tools are to be PAT tested prior to coming on site.
- Movement of goods to and from stands to be undertaken with the correct equipment so as to avoid injury. Trolleys are not available at the venue.
- Portable power tools and equipment must have the minimum length of trailing lead, if fitted, which must be protected from damage and not left so as to cause a trip hazard.
- Children under the age of 16, the general public and animals, except assistance animals, (including inside cabs of vehicles) are not allowed on site during build-up, show open hours and breakdown.
- Schedule a late working rota to prevent tiredness and accidents.
- Contractors / exhibitors must wear suitable personal protective clothing relevant to the task; this includes head, eye, hearing, foot and hand protection.
- Understand the fire and emergency procedures. Notify your staff of the location of the first aid facility, fire exits and emergency assembly points
- Chemicals and flammable liquids must be safely removed after use by the user and not placed in general rubbish bins or skips.
- The work area must be maintained free from general waste materials which could present a hazard to operatives. All waste should be disposed of in the proper manner.

Remember you have a 'duty of care' for all stand personnel, external suppliers AND VISITORS working within / entering your exhibition space.

Example Risk Assessments and further advice on controlling your workplace can be downloaded at:

<https://www.hse.gov.uk/risk/controlling-risks.htm>

Smoking

Smoking is not permitted in the internal venues areas at anytime. This includes electronic cigarettes.



Site Rules

As part of the CDM 2015 Health and Safety Regulations all staff (exhibitors or contractors) who wish to access the hall during build up or break down must read and understand the Site Rules for The Business Revival Series 2024.

1. Access

Authorised access to the halls will be allowed for personnel who have read and understood the Site Rules.

2. Traffic Rules

The maximum speed limit for vehicles is 5mph and pedestrians have right of way at all times. All contractors and exhibitors must be vigilant and aware that forklifts will be operating during build up and breakdown and care should be taken at all times.

3. Emergency Gangways

Emergency gangways will be clearly identified and must be maintained to allow forklift movement and emergency access/egress at all times.

4. Personal Protective Equipment (PPE)

All contractors & exhibitors are required to wear suitable protective clothing relevant to their job. This includes protection for eyes, ears, feet and hands. Protective foot wear should be worn at all times. High visibility jackets must be worn on Space Only Access Day and in all locations where vehicles are operating (i.e. loading bays and site roads).

5. Hot Work Rules

A hot working permit must be obtained from the venue, prior to commencement of hot work (ox -acetylene, cutting/welding, arc welding, gas/oil blowlamps, grinders, tar boilers, soldering or cutting of LEV metal pipes).

6. Working At Height

Appropriate management and safe methods of working at height is required at all times. Exhibitors and contractors should familiarise themselves with and adhere to the Working at Height Regulations 2005 (as Amended 2007).

A simple rule of thumb would be:

- Avoid working at height wherever possible
- Use work equipment or other measures to prevent falls where this cannot be avoided, and If working height cannot be avoided, use work equipment or other measures to minimise the distance and consequences of a fall

Every employer shall ensure that work at height is:

- a) Properly planned and organised
- b) Appropriately supervised
- c) Carried out in a manner which is so far as it is reasonably practicable safe
- d) Carried out by competent persons, or if being trained, is being supervised by a competent person (including the organisation, planning and supervision of working at height).

The Working at Height Regulation 2005 (as Amended 2007) includes the following but not restricted to:

- Suitable and sufficient steps to be taken to prevent, so far as is reasonably practicable, the fall of any material or object and prevent any person being struck by any falling material or object which is liable to cause personal injury
- Take into account of weather conditions that could endanger health and safety.
- Take into account the distance and consequences of a potential fall and the need for easy and timely evacuation and rescue in an emergency
- Utilise equipment that has been appropriately inspected.
- Ensure that fragile surfaces and falling objects are properly controlled
- Must be included in the stand Risk Assessment.
- Ensure all working platforms are of suitable strength and rigidity for its intended purpose
- Working platforms are to be erected and used to ensure that its components do not become accidentally displaced so as to endanger any person
- Working platforms and any supporting structure shall not be loaded so as to give rise to a risk of collapse or to any deformation which could affect its safe use.

The Working at Height 2005 Regulations can be viewed at: <http://www.opsi.gov.uk/si/si2005/20050735.htm>

7. Late Working Rules

Exhibitors and contractors should plan to ensure that working outside of the published hours is not necessary.

All staff must be made aware of and adhere to the current Working Time Regulations. To view:

www.hse.gov.uk/contact/faqs/workingtimedirective.htm.

8. RIDDOR

Under the Reporting of Injuries, Diseases or Dangerous Occurrences Regulations 1995 (RIDDOR), an employer will be required to notify the enforcing authority when there is an accident resulting in death or major injury, or any notifiable dangerous occurrence.

Failure to report a RIDDOR is a criminal offence, the duty to report is on the employer. Any incident that occurs onsite that requires a RIDDOR must be reported to the Health & Safety Officer via the Organisers Office.



Space Only Stand Build Regulations & Information Requirements

This section should be read by all exhibitors who have booked a 'Space Only' Stand Site

Space Only Schedule:

Build Schedule:

Monday 11th March 09.00 – 18.00 & Tuesday 12th March 08.00 - 20.00

Breakdown Schedule:

Thursday 14th March 16.30 – 22.00

For full Show Schedule including schedule for delivery of heavy goods and breakdown timings [CLICK HERE](#)

- Times maybe subject to change. Please ensure any timings given as directed by Dime Events are adhered to.
- Exhibitors and contractors attention is drawn to the tenancy build up and break down times, which are NOT flexible.
- All parties are required to ensure that all stands, regardless of design, are able to be completed within the stated times.
- You should ensure that sufficient crew are allocated to the construction and dismantling, so as not to compromise safety, or the European Working Time Directive.
- Work outside these hours will not normally be allowed, however if this becomes unavoidable the Organisers must be informed no later than 1400hrs on the day in question. A charge will be made (payable on-site) to cover additional costs incurred from the venue and for the provision of Health & Safety cover.

Space Only Information Requirements

All space only sites must submit for approval:

- Dimensioned drawings showing all proposed construction and elevations
- Stand Visuals
- Stand Build Risk Assessments (non generic)
- Stand Build Method Statements (non generic)
- CDM Checklist [FORM 3](#)
- Public Liability Insurance to a minimum of £5 million cover (in date for the duration of the event tenancy period).

This documentation should be submitted NO LATER than the 9th February to amanda.coomber@dimeevents.com

Space Only Booking Details & Requirements

Space Only Means: no walls, no electricity, no floorcovering.

The designated area booked will be marked out on the exhibition floor

- All Space Only exhibitors are responsible for their own stand design and construction and for ensuring that they or their contractor has received written approval before proceeding with the build.
- It is the responsibility of Space Only Exhibitors to appoint a Contractor who fulfils their obligations under CDM.
- Exhibitors are advised not to allow any off-site construction to begin until written approval has been received. If written approval has not been received building will not be allowed to commence on-site and last minute approvals could involve the exhibitor in additional costs.
- All work must be carried out in conformity with the Rules and Regulations of the industry accepted e-Guide and the UK Building Regulations including all BS Standards. [eGuide_Download](#)
- It is the exhibitors / contractors responsibility on arrival at the exhibition hall to examine the site allocated in order to avoid adjustments to stand structure or displays, and to ensure that the footprint/height is correct! Any queries should be referred to the organisers as soon as possible and always before commencing construction.
- All Space Only stands will be inspected and certified by an independent structural engineer on site. They will only be allowed to trade once the engineer is satisfied that the structure is safe and has provided certification. * Additional charges above standard sign off are the responsibility of the exhibitor / contractor. This is known as Complex Structure Sign Off.

Important Information:

The Organisers Insurance Policy is subject to all Space Only Construction receiving approval to build prior to the installation date. Should information as detailed above not be supplied stand construction will not be permitted to commence.

- Stand Construction must conform to the guidelines provided in this section and in adherence to the regulations detailed in the Health & Safety Section of this Manual.
- Any stands not conforming will be required to make alterations onsite. Should the alterations not be satisfactory the Organisers reserve the right to request that the stand it is dismantled at exhibitors own cost.



Space Only Stand Build Regulations & Information Requirements Continued

CDM 2015

- You are required, under CDM 2015, to submit a FULL Site Safety Plan and also ensure that this is brought to, and produced on site.
- Your stand build space will ultimately become your own CDM site, and should be controlled as such. It is highly likely that ALL persons entering the main CDM site will need to be inducted.

Further information on contractors roles and responsibilities under CDM 2015 can be found via the Health & Safety Executive website: [HSE CDM](#)

CDM & Overseas Contractors

The regulations for CDM 2015 are Pan-European. Overseas contractors are equally required, under law, to comply with them. ANY contractors NOT complying with the regulations in advance/on site, WILL be refused access or removed.

eGuide

Build at this exhibition is governed by the eGuide.

For further information on the build regulations detailed in this document please download a copy: [eGuide Download](#)

Build Rules & Regulations

- All space only bookings MUST provide a back / side wall up to a minimum height of 2.5m.
- All space only exhibitors are responsible for making good the back of their stand, which may not be left uncovered so as to conform with the rest of the floor. Should you believe that this may be the case, then please contact Amanda Coomber amanda.coomber@dimeevents.com for advice. A shell scheme wall may be provided at a cost to the exhibitor.
- Where there are adjoining space only stands, each stand must have their own dividing wall or a single wall could be constructed and the cost split between the two companies. Please contact Phil Fellows for the adjoining stands contact name and phone number as we prefer for the companies to speak directly to each other.
- If a space only stand adjoins a shell scheme stand, the shell scheme dividing wall will not be finished off on the side of a space only stand. If you wish to use this wall please contact the Shell Scheme Contractor Moyne to discuss the charge for making good the shell scheme wall. sara@moyne.co.uk
- All construction over 2.5m high must be dressed on both sides.
- Any part of the wall above 2400mm must be suitably decorated and finished to a high standard.
- Branding is not allowed if overlooking an adjacent stand.
- Advertising or logos on the external walls of your stand is not permitted where they will interfere with another company's exhibit.
- All stand fittings must be constructed so as to present a clean appearance from gangways and adjoining stands
- Gaps between rear walls and stands behind must be made good

Construction Heights

- There is no predetermined height limit at this event.
- Stands over 4m will need to be authorised by the Organisers and are classed as Complex Structures

Complex Structures

Stands exceeding 4m in height, including the platform, will be classed as a complex structure and will require structural calculations to be submitted to our structural surveyors. There will be a separate charge for this sign off.

If you are building a complex structure, you must also supply structural calculations and written confirmation from a structural engineer that the stand is fit for its purpose.

A complex structure is defined as any form of construction of any height, which would normally be designed by an engineer and/or has, through a risk assessment, been found to present a significant risk.

The following are always treated as complex structures:

1. Stands over 4m in height, including the platform
2. Double deck stands
3. Suspended items of 400kg or over in weight
4. Platforms and stages for public use and all platforms and stages over 0.6 metres in height
5. Tiered seating structures
6. Freebuild ceilings



Space Only Stand Build Regulations & Information Requirements Continued

Complex Structures Important Information:

Exhibitors should note that stands deemed to be complex will require specific Local Authority approval, and must be agreed a minimum of 28 days before the event. Any structural engineering fees incurred in acquiring Local Authority approval must be borne by the exhibitor.

If you have any queries on what are deemed complex structures, please contact Phil Fellows. Phil.fellows@dimeevents.com

- Please note that sign off approval is given for stand plans/designs ONLY and are not a technical or structural sign off.
- No responsibility whatsoever will be accepted by the organisers or their representatives for the failure of exhibitors or their contractors to obtain the necessary information

Floors

- Cables / pipes are not permitted to run across open stand space
- Cables / pipes are not permitted to run under floorcoverings
- Cables / pipes are not permitted to run under 18mm raised floors
- Floors (including any sloped edging) must be contained within the stand footprint
- Floor heights should be provided on stand drawings and included in the overall stand height
- If you have a kitchen area or if you are serving food, carpet is not a suitable floor covering – the floor should be washable / vinyl.

Floors and floorcoverings are available to order via the [Moynes Express Order Form](#)

Equality Act

Space Only exhibitors should note that their stands must comply with the Equality Act 2010, which supersedes the Disability Discrimination Act 2005, insofar as:

1. Reasonable adjustments made to services or premises to enable disabled people to access them.
2. Delivery of services by a reasonable alternative means provided.
3. Where a stand requires a raised floor platform, consideration should be given to providing ramped access for wheelchair users.
4. Further advice can be found in the Accessible Exhibition Stand Handbook, issued by ESSA

Emergency Exits & Doors

- Larger stands which will be used to showcase services to an audience, may be required to have emergency exits, which, if opening outward, must be recessed so as not to open onto a gangway or thoroughfare, and must be fitted with Illuminated Exit Signs, in accordance with BS5499..
- To conform to the Regulatory Reform (Fire Safety) Order 2005, all space only stands with store rooms MUST have clear vision panels in them, frosted glass is NOT permitted.
- Glass or clear vision doors must be clear of decals or logos.
- Doors on stands must not open into gangways, with the exception of emergency exit doors which must be recessed into the stand.

Stand Build & Stand Dressing Materials General Regulations

The following regulations are included in the eGuide [AEO eGuide Download](#) and must be complied with by all contractors and exhibitors. They do not apply to exhibits.

All materials used in the construction of stands, features and displays, including signs and fascias, shall be:

- of a suitable nature and quality for the purposes and conditions of their intended use
- adequately prepared and fixed in order adequately to perform the functions for which they are designed
- non-combustible, inherently non-flammable or durably flameproof in accordance with BS476-Part 7
- water-based, where applicable, e.g. adhesives and paint.
- British Standards are the minimum acceptable standards for construction materials.
- Materials may be tested on site to ensure they comply.

Rigging

Rigging of banners / displays in the first instance must be approved by the Organiser. Email specifications to: sara@moyne.co.uk

2m x 2m & 3m x 2m Standard Overhead Banners are available to order via the [Moynes Express Order Form](#)

All stand rigging must be undertaken in conjunction with ExCeL London in accordance with their terms of provision and sign off. For further information on venue rigging services email: sara@moyne.co.uk



Vehicle Exhibits

Exhibitors with Motor Vehicles must comply with the following regulations:

- The fuel tanks of motor vehicles must contain only sufficient fuel to move the vehicle in and out of the hall.
- The fuel tanks on all other petrol engine equipment must be empty.
- The fuel tank must be sealed, wherever possible with a lockable cap.
- All vehicles must be provided with a drip tray
- Vehicles shall be positioned within the boundaries of the stand so that any protrusions, doors, tail lifts etc, do not infringe the stand perimeter.
- The running of engines during the open period of an exhibition is strictly prohibited.
- Filling or emptying of fuel tanks inside the hall is strictly prohibited at all

Please provide details of any Vehicles on [Form1 Stand & Product Information Form](#)

Visitor Participation

If visitors are participating in any activity on your stand, your risk assessment must detail the measures in place to ensure their safety.

It must also be detailed in your Open Period Risk Assessment

If you intend to offer such activities, in order to ensure that all relevant regulations are complied with, please detail the activity on [Form 1 Stand & Product Information Form](#)

Your attention is drawn to the following:

- Gangways must not be encroached
- Activity must be placed away from stand perimeter so as to avoid visitor viewing (bottlenecks) in the gangway
- Avoid nuisance noise
- Where seats are being provided they must comply with the seating requirements as provided in the eGuide:

[eGuide Download](#)

Use of Chairs

A minimum gap (seat way) of 300mm must be provided between the back of one seat and the front of the seat immediately behind.

Number of Chairs Per Row:

- 7 seats where there is a gangway at one end only.
- 14 seats where there is a gangway at each end.

If there are four or more seats in a row the seats must be secured together using an approved method (linked), so that it is not possible to separate them nor for a row to 'snake' by pushing one or more seats in a row. Cable Ties are not an approved method of linking chairs

Waste

All waste, except small quantities of litter, produced by your stand must be removed from the venue at the end of the end of the build up period and at the end of the exhibition breakdown period.

A charge will be made, at the rates levied to the Organisers by the venue, for disposal of large items, such as boxes of literature & giveaways, carpet / floorcoverings (except scraps), carpet rolls, vinyl graphics, foamex panels, graphics rolls and all stand fitting and build materials.

Exhibitors employing contractors should ensure that they are aware that waste they leave at the show is charged back to the exhibitor they are providing services for.

Please avoid excessive waste at this event by taking unwanted items away and where possible adopting a paperless approach.



Water Features

If you are exhibiting any product or feature which requires water and is capable of producing spray or droplets, it is essential that, in order to ensure that the risk of legionella bacteria is controlled, you adhere to the regulations contained in the eGuide [eGuide Download](#)

- Under no circumstances can connections be made to fire hydrant points and water must not be discharged on to the floors.
- Suitable methods for filling and emptying water must be identified in advance.

Please provide details of any activity involving Water on **Form 1 Stand & Product Information Form**



Accessibility

There are 80 bays suitable for disabled drivers on-site across ExCeL's car parks. These are wide bays with minimum dimensions of 5.9m by 3.6m. Parking with a Blue Badge in designated bays is free of charge.

Access to the building from these bays is along walkways with a gradient of no more than 1:15 and via flat entrance lifts with automatic doors.

All public entrances allow for access by wheel chair via low gradient ramps and an automatic door. Once inside the venue, all floors are level, offering unobstructed access.

All reception counters, bars and self-service counters and the seating areas are accessible to wheelchair users.

Mobility Scooters and Wheelchairs can be hired free of charge at ExCeL London. They are subject to availability so please email your enquiry to info@excel.london.

ATM

There are two 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 are 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. 600m from the West Entrance.

Battery Charging Point (Mobile Phones)

If you have low battery there are power bank rental units at hall entrances N4, N7 and S9. Charges apply.

Business Services

The shop on level 0 at the bottom of the stairs near N4/S4 sells a range of stationery items and has photocopying, faxing, internet access, printing from USBs, laminating, mobile phone hire and charging services and a Bureau de Change.

Cloakroom

There are two cloakrooms which are open dependent on the event that you are attending. One cloakroom is in the west end of the venue on level 0 by N4/S4 and one in the east end on level 0. Cloakrooms are free of charge.

Please be aware the cloakrooms do not store cameras, laptop equipment or any other electronic devices.

The cloakroom will open half an hour before the event opens and close half an hour after the event closes.

When the cloakroom has closed, all left luggage and coats are taken to the Security Control Room, Tel: +44 (0) 20 7069 4445

All goods left in the cloakroom are at own risk

First Aid

First Aid requirements should be reported to any member of security or direct to the Organisers via the Organisers Office

The venue has a medical centre located on level 0 on the Boulevard and down the stairs by N4/S4

Tel: +44 (0) 20 7069 5556.

Food & Drink

ExCeL has over 20 site retailers. To view what's on offer visit [ExCeL London Food & Drink](#)



Hotels

The preferred show hotel booking partner is BCD Meetings & Events. Follow the link below to see local hotels and rates.

[BusinessRevivalSeriesBookAccommodation](#)

Lost Property

All If you think you've lost something at ExCeL London, please complete the form at <https://notlost.com/excel-london>.

Open Hours

The venue is open daily from 0700hrs. Closing times are dictated by the timings of exhibitions being held in the centre.

Parking

There are 1800 parking spaces in the Orange Car Park (under the main venue). Parking costs £25.00 for up to 24 hours.*

To pre book parking [CLICK HERE](#)

Prayer Room

The Prayer Room can be accessed through the grey door next to the S9 entrance on the Boulevard

Supermarket

There is a Tesco Express about 600m from the West Entrance to the venue.

Water Refill

There are four water refill stations located by the East and West Entrances as well as by the halls S4 and S7.

Wi-Fi

ExCeL has 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 the standard log in, or via LinkedIn, Facebook, or Twitter.

Due to the high number of visitors to the venue, Excel London staff are unable to offer assistance to any user having difficulty in connecting to this complimentary service.

If you require secure access to your stand at all times for presentations etc., we strongly recommend you order a Wi-Fi or Wired Connection via [Form 4](#)