

ExCeL London Car Park:

Frequently Asked Questions



Introduction

ExCeL London has recently invested in improvements to the venue's car park. New access control measures along with a pre-booking system means spaces can be booked prior to arriving on site. The new system operates using Automatic Number Plate Recognition (ANPR) technology.

General Queries

Q. What is the price of parking?

A. Parking is charged at £25.00 per day, per vehicle, per entry, with some exceptions. Please check with the organiser of your event to see if there are special arrangements when it comes to parking.

Q. How many Blue Badge Spaces do you have?

A. There are 88 blue badge spaces within the car park, located conveniently next to the entrances to the venue.

Q. How can I get a refund?

A. If you have pre-booked your parking space and no-longer require it, you can cancel your booking for a full refund within the "manage-my-booking" section of the booking portal. If you have paid for parking on-site (i.e., not pre-booked) please contact parkingonline@excel.london where your refund request will be considered. Refunds will be considered within 5 working days of receipt of any email.

Q. There are no more blue-badge spaces available within the car park for pre-booking, what can I do?

A. There are a total of 88 blue badge spaces within the car park. When booking your parking, if there are no blue-badge spaces available, then please contact parkingonline@excel.london. With best endeavours we will temporarily convert some standard parking spaces into additional blue badge spaces.

Pre-Booking

Q. How do I pre-book a parking space for my event?

A. To pre-book your parking space please visit the on-line booking platform here [link](#). Please select the date(s) you would like to park which should then display the event you are planning to attend. Select the type of space you need and complete the form to secure your spot.

Q. I do not know my arrival or exit times at the time of booking, what should I do?

A. Please continue with your booking with estimated times. Times can be amended at any time prior to your arrival for entry to the car park by using the manage my reservation link within the website. If you have arrived and wish to extend your booking, then this can also be amended within the manage my reservation link within the website. Please note, if you extend beyond the day of your attendance, you will be required to pay an additional fee as per the parking tariff applied.

Q. My event isn't listed on the day I am attending?

A. From time-to-time special arrangements are made for parking at a specific event. If this is the case for the event, you are attending then the organiser will be given promotional code for visitors and exhibitors to use. If you don't have this code, please contact the event organiser so that you can proceed with your booking.

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Q. I have made a booking, but now I am bringing a different vehicle, can I amend my vehicle registration on the booking?

A. You can amend the registration of your vehicle at any time following your booking by using the “manage my reservation” link on the website. An unlimited number of changes can be made, but your vehicle details must be correct at the time of arrival.

Q. I do not know my vehicle registration at the time of booking, how can I secure parking?

A. You can edit your booking at any time up to 24 hours before you arrive. Your vehicle registration details can be edited using the “Manage Reservation” link at the top-right corner of the booking platform. Please ensure that your vehicle registration details are correct prior to arriving on site to minimise any delay entering the car park.

Q. I have decided no longer to drive to my event, how can I cancel / get a refund?

A. Your booking can be cancelled at any time using the “Manage Reservation” link, located in the top-right corner of the booking platform. Please note that this may be subject to a cancellation fee.

Q. What if I decide to not pre-book my parking?

A. Pre-booking your parking is the only way to guarantee a space in the venue’s car park. However, if you arrive without a booking, you will be allowed entry if there is capacity to park. You will need to pay for your parking prior to leaving the car park at either the payment stations, or by using the on-line payment platform. There are QR codes in the car-park lobbies that direct you to the on-line payment platform.

Q. I am attending an event for multiple days, how should I book my parking?

A. There are two options. You can either enter and exit the car park each day making a booking for each day or if you are intending to park your vehicle and leave it in the car park for your entire stay, then you can make just one booking for the entire period.

Accessing the Car Park

Q. How do I get to the car park?

A. The car park can only be accessed by arriving via Royal Albert Way (A1020). Please use postcode E16 1FR or what3words ///drip.cheese.luxury. There is no access to the venue car park from Western Gateway or Seagull Lane.

Q. What do I do when I arrive at the car park?

A. There are two entrances from Sandstone Lane. One for vehicles under 1.9m in height (the first entrance you come to) and one for vehicles between 1.9m and 2.8m (the second entrance). Stop your vehicle at the barriers, your vehicles registration will be read by the cameras, and if successfully read, the barriers will lift. A ticket will be produced if your vehicle registration cannot be read successfully. If a ticket is produced, please retain this for validation on exit.

Q. I have made a pre-booking but the barrier is not opening for me, what should I do?

A. In the rare occurrence of the barriers not opening on your arrival, please use the intercom system at the barrier to contact a member of staff for assistance.

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Payment & Exiting the Car Park

Q. How do I pay for car parking if I haven't pre-booked?

A. If you have not pre-booked parking, you will need to pay at the machine in the car park lobbies or using the QR code displayed in the car park that takes you to the on-line booking portal. Firstly, input your vehicle registration number and then the system will ask you which days you are planning to park and then ask you for payment.

Q. I didn't pay prior to reaching the exit barrier, what do I do?

A. If you have not paid for your parking, the exit barrier will not raise to let you leave. The exit terminal will calculate the parking charge and you will be able to pay using the contactless payment point at the terminal. Once payment is received, the barrier will raise, and you can leave the car park.

Q. I paid for parking, but the barrier is not opening for me to leave, what do I do?

A. Please use the intercom system at the barrier to speak with a member of staff. They will be able to confirm whether payment has been received, and if it has, will open the barrier to allow you to leave.

Q. I was provided a ticket on entry, how do I validate my parking?

A. If you were provided with a ticket when you entered the car park, please scan the barcode at the payment machine, so you can pay for parking.