

# EVENT DELIVERY PROCESS

Arrangements for access and unloading during build up need to be carefully managed to ensure that unloading areas do not become over congested and all exhibitors are able to access the halls during the time available. We will do all we can to ensure waiting is kept to a minimum and would ask you to help us by following the instructions given and by removing all vehicles from the unloading areas as soon as possible.

## Event Delivery System – New online pre-book for 2021

All vehicles unloading, whether cars or lorries, need to obtain in advance an Event Delivery Pass using our on-line delivery system powered by Voyage Control. Please note that this includes all deliveries on an open day. When you arrive on site, follow the digital directional signs to the relevant lorry park for your event. Drive in and show your pre-booked printed pass.

Your printed pass will need to be displayed on your dashboard to allow you through the security gate into the inner area and left visible for the duration of your stay. Without this you will incur delays.

There may be a delay moving from the lorry park to your hall as unloading is on a first come first serve basis. We always do our best to keep delays to a minimum. If you are delayed, don't worry, your time won't start until you leave the lorry park.

- Cars and vehicles up to two tons will be allowed one hour from the time of entry.
- Vehicles over two tons will be allowed two hours.
- Articulated vehicles will be allowed three hours.

Once you have unloaded please take your vehicle back to the free outer area car park, to make space for other exhibitors. Failure to remove your vehicle in the allotted time to the outer car parks may incur a penalty charge.

## Deposit System

Keeping traffic flowing on the busiest event build up days is one of our biggest challenges, which is why at some events we operate a deposit system to keep things moving along. Your Organiser will let you know if any of your build up days involve a deposit system. Advance online bookings only – no cash on the day.

When a deposit system is in use, you still need to book all deliveries as outlined above using the online booking system. The difference on a deposit system day, is that failure to remove your vehicle from the inner area unloading areas within the allocated

delivery time, will result in a £50 charge. The charge is only levied if you overstay.

Not all shows have a deposit system in place but where it is in place, this is highlighted within the booking system for the relevant dates. Registering to use the booking system is easy and user guide can be found here.

Finally, if you plan on staying at the National Exhibition Centre for the whole day once you have unloaded, please park your vehicle in the nominated outer area car parks.

Exhibitors are advised that the delivery time will commence via ANPR on entry to the inner area.

Should a driver find that they are unable to make the delivery within the specified time, and through no fault of their own, they should inform The NEC Security Staff within the Hall, who in turn will contact the Traffic Supervisor.

## General

Deliveries during the open period (latest timings are normally 30 mins before show open hours but can vary) and you must use the Event Delivery booking system.

There's a speed limit of 15mph within the inner area (this is the space once you have passed through the security gates).

High visibility clothing must be worn at all times in the offloading areas.

## Hire Transport & Contractors

Exhibitors should ensure that all hire transport drivers are advised of these procedures, prior to their arrival at The NEC.

Exhibitors should ensure that their appointed stand contractor and sub-contractors are advised of these arrangements to reduce delays when arriving at the NEC Lorry park.

## Overnight Parking

Overnight parking on operational lorry parks is not permitted unless by prior agreement with the NEC traffic office.

## Enquiries

Should you have any questions regarding these arrangements, please contact the traffic office [traffic@thenec.co.uk](mailto:traffic@thenec.co.uk) or call **0121 767 2612**.

# BREAKDOWN PROCEDURES

The first night of breakdown is an extremely busy time with all exhibitors keen to get loaded as soon as possible. In order to ensure areas do not get over congested and the breakdown remains safe some control measures must be put in place.

We will do all we can to ensure delays are kept to a minimum and would request that drivers cooperate with the instructions provided.

There may be a short delay before commercial vehicles are released from the lorry parks and this can be for a number of reasons:

- Organiser requests to allow for public to leave the halls
- Removal of external exhibits to create more unloading space
- Removal of temporary structures to provide better access
- Cars and cars with trailers are given priority to park at the rear of the halls, as they only take a short time to load
- Loading of furthest halls first to prevent roads blocking up

Whatever the reason we will do our best to get vehicles in as soon as we can.

We recommend that drivers should return to their vehicles 15mins before the show close / published breakdown time.

## Cars

Any cars or cars with trailers arriving for breakdown (or which are already in the car parks) should report to the relevant inner area access gate at the close of show.

You'll need your Exhibitor ID Badge to gain access (please ask your organiser for this pass if you do not have one).

Please don't arrive before the show close / published breakdown time, as queues can build up and cause congestion for other traffic around site. Cars arriving early will have to be turned away at the gate, which is not what we want for you!

So please help us deliver a great experience for everyone by following the guidance provided.

## Commercial Vehicles

Commercial Vehicles arriving for breakdown should report to the designated free lorry park on the last day of the show - the lorry park will be open at 07.15hrs onwards.

Vehicles will be queued in lines by hall number on a first come first served basis. They can then park free of charge in the queue through the day until post-show breakdown commences.

Vehicles will be released down to the halls on a first come first serve basis, once all the cars have parked up and if space is available.

This can take some time - so please be patient.

Please also be aware that the order we release vehicles may be by geographical location of halls so that those furthest away are loaded first. This is to prevent access roads to these halls being blocked by vehicles for closer halls.

We'll do our best to help keep any delays to a minimum. You can help us too, by only bringing in vehicles that are ready for loading and removing them from the loading areas as soon as they are loaded.

**Our Voyage Control System does not apply for the show breakdown procedure.**