

VISITOR INFORMATION GUIDE

CREATE YOUR FUTURE LONDON

Monday 06 October 10:00 - 15:00
Tuesday 07 October 10:00 - 15:00

Hall S8
London Excel, Royal Victoria Dock, 1
Western Gateway, London, E16 1XL

What 3 words: [///demand.plants.beans](http://demand.plants.beans)

UCAS



GETTING HERE

Travelling by public transport?

The venue is well-connected via the Elizabeth line, three DLR stations, several bus stops, and a cable car station. Use [Excel's journey planner](#) to find the best option for you.

The Elizabeth Line and DLR are the quickest routes to Excel. Disembark at Custom House for the west entrance or Prince Regent for the east entrance. Hall S8 is nearest to the east entrance.

Where can I park my car?

The venue car park is accessed via Sandstone Lane ([venue map](#)). For satellite navigation please use this post code, E16 1FR. It is recommended to park in West 1-3 car park zones.

To guarantee parking, [pre-book here](#) (parking charges apply). If you do not pre-book, you will need to pay at the machines before leaving.

The venue is within the London ULEZ Zone - please visit [Transport For London](#) to check whether your vehicle is subject to ULEZ charges. For more information on travelling by car and parking, please visit the [Excel website here](#).



GETTING HERE



Travelling by coach or minibus?

We'll send out coach passes and arrival instructions approximately one week prior to the event. Please remember to indicate if you are using coach/mini-bus travel on your booking.

There will be a designated coach hall a short walk from the event hall. Please plan to arrive 15-minutes before your ticket entry time to allow sufficient time for the coach drop-off. There will be traffic marshals onsite who will guide you through the entire coach process.

After the event, please ensure your group is fully assembled and make your way back to the designated coach halls. Traffic marshals will ensure your coach is ready to collect the group.

Coach Parking


Coach parking on-site at Excel London is only allocated to those who have pre-booked using [this form](#). Coach and minibus parking is charged at a flat rate of £50.00 per day. Please note, there is also nearby coach parking (chargeable) available at [the O2 Arena](#).


Minibuses under 2.8m can pre-book a space in the overheight section of the venue car park. Pre-booking is strongly recommended. Book minibus parking on the [excel website here](#).




WHILST YOU'RE HERE

When you arrive

 On arrival, please head to the East entrance of ExCel London and make your way to hall S8. Please have your ticket ready to scan into the event. Everyone will need to have pre-registered and have downloaded their ticket before they enter the venue. If you have issues with a cracked phone screen, please bring a printed copy of your ticket to be scanned.

 Your exhibition ticket is personal to you and should not be passed on to other group members, as this could compromise the security of your data. To comply with data protection regulations, it's essential that individuals at our exhibitions use their own ticket – both on entering, and when visiting exhibitors' stands. Anyone found to be in breach of this will be asked to leave the event and register again to be readmitted.

 Please be aware, the venue use walkthrough metal detectors on entry to the hall and will be conducting random bag and wand searches. We thank you for your patience while this takes place.



WHILST YOU'RE HERE

UCAS

Wi-Fi

An open Wi-Fi network is available at this event; however, a reliable connection cannot be guaranteed.

Accessibility

Full details on accessibility can be found on the Excel London Webpage, [here](#).

Catering

Visitor refreshments can be purchased from the Boulevard catering outlets. Water stations can be found on the Boulevard. The Staff Room (teachers & exhibitors cafe) is at the back of the event hall.

All outlets are card payment only.

Event staff

For general queries during the event (e.g., directions to facilities), please ask any of the event staff, who can be identified by their UCAS branded t-shirts.

EXPLORE CREATIVE COURSES, APPRENTICESHIPS AND CAREERS – ALL IN ONE PLACE.

- Talk to universities, colleges, conservatoires and employers about your creative choices
- Speak to current students and employees about their experiences
- Watch performances and student talks on the live stage
- Chat to UCAS experts and careers advisors

For the full event programme and more information please visit the [event webpage](#)



JUST IN CASE

Organisers

The organiser's office is located at the front of the hall and is signposted. A member of the Events Team will be in the office throughout the event.

Accidents and near misses

If you are involved in or witness an accident or near miss while on-site, please report it to the organiser's office immediately, located at the front of the hall.

Emergency procedures

Should an evacuation of the building occur, please follow the instructions of the venue security staff, and leave the building via the nearest exit.

First aid

The venue has a medical room, staffed by qualified first aiders. If you need medical assistance, please contact the organiser's office or alert a member of security.



FREQUENTLY ASKED QUESTIONS

- **Is there anywhere I can store my coat and bags?**

The venue cloakroom is open 09:30-15:30, accessed from the boulevard (Hall N4/S4). Please be aware, the cloakroom cannot store cameras, laptop equipment, or any other electronic devices. Where possible please avoid bringing large bags to the event.

- **What insurance is in place for the event?**

The organiser has adequate public and employee liability cover. While the organisers take every precaution to protect visitors' property during an event, they are not responsible for any loss or damage. All group leaders should ensure they have adequate public and employers' liability cover, in line with the booking terms and conditions.

- **What happens to any lost property?**

All property found should be handed to the venue or the organiser's office, where it will be retained during the event, or until the owner comes forward. If no owner is found for the duration of the event, the property will be left with the venue. If you think you've lost something at Excel London, please contact lostpropertyenquiries@excel.London. If after 30 days, no claim in respect of that property has been made, the venue shall consider the property to have been abandoned and shall receive the rights to donate the item to a local charity.

- **Can I smoke/vape on site?**

Excel London operates a strict no smoking policy in the venue and would ask for your full cooperation in ensuring this is complied with. This includes e-cigarettes.

- **What security is there?**

Security is present at the event throughout. If you are a victim of theft, please report it to the organiser's office immediately.

- **Where can I get a copy of the risk assessment for the event?**

The organiser has completed a risk assessment for the event. A copy of this can be found via your group booking account or by requesting via email at: events@ucas.ac.uk.



CONTACT DETAILS

Venue

Hall S8
Excel London
One Western Gateway
Royal Victoria Dock
London E16 1XL

Pre-event

The event organiser can be contacted on 01242 544 808 or email events@ucas.ac.uk prior to the event

During the event

Event ambassadors, wearing UCAS t-shirts, will be available to offer help and advice if you have any queries whilst at the event.

Thank you for registering to attend Create Your Future.

