

Essential information for delivery, traffic and parking at ExCeL London

Venue Address

PAY360 2024

[COMPANY NAME & STAND NUMBER]

[CONTACT NAME]

ExCeL London

Newham

London, E16 1FR

For a seamless process, it is essential that all vehicles needing access to the venue's loading bays are pre-booked on the ExCeL London Vehicle Booking System, which will go live on **26 February 2024.**

ExCeL uses the Voyage Control pre-show vehicle booking system for deliveries to the show floor to ensure clarity in terms of access and to reduce waiting times.

Any exhibitor or contractor vehicles that are not booked through the system will be denied access to the loading bay by the on-site traffic team. No vehicle will be permitted access to the loading bay without a booking confirmation.

PLEASE NOTE: Please arrive no earlier than 15 minutes prior to the confirmed booking time. Early arrivals will cause unnecessary delays and congestion.

All exhibitors, contractors and suppliers must book every time they need to access the loading bays, whether during build-up or break-down. *This does not apply to couriers.*

We recommend using Google Chrome as the browser to use the booking system. The system will work on mobile devices and smart phones and has its own dedicated app available through the App Store or Google Play, please search – Voyage Control.

To schedule your loading bay slot for your vehicle, please follow these instructions:

- **Sign-up to ExCeL, London booking system here: excellondon.voyagecontrol.com**
- Select 'Make a Booking' and find event 'PAY360' from the dropdown list.
- Select your User Type and enter booking code (provided by event organiser)
- The stand location can be identified from the floor plan this is shown in the system. Please make a note of the zone colour as you will need this later in the process.
- Select the appropriate event phase (Build open or Break) and the date when the vehicle will be on site.
- Select the access point (zone colour) and the type of vehicle this is making the delivery.
- Once all details have been entered, press the 'Get time' button at the bottom of the page to see the available time slots. Time slots are allocated on a first come, first served basis. Time slots and unloading/ loading times will vary based on availability, user type and vehicle size.
- Once the timeslot is selected, please provide the following details:
 - Exhibitor company details
 - Delivering company details (if different)
 - Stand details
 - Driver name
 - Origin postcode of vehicle
 - Vehicle registration number

Please note if the driver details or vehicle registration number are not known at the time of booking, the time slot can still be reserved, and the details provided at a later date. Please note that all details must be completed prior to arriving at the venue.

- The time slot will be confirmed by email along with the vehicle pass. Please ensure your driver has this before arriving at the venue. This can either be printed or presented electronically.
- Once registered on the system, any time you need to book another slot your details will already be stored associated with your username and password.
- If you need any support using the system or have any questions about its operation, please use the “support” button in the vehicle booking system itself or email the organiser.

Details can be amended, or a booking made at any time before arriving at the venue. This means traffic delays can be taken into consideration as the system will remain live until the end of that day. If driver did not make the booking, please make sure they let the administrator know of any delay so the slot time can be amended.

Contractors building space-only stands are advised that their breakdown booking time is based on when the stand is broken down and ready to load. Do not book the slot for any time before the stand is dismantled, as the driver will not be able to stay on the loading bay beyond the allotted time.

Queries?

For any queries please contact: voyagecontrol@excel.london.

Further information can be found here: <https://www.excel.london/voyage-control>

Getting to ExCeL

ExCeL London is accessed only via Royal Albert Way. Any vehicles approaching the site from the A13 /A406 Beckton Roundabout, should exit onto the A1020 Royal Docks Road, until Gallions Roundabout. Take the fourth exit onto Royal Albert Way and continue westbound along Royal Albert Way until the ExCeL London Roundabout. Vehicles should then go down Sandstone Lane and into the traffic marshalling area, to await further instructions from the ExCeL traffic team. **There is no access for event vehicles via Seagull Lane. All event traffic should use the route detailed above.**

If you're using satellite navigation, please enter the postcode: E16 1FR or use the what3words [///cheer.events.began](https://www.what3words.com/#!/cheer.events.began).

[Download Site Map here](#)



ULEZ

ExCeL is now within the ULEZ. You can scan the QR code below to check whether your vehicle is subject to the ULEZ charge and find out how to pay. No exceptions can be granted by ExCeL to enter the ULEZ.



Arriving onsite to access loading bays

Please have either a printed copy or be able to present the vehicle booking electronically on arrival at the Traffic Marshalling area. Drivers can wait in their vehicle, and the ExCeL traffic team will scan the confirmation.

Once granted access to the loading bay, depending on the size of the vehicle, the following time will have been allocated for unloading and leaving the loading bay:

- Small vehicles - 30 minutes,
- transit vans to 12t vehicles - 1 hour
- 17t, 25t and articulated vehicles - 1 hour 30 minutes

When the time slot has expired the vehicle will need to be taken off site or parked in the car park. In the unlikely event of a delay, all drivers must follow the ExCeL traffic team's instructions. Please ensure the driver and crew respect the on-site team and remember that abuse directed at any member of staff will not be tolerated and may result in access to the venue being denied.

Parking at ExCeL

Pre-booking is the only way to guarantee a space in the car park at the venue. To pre-book a space, go to the online booking platform [here](#).

The car park is designed for vehicles up to a maximum of 1.9m height, although there are a limited number of spaces for vehicles up to 2.8m.

Parking for contractor and exhibitor vehicles up to 2.8m is available on a first-come first-served basis at the cost of £30.00 per day per vehicle.

If you are unable to secure a space on site, there are offsite parking locations in the local area, such as Canary Wharf and Stratford.

[Download Site Map here](#) for location of car parks.

If you have any questions or require more information on parking at the venue, please email ParkingOnline@excel.london.

Forklifting, Portage & Storage

DSV have been appointed as the official contractor for forklifting, lifting, handling and storage at **PAY360**. The official contractor will be onsite during the build-up and break down periods of the show and are available to help with any queries. **Please note that there is limited storage available for this show.**

If you need assistance or further details, please contact Carla Cook on the details below:

Carla Cook | Tel: +44 (0) 121 780 2627 | Email: carla.cook@dsv.com | www.dsv.com

Shipment or storage outside tenancy dates is not possible, hence why we recommend using DSV. Alternatively, you will need to bring items with you during build up on the 18 March and removing items during breakdown on the 20 March.