

General Information

Banking Facilities / Cash Machine

You will find two HSBC Machines at the West End of the boulevard, and Barclays and HSBC ATM's situated in the boulevard on Level 0, and one at the East end of the Boulevard by N6/S6. All machines accept all bankcards.

Business Services

Faxing, internet access, printing from USBs, laminating, mobile phone hire and charging services are available from Business Services, located on level 0 of the boulevard. Business Services also sell a range of products including; stationary, tools, tape, extension leads and batteries. They also purchase any foreign currency for GBP, however, they do not sell any foreign currency.

Car Parking

Please visit the venue website for further details: - <https://www.excel.london/visitor/getting-here/parking-and-taxis>

Children

Children under the age of 16 are not, under any circumstances, permitted in the exhibition halls during the build up or break down period of the event. Unfortunately, as a business event, visitors must be aged 16 and above. Please contact the event team in the case of exceptional circumstances, which will be dealt with on a case-by-case basis.

Cloakroom

The main cloakroom is located centrally in the boulevard on Level 0, with additional cloakrooms located on the boulevard level 0 next to the ICC Capital Hall. There is a lift adjacent to entrance N4 to access Level 0. All cloakrooms are now complimentary.

Please note that Excel London cloakrooms cannot accept laptops, phones or other electrical goods. 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.

Deliveries

All deliveries should be made during tenancy days and times only (Monday 25 & Tuesday 26 November 08:00 – 18:00) and should be addressed as follows: -

(Company Name)
(Stand Number)
HOMES UK & Unlock Net Zero Live
North Halls 11-13
C/O Excel London
1 Western Gateway
London
E16 1XL

The organisers or the venue do not accept deliveries on behalf of exhibitors so please ensure there is a representative from your company to receive the goods. Any deliveries made before the start of tenancy (Monday 25 November 2024) will be returned to the sender at your expense.

Disabled Facilities

Access: -

Excel London has been purposefully designed to allow unrestricted access for disabled visitors.

Parking: -

155 Disabled parking bays are located within close proximity of the venue. Spaces are available to blue badge holders only and badges must be displayed at all times. Parking for disabled visitors is charged at the normal

rate. Access to the building from these bays is along walkways with a gradient of no more than 1:15 or lift (east end).

Drinks reception

Inside Housing Collab Space drinks reception

Wednesday 27 November – 16:30 – 17:30

Join us for a drinks reception at the end of day one and continue the conversations with your peers and thousands of housing professionals. Plus we'll be in conversation with editor Martin Hilditch live at the Inside Housing Collab Space.

Emergency & Evacuation Procedures

A full copy of the **Excel - Emergency Procedures** can be found under the **Emergency Procedures** section.

Exhibitor Warning

It has been brought to our attention that our exhibitors are being targeted by companies claiming to be, or work with, our organisation. These companies may even use the HOMES UK and Unlock Net Zero event branding in order to appear genuine.

Ocean Media Group, the organisers of HOMES UK and Unlock Net Zero Live, would like to stress that there are no third parties selling any products or information on its behalf.

Take a look at our advice here for more information - <https://homesevent.co.uk/exhibit/exhibitor-warning-19>

Fire Escape Routes

Fire exits should be kept free of obstruction at all times. This includes vehicle entry doors, main entrances to the exhibition hall, foyer exits, and conference room exits.

Fire Extinguishers

Fire extinguishers will be provided by Ocean Media Group Ltd and Excel London. Excel's fire team will inspect the venue each morning to check that all the exit routes are clear in the case of an evacuation.

First Aid

The First Aid rooms are located on Level 0 in the Boulevard and at N9 in the Boulevard. If you require first aid, please contact the medical treatment room on Tel: +44 (0) 20 7069 5556.

Any medical emergency should be reported to the Organiser's Office or a member of security.

Florist

If you require this service please refer to "Services" and "Onsite florist" under the following link: - <https://www.excel.london/webshop>

Hotel Accommodation

Please visit the event website for further details: - <https://homesevent.co.uk/visit/venue-travel-and-accommodation>

IT Services

Excel London offer a complimentary WiFi service. This service is recommended for light internet and office usage and is not recommended for business-critical connections. 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 this service please refer to "Services" and "Technology" under the following link: -

<https://www.excel.london/webshop>

If you require secure access to your stand at all times for presentations etc., we strongly recommend you order a wired connection.

Lost Property

Any lost or found items should be reported to the Organisers Office.

Messages

The tannoy will not be used during exhibition hours except in cases of extreme emergency. Please make arrangements therefore to contact your office staff regularly, and ensure they know either your stand telephone number or the phone number of your hotel. Please advise all participants in any competition or promotional event, you may be organising from your stand, of the time you will be announcing the results on your stand, and encourage them to return to see the prize winners. This also means individual prize draw winners will not be announced.

Noise Levels

During exhibition hours please keep noise levels to a minimum. Excel enforce an 80db limit.

Pharmacy

Custom House Pharmacy, 17-19 Freemasons Road, Newham, E16 3AR - T: +44 (0) 207 476 2254.

The local pharmacy is located just on the other side of tracks from the Custom House DLR station.

Security

Full 24 Hour security commences at 08:00 on Monday 25 November through to 22:00 on Thursday 28 November. However, exhibitors are reminded that they are responsible for their own goods and should not leave valuables unattended at any time.

Smoking Policy

Smoking is not permitted in the halls at anytime. This includes electronic cigarettes.

Sustainability

The climate emergency is one that is now front and foremost for the social housing sector. As event organisers we have been doing all we can to ensure our portfolio is sustainable. We are working with our supply chain for HOMES UK and Unlock Net Zero Live and would like all exhibitors and sponsors to support this, where possible:-

Use recycling bins available around the venue

Order a water refill station for your stand and reduce waste

Reduce print material – go digital

Purchase a scanner – receive contact details – send information via email

Giveaways – no single use plastics - make it biodegradable

Consider all transport options – local transport – car share

Reinforce your brand in a positive way for the environment

Taxis

Taxis drop off and pick up point for black cabs are located at Excel London's West and East Entrances.

Travel Tips

Please visit the event website for further details: - <https://hometevent.co.uk/visit/venue-travel-and-accommodation>

Wheelchairs

Please visit the venue website for further details: - <https://www.excel.london/visitor/venue-guide/accessibility>

Wireless Internet Connection (WiFi)

Excel London offer a complimentary WiFi service. This service is recommended for light internet and office usage and is not recommended for business-critical connections. 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 this service please refer to "Services" and "Technology" under the following link: - <https://www.excel.london/webshop>