
ADDITIONAL SERVICES AT ExCeL

6.1 GENERAL

The following services will be subject to a normal commercial contract between the supplier and exhibitor. For address and telephone details refer to the Directory of Services.

6.2 TELECOMMUNICATIONS

Services should be booked by the due date (see Exhibitor Checklist Timetable) using the Telecommunications Appendix.

6.3 WIRELESS BROADBAND (BT OPENZONE)

- a) BT Openzone is available in the Boulevard and public areas (shops, cafes, etc.) within ExCeL. This can be accessed from a WiFi enabled laptop or PDA. Electronic vouchers and subscriptions can be purchased online at www.btopenzone.com.
- b) Restriction of all unauthorised wireless networks
ExCeL has taken an active approach to the universal problem of wireless interference with the aim of ensuring that all users of wireless network technology have a good experience whilst at ExCeL. Previous experience has shown that, when multiple wireless networks are sharing the same airspace, all wireless users are susceptible to interference. ExCeL has therefore enforced a ban on unauthorised wireless networks in order to maintain 'clean' airspace in the venue. Any exhibitor found installing or using unauthorised wireless networks will have any external connectivity withdrawn (with no possibility of a refund).

6.4 FURNITURE HIRE

A catalogue will be sent to each exhibitor by the appointed furniture suppliers. Details are also available on their websites (see the Directory of Services for details); these companies will provide an on-site service but exhibitors are strongly advised to order in advance to ensure availability of the items of their choice.

6.5 FLORAL

A full service is available from the appointed contractor; exhibitors should place orders by the due date (see Exhibitor Checklist Timetable) using the Floral Appendix.

6.6 AUDIO VISUAL EQUIPMENT

Equipment can be hired from the appointed contractor; exhibitors should place orders by the due date (see Exhibitor Checklist Timetable) using the Audio Visual Equipment Appendix.

6.7 PHOTOGRAPHY

Photographic services are available; exhibitors should place orders by the due date (see Exhibitor Checklist Timetable) using the Photography Appendix.

6.8 CATERING

6.8.1 General

- a) In accordance with ExCeL Regulations all food, beverages, fruit, confectionery, etc., distributed on the premises have to be supplied by the Official Caterers. Any exhibitor requiring supplies for their stand should contact Creative Events in advance to order supplies of such items. For a full catering service contact Leiths (see the Directory of Services for contact details for both suppliers)
- b) The provision or consumption of alcoholic refreshment is not permitted other than within the designated bar and refreshment areas, within individual hospitality suites or within designated hospitality areas on stands (see 6.8.4).

6.8.2 Exhibitors' Lounge

An Exhibitors' Lounge will be provided if space permits. It is emphasised that this lounge is not for the entertaining of customers – use of this facility is confined solely to exhibitors. Access will only be permitted on presentation of an exhibitor's pass for each person. The hours of opening will (provisionally) be:

Thursday	10.00 – 17.00
Friday	09.00 – 17.00
Saturday	09.00 – 16.00

6.8.3 Visitors' Catering

Bar and catering services will be available in the hall.

6.8.4 Stand Catering

Provision of hospitality to visitors on stands will only be permitted where an adequate area is specifically designated for that purpose and hospitality is restricted to that area and does not cause nuisance to exhibitors on adjacent stands (see also 5.1.17). Details must be submitted to Plancourt Limited for approval by **16 July 2010**.

ADDITIONAL SERVICES AT ExCeL

6.9 GROUND HANDLING, LIFTING, FREIGHT STORAGE & FORWARDING SERVICES

Apply to the appointed contractor (see the Directory or the Lifting, Shipping & Storage Appendix for contact details).

6.10 TEMPORARY STAFF / INTERPRETERS

Refer to Directory for contact details.

6.11 CASH MACHINES & BANKING SERVICES

There are four cash machines within the venue at ExCeL (HSBC and Barclays). These are located in the Boulevard on Level 0 adjacent to the main cloakroom, by the West entrance and between hall entrances N6 and S6.

6.12 POST BOX

There is one post box at ExCeL located at the West taxi drop-off point. The nearest Post Office is located on Freemasons Road opposite Custom House DLR station, approximately 5 minutes walk from ExCeL West.

6.13 CLOAKROOMS

The main cloakroom is located centrally on Level 0. There is a lift and a staircase adjacent to Entrance S4 in the Boulevard to access Level 0. Normal opening hours are from ½ hour before the show opens until ½ hour after the show closes. Other cloakrooms may also be in use and can be located by following the signs in the Boulevard. All items are charged at £1 each. When the cloakroom closes all left luggage and coats are taken to the Security Suite (Tel: 020 7069 4445). The cloakroom is not able to accept laptop computers, phones or other electrical goods.

6.14 HOTEL ACCOMMODATION

The appointed agent has negotiated special terms for exhibitors and visitors. Exhibitors are strongly advised to confirm bookings as soon as possible using the following link: <http://www.reservation-highway.co.uk/delegatelogin.php?session=71&dpw=BDTA10>

6.15 BUSINESS SERVICES

Photocopying, faxing, essential office supplies and a Bureau de Change are available at the ExCeL Business Services unit on Level 0 (Tel: 020 7069 5005). A pre-booked chauffeured car service is also available at the same location and telephone number from About Town Carriages (info@abouttowncarriages.co.uk)

6.16 DAY NURSERY

Facilities for 100 children aged 3 months to 5 years are provided from Monday to Friday by Leapfrog Day Nurseries (Tel: 020 7474 7487 www.leapfrogdaynurseries.co.uk) for parents wishing to leave their children in reliable care for just a few hours whilst visiting ExCeL. Please note that these facilities require one week's notice and are unable to accept children without prior notice.