

The logo for Excel London is centered on a dark teal background with light blue geometric lines. The word "excel" is written in a white, lowercase, sans-serif font, with a small pink trapezoidal shape above the letter 'x'. Below "excel", the word "LONDON" is written in a pink, uppercase, sans-serif font.

excel
LONDON

EVENT SERVICES

Event services at Excel London

TODAY'S AGENDA

WHO?

- Who are Excel London's Event Services?

WHAT?

- What services can we provide you?

HOW?

- How do you order them?

QUESTIONS?

- Where to go for answers
- What should I be aware of before I arrive?

WHO?

**WHO ARE EXCEL
LONDON'S EVENT
SERVICES?**



THE EVENT SERVICES TEAM

Contact the team:

- By email at exhibitororders@excel.london
- By phone on +44 (0)20 7069 4400
- By LiveChat on www.excel.london/webshop



Eloise Payak
Exhibitor Services
Manager



Kristina Drazdauskaite
Exhibitor Services
Supervisor



Moe Osman
Exhibitor
Services Advisor



Leane Lutete
Exhibitor Services
Advisor



Danny Spicer
Exhibitor Services
Advisor

WHAT?

**WHAT SERVICES
CAN WE
PROVIDE YOU?**



EVENT SERVICES



RIGGING



TECHNOLOGY

IT/Internet (hardwired & Wi-Fi)



STAND CLEANING



WASTE MANAGEMENT



PIPED SERVICES



PARTNER SERVICES



RIGGING

RIGGING INFORMATION

■ To order rigging please complete [Rigging Quote Request form](#)

■ Remember to book more than 28 days before the start of the event tenancy to **benefit from the advanced order rate**

■ If you need lighting or power for your rig, you will need to contact the appointed electrical contractor for the event

E: rigging@excel.london





TECHNOLOGY

HARDWIRED OR WIRELESS?



HARDWIRED CONNECTION

- Offering faster, more stable, and more secure connectivity with symmetrical bandwidth – ideal for business-critical needs and multiple devices.

WIRELESS CONNECTIONS

- Provides fast, reliable connectivity with speeds above the free service, supported by Excel's technical team. Offers the convenience and flexibility of wireless over fixed lines, making it easy to stay connected without the limitations of cables.
- Please note:** performance may still be affected by external airwave activity.

HARDWIRED CONNECTION

You have a number of options to select when booking a hardwired connection.

Use the table to work out how many megabits per second (Mbps) you will need depending on you and your team's activity.

You can book:

On [Excel's Webshop](#)

WIRED INTERNET ORDER INFORMATION

Choosing the right internet speed

The infographic below outlines the recommended bandwidth tiers for a range of online activities. While these figures offer a useful guide, we suggest choosing a higher Mbps to maintain seamless performance, particularly when several devices are connected simultaneously. For faster bandwidths or to discuss bespoke setups, please contact exhibitororders@excel.london or speak to us on live chat.

MEGABITES PER SECOND	ACTIVITY	NUMBER OF DEVICES
2-5 MBPS	 BROWSING, E-MAIL, MUSIC STREAMING, SD VIDEO STREAMING	1 DEVICE
5-10 MBPS	 HD VIDEO STREAMING	1 DEVICE
10-15 MBPS	 VIDEO CONFERENCE, ONLINE GAMING, DOWNLOAD LARGE FILES, 4K VIDEO STREAMING	1 DEVICE
15-25 MBPS	 ONLINE GAME STREAMING	MULTIPLE DEVICES
25-50 MBPS +	 VIDEO CONFERENCE, ONLINE GAMING, DOWNLOAD LARGE FILES, 4K VIDEO STREAMING	MULTIPLE DEVICES

*Each tier builds on the last, increasing devices and capacity

Please note that our Wi-Fi policy does not permit exhibitors to bring their own wireless routers as they can interfere with the venue's own network, leading to potential network disruptions and compromised performance for exhibitors and attendees alike. We will actively monitor airwaves during live events and may terminate your service if found in breach of our policy.

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WIRELESS CONNECTIONS

HOTSPOT

V

This offers venue-wide Wi-Fi connectivity which enables you and your team to stay connected with the office wherever you are in the venue. Best suited for:

- Checking emails
- Light internet browsing

Book on [Excel's Webshop](#), or for more bespoke requirements email exhibitororders@excel.london

ACCESS POINT

An Access Point gives you a router on your stand, providing a signal with an approximate 40-metre radius. This delivers a stronger, more reliable connection and is recommended for:

- Wireless demos you wish to give on your stand
- Running business-critical apps over Wi-Fi
- Multiple team members/devices needing consistent high-speed access

Book by emailing exhibitororders@excel.london

WIRELESS CONNECTIONS

HOTSPOT V ACCESS POINT

Allows roaming over the whole venue	✓	Limited to the size of the stand
Requires a web browser to login	✓	Can log in via WPA
No cross-communication between multiple devices	✓	Allows cross-communication (on request)
Connects to Excel London SSID	✓	Allows custom SSID
5ghz device connection only	✓	Can allow 2.4ghz (on request) and 5ghz
Access Point hardware in ceiling	✓	Access Point on stand (strongest connection possible)

Event services at Excel London

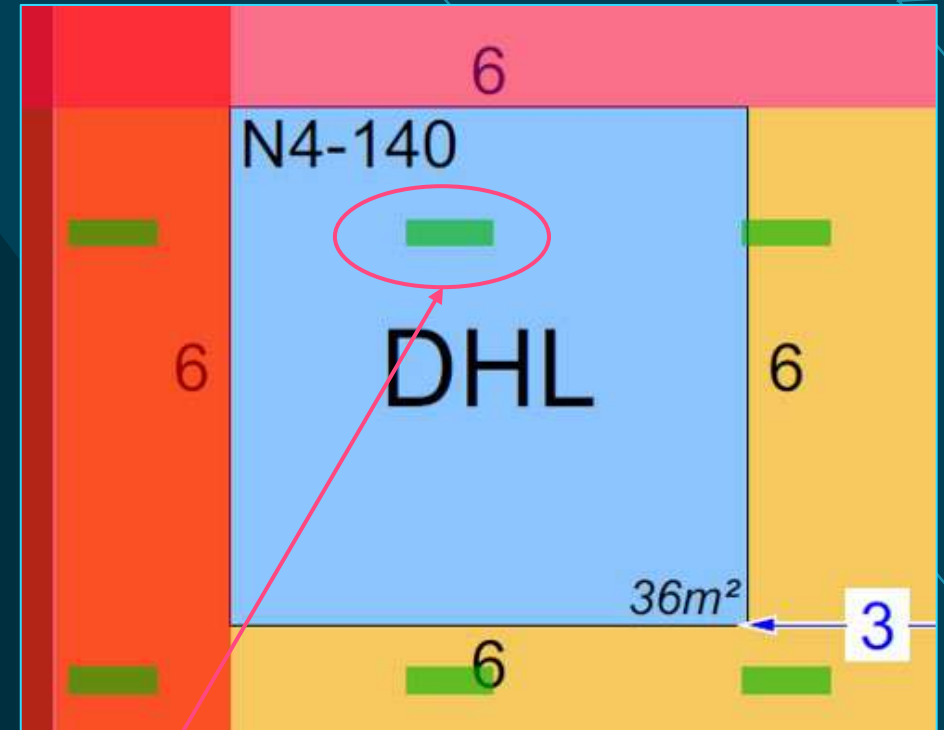
IMPORTANT INFORMATION

- Use only the Wi-Fi Excel provided, as personal routers, hotspots or other networks can interfere with the service.
- For bespoke requirements email exhibitororders@excel.london



STAND DUCTS FOR TECHNOLOGY SERVICES

- To ensure correct installation of both hardwired connections and Wi-Fi Access Points, please confirm which duct you would like the cables to be pulled from. This is very important if your stand has multiple 'ducts'.
- Your stand contractor will have the plan – alternatively, reach out to the Event Services team: exhibitororders@excel.london
- Although the cable from the duct has approximately 8m of slack as standard, it's essential we receive accurate details from you or your stand contractor to prevent cables being run across your stand in the wrong location.



- An example of how these ducts might be shown on a technical floorplan



STAND CLEANING

STAND CLEANING

Stand cleaning ensures your space is spotless and ready for visitors each day, allowing you to focus on networking and showcasing your products.

Please ensure you **select the correct day(s)** when booking.

Stands over 200sqm can receive a 50% discount for additional days. Cleaning operatives can also be available for the opening day.

What's included:

- /// Surfaces cleaned
- /// Floors mopped & vacuumed

Please note: It does NOT include a builder's clean; any paint or debris from construction is the contractor's responsibility.

Book on [Excel's Webshop](#), or for more bespoke requirements email exhibitororders@excel.london

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WASTE MANAGEMENT



WASTE MANAGEMENT

Good waste management helps protect the planet and can also save you money. Please plan ahead by thinking about what you bring onsite and how you can reduce the amount of waste you'll need to dispose of.

- Order suitable waste items in advance for build-up and breakdown
 - ／ Bulky waste
 - ／ Dry mixed recycling (paper & card / plastic & tins)
 - ／ Wood waste
 - ／ General waste
 - ／ Food bin (left on stand at all times)
 - ／ Bulky waste pallet removal
 - ／ Wood waste pallet removal
 - ／ Hazardous & WEE removal
- Book on [Excel's Webshop](#), or for more bespoke requirements email exhibitororders@excel.london

WASTE MANAGEMENT PLAN

For some events, space only exhibitors must submit a **Waste Management Plan** to the organiser before the event. Please check the Exhibitor Manual or organiser if this is relevant to you.



**TYPE OF
WASTE
EXPECTED**



**QUANTITY OF
WASTE
EXPECTED**



**ESTIMATED
NO. OF BINS
NEEDED**



PIPED SERVICES

PIPED SERVICE

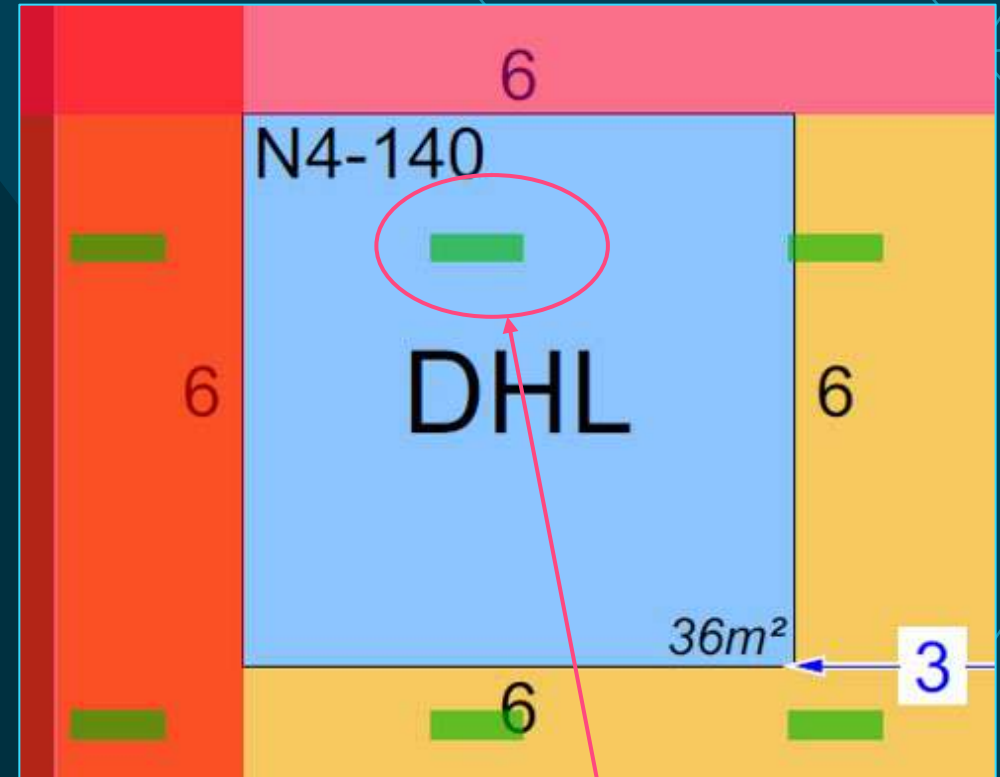
Excel has a range of piped service including:

- /// Water and waste connections
- /// Sink packages
- /// Hire of equipment (e.g. dishwashers)
- /// Pool filling
- /// Upper floor installation

Power for water heaters or appliances must be ordered through the electrical contractor.

STAND DUCTS FOR PIPED SERVICES

- It is important for any piped service requests we are informed which 'duct' you would like the pipes to be pulled from.
- This is very important if your stand has multiple 'ducts'.
- Your stand contractor will have the plan – alternatively, reach out to the Event Services team: exhibitororders@excel.london
- it's essential we receive accurate details from you or your stand contractor to prevent pipes being run across your stand in the wrong location.
- Your stand will need a platform at least 100mm in height to hide the pipes.



- An example of how these ducts might be shown on a technical floorplan



PARTNER SERVICES

PARTNERS TO POWER YOUR EVENT



**AUDIO VISUAL
(C&E)**



**AUDIO VISUAL
(EXHIBITIONS)**



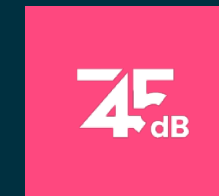
LOGISTICS



**EVENT SERVICES
(C&E)**



**F&B AND
HOSPITALITY**



**SOUND-REDUCED
ROOMS**



**VIP
EXPERIENCES**



**EXECUTIVE
TRAVEL**

FANTASTIC BENEFITS ONLY OUR PARTNERS CAN OFFER

£ COST EFFICIENCIES

Exclusive reduced rate cards, effective event planning solutions and exclusive out-of-contracted tenancy working.

📄 OPERATIONAL EFFICIENCIES

Unrivalled venue understanding, integration with Excel teams and streamlined processes.

🌱 SUSTAINABILITY BENEFITS

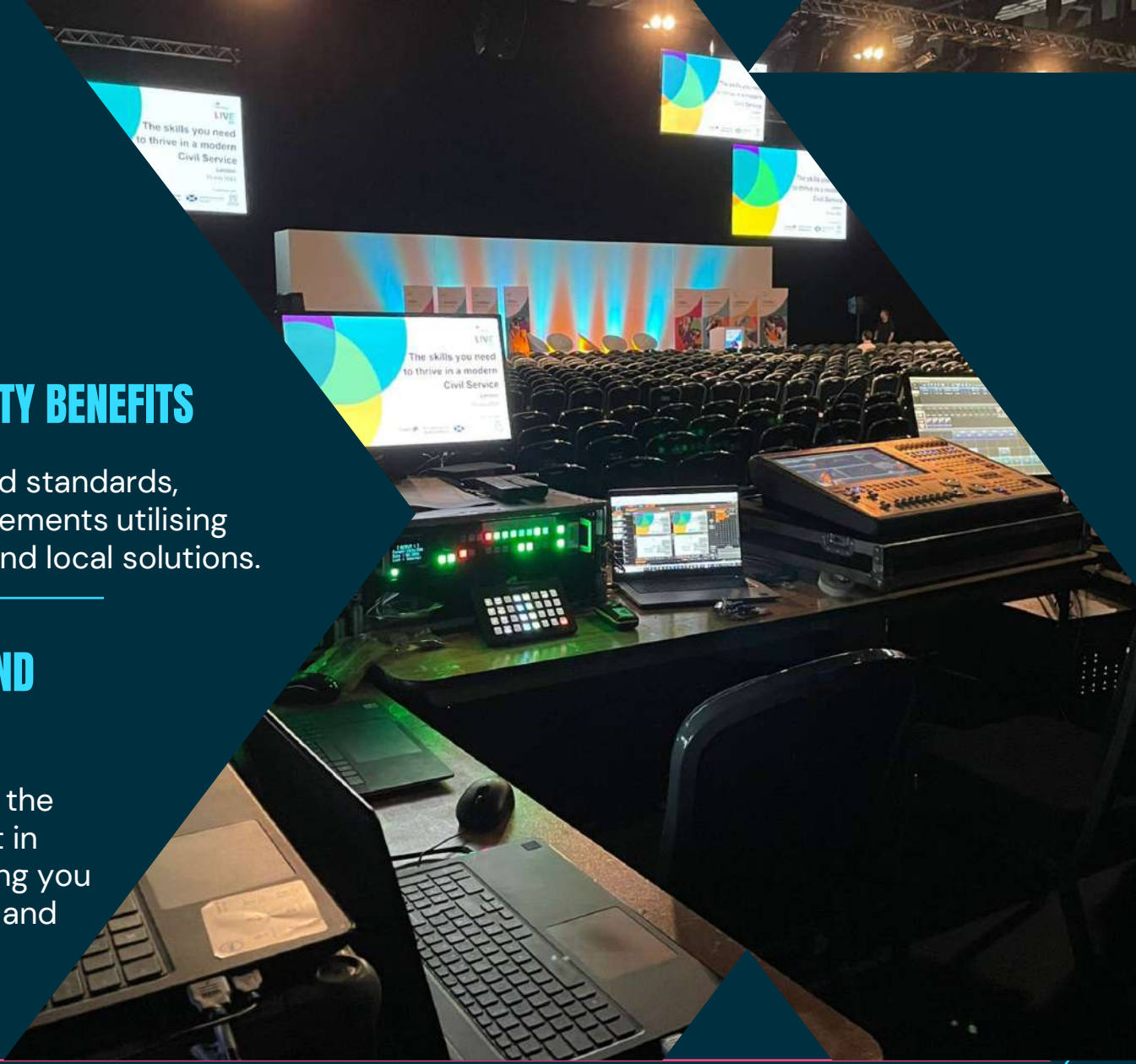
Robust processes and standards, reduced vehicle movements utilising onsite warehousing and local solutions.

☁️ PEACE OF MIND

Rigorous selection processes shortcuts the need to identify best in class partners allowing you to focus on planning and delivery.

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HOW?

**HOW CAN YOU
ORDER EVENT
SERVICES?**



EXCEL'S WEBSHOP

- Advanced rate & standard rate deadlines.
 - The 20% Advanced Rate discount will be automatically calculated at checkout.
- The menu of services on offer

Booth: 5 Sign In £0.00

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Venue Services Centre

Deadlines 2

Advanced Discount Deadline - If you place your order more than 28 days before the first day of the build of the show, you will be entitled to a 20% reduction, which will be automatically adjusted in our prices. Due: Tue, 26 Aug 2025

Standard Rate Deadline Due: Tue, 23 Sep 2025

Services

Terms & Conditions

Contact

IT FAQs

Search Search

HEALTH & SAFETY

Health and safety

The venue works to the industry best practice AEW eGuide. Please make sure you and your team wear hi-vis jackets and safety boots during build and breakdown and are familiar with our emergency procedures document.

WE ARE HERE!
LET'S CHAT!

Online

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LIVE WEBCHAT

- The Chatbot can answer many of your questions.
- For more complicated questions, you will be put directly through to a member of the Exhibition Services team.

The screenshot shows the 'Venue Services Centre' website for Excel London. At the top, there's a navigation bar with 'Booth: 5', 'Sign In', and a shopping cart icon showing '£0.00'. The main header features the 'excel LONDON' logo and the text 'Venue Services Centre'. Below the header, there's a search bar and a 'Deadlines' section with two items: 'Advanced Discount Deadline - if you place your order more than 28 days before the first day of the build of the show, you will be entitled to a 20% reduction, which will be automatically adjusted in our prices. Due: Tue, 26 Aug 2025' and 'Standard Rate Deadline Due: Tue, 23 Sep 2025'. A sidebar on the left contains links for 'Services', 'Terms & Conditions', 'Contact', and 'IT FAQs'. The main content area features a large pink banner with a megaphone icon and the text 'HEALTH & SAFETY'. Below the banner, there's a section titled 'Health and safety' with the text: 'The venue works to the industry best practice AEV eGuide. Please make sure you and your team wear hi-vis jackets and safety boots during build and breakdown and are familiar with our emergency procedures document.'

The chatbot interface displays a greeting: 'Hi there 🙌'. Below the greeting, it says: 'Need help? Start a new conversation and our team will be able to assist.' A prominent white button labeled 'New Conversation' is shown, with the text 'We typically reply in a few minutes' and a right-pointing arrow. At the bottom of the chat window, there are icons for home and messages, and a note that says 'Powered by tawk.to'.

A close-up of a chatbot status indicator. It features a yellow banner with the text 'WE ARE HERE! LET'S CHAT!' and a red notification bubble. Below the banner, it says 'Online'.

BY EMAIL

- If you have any bespoke requirements, please email exhibitororders@excel.london



QUESTIONS

WHERE TO GO FOR ANSWERS



QUESTIONS & ANSWERS

For pre-event questions:

- /// On any technology services – including Wi-Fi and hardwired – read our [Technology FAQs](#)
- /// For all other questions use the [Live Webchat](#) or email exhibitororders@excel.london

For onsite support:

- /// Visit the **in-hall Event Services desk**
- /// Visit the **Event Services office** (opposite the Welcome desk in the West Entrance)
- /// Call **+44 (0)20 7069 4400** (Event Services contact number)
- /// Call **+44 (0)20 7069 4342** (for onsite technology support only)

GETTING PREPARED FOR BUILD DAY

- Do you need personal protective equipment (PPE) such as a high-vis vest or boots?
 - ／ Check with the organiser for their rules and regulations
- Do you know which Contractors Entrance you need to head to?
 - ／ Check with the organiser or consult the exhibitor manual
- Have you pre-booked parking?
 - ／ To guarantee a parking space [pre-book online](#)
- Do you need access to the loading bays?
 - ／ Book your time slots with Voyage Control on [Excel's Vehicle Management System](#)



**THANK
YOU**