



Venue accessibility

This document outlines all the information you need to know about venue accessibility and the facilities available, together with recommendations on how you can plan an accessible event at ExCeL.

Our team is here to help. If you have any questions, please contact your dedicated event manager.

We look forward to working with you.

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1. Key information about the venue

- ExCeL is a large venue with a 600m long central boulevard. Please remember to provide clear directions to your visitors to minimise any walking distance for those who are less mobile. The entrance and station closest to the event space will be included on the event listing on our What's on page: www.excel.london/whats-on Please make sure you supply the details of your event so our marketing team can add it to that section of the website.
- All public entrances are wheelchair accessible with low gradient ramps and automatic doors. Once inside the venue, most floors are level with unobstructed access. This is with the exception of the gradient of the ramp in the east of the venue, and access from Zone 2 and 5 of the car park to the entrance to the venue.
- For more information about venue accessibility, please visit: www.excel.london/accessibility.
- There are non-visual indicators located on all stairs for those with impaired vision. Strong tactile differences in flooring indicate hazardous areas: for example, the walkway along the dock has a cobble stone surface at the water's edge.
- Door vision panels with a zone of visibility between 900mm and 500mm above floor level are on all public access doors.
- Self-service equipment, such as cash point machines, are located at levels suitable for wheelchair users. Bars and self-service counters and the seating areas are accessible to wheelchair users.
- Pictographic signs and symbols are in place, along with script, to guide people around the building.

2. Getting to Excel

Public transport

There are two stations adjacent to the venue, both of which are step-free - Custom House for the Elizabeth line and DLR, and Prince Regent for the DLR only.

TfL publishes a step-free station map which you can access here <https://content.tfl.gov.uk/step-free-tube-guide-map.pdf>.

Parking

There are 80 bays suitable for disabled drivers in the Orange car park, located underneath the venue. The minimum dimensions of each space are 5.9m by 3.6m. Access to the building from these bays is along walkways with a gradient of no more than 1:15 and flat entrance lifts with automatic doors.

Please note: the Orange car park is only accessible for vehicles up to 1.9m height. If you require more disabled parking spaces or parking for vehicles taller than 1.9m, please speak to your event manager.

We will be making changes to the booking and payment of parking in the near future so please check with your event manager.

3. Venue facilities

Changing Places

There is a Changing Places (an accessible changing facility) at the east of the venue on level 1. The room has a toilet, sink and a hoist. Please note: the room has a RADAR key operated lock. Most users would have a RADAR key as a matter of course to access this facility; however, our security team can assist anyone who may need help.

For more information on the Changing Places facility go to: www.excel.london/changing-places. If you would like to arrange a Changing Places facility within the footprint of your event, please speak to your event manager who will provide more information about mobile options and service providers.

Disabled toilets

There are 40 toilets for disabled visitors located throughout the building.

Use this map www.excel.london/uploads/excel-amenities-disabled-access-2023.pdf to see where left-hand transfer and right-hand transfer disabled toilets are located across the venue. Please note opening hours are subject to the location of your tenanted event space.

Family room

The family room is located on the boulevard and can be found by S9. The room has two changing mats, chairs for breastfeeding, a microwave to heat up baby food and a bottle warmer. It also contains a sink and toilet.

Prayer room

A multi-faith prayer room is located on the boulevard and can be accessed through the grey door next to the hall S9 entrance.

Go to www.excel.london/uploads/amenities-map_march-23.pdf for more information about the family room, prayer room and other amenities are located.

4. Support animals

Guide Dogs

Excel welcomes all Guide and Assistance Dogs. Guide and Assistance Dog owners have important rights under the Equality Act 2010 meaning they are legally permitted to enter establishments where the public are admitted.

Personal support animals

Unlike guide and assistance dogs there is no official guidance. We have a policy for managing those visitors who would like to bring a personal support animals to the venue during events. This policy outlines the process for visitors to contact the organiser directly in advance via email, copying in accessibility@excel.london. The organiser would give permission or not in the first instant and if you agree we will then brief our security team.

Please be aware that there are no welfare facilities for support animals onsite and all owners will be fully responsible for the action of their animal, which will need to be kept under control and on a lead, harness, or in a pet carrier at all times.

5. Training suggestions

The Hidden Disabilities Sunflower Scheme

We recognise The Hidden Disabilities Sunflower scheme, supporting venue visitors who are living with non-visible disabilities and choose to wear the Sunflower.

All of our employees who work directly with members of the public have completed the Sunflower training modules. They have a good understanding of the Hidden Disabilities Sunflower, a broad understanding of hidden disabilities and are confident to support someone who is wearing the lanyard.

We would encourage you to join the scheme which can be done in four simple steps:

- a. Register here as a business member of the scheme:
<https://hiddendisabilitiesstore.com/uk/company/account/create/>.
- b. Choose and subscribe to the Sunflower Membership that works best for your business today (available in the memberships section of the online shop). You can find a list of memberships available here:
<https://hiddendisabilitiesstore.com/uk/sunflower-membership-plans>.
- c. Roll out the training using the Sunflower training videos*.
- d. Launch and promote your Sunflower Membership to your community, as well as the global Sunflower network†

* Access restricted dependent on Sunflower Membership level.

† Subject to Sunflower Membership level.

Wheelchairs and mobility scooters

If you would like to offer wheelchairs and mobility scooters to your visitors (in addition to those provided by the venue), all staff involved in managing the devices should be trained in providing advice and guidance to users to avoid any accidents or incidents.

Considerations for exhibitors

Please note that any exhibitors must comply with the Equalities Act 2010 and plan their stands accordingly.

6. Supplementary facilities and recommendations

Anyone who falls under the definition of protected characteristics under the Equality Act 2010, can expect that they experience the event the same way as other attendees. Businesses must adapt or change how services are delivered to ensure that they are not discriminating, failure to do so can bring a potential discrimination claim.

Additional facilities	Current quantity	Notes
Mobility scooters	4	<p>Visitors can hire a mobility scooter or wheelchair free of charge. They are subject to availability and can be reserved here https://mobility.excel.london/.</p> <p>Although the service free of charge, a form of ID (such as a driving licence, passport) will need to be submitted at time of reservation and then shown when the mobility aid is collected.</p> <p>Recommendation: venue mobility scooter provision is sufficient to meet demand for most events. However, we recommend you look at other suppliers if you anticipate an increased demand during your event.</p>
Wheelchairs (including one bariatric chair)	11	<p>Visitors can hire a wheelchair free of charge. They are subject to availability and can be reserved here https://mobility.excel.london/.</p> <p>Although the service free of charge, a form of ID (such as a driving licence, passport) will need to be submitted at time of reservation and then shown when the mobility aid is collected.</p> <p>Recommendation: venue wheelchair provision is sufficient to meet demand for most events. However, we recommend you look at other suppliers if you anticipate an increased demand during your event.</p>

Hearing aids within event space		If a hearing loop system is required in the event space, please speak to your event manager who can help facilitate the installation with your supplier.
British Sign Language (BSL) Interpreters		Anyone requesting a BSL interpreter can expect for this request to be satisfied. Any deaf or hard of hearing visitor should be able to experience the event the same way as a person who can hear. Recommendation: if requested an interpreter should be provided. There are a number of providers available who offer this service.
Quiet room	0	The venue currently does not have a dedicated quiet room. Recommendation: please speak to your event manager who can advise if there is a space that could be converted to a quiet room within your tenanted space. Alternatively, you may wish to consider an external service provider, such as EventWell.

7. Visitor information

Here's ready-to-go copy for your website, which will help visitors to plan their day at your event.

Disabled Parking

There are 80 bays suitable for disabled drivers in the Orange car park, which is located underneath the venue, with minimum dimensions of 5.9m by 3.6m. Access to the building from these bays is along walkways with a gradient of no more than 1:15 and flat entrance lifts with automatic doors.

Please note: Orange car park only permit vehicles up to a maximum of 1.9m height. Please email parkingonline@excel.london if you require a disabled space for a taller vehicle.

Disabled toilets

There are 40 toilets for disabled visitors located throughout the venue. You'll find them near the Business Services centre, located on level 0 between hall entrance N4 and S4, the ICC conference suites on level 3 and the restaurants and cafes on level 1 and 2.

Please visit www.excel.london/uploads/excel-amenities-disabled-access-2023.pdf to see where left-hand transfer and right-hand transfer disabled toilets are located across the venue. Please note opening hours are subject to the events in tenancy at that time of your visit.

Changing Places

Excel have worked with Changing Places to create an accessible changing facility at the east of the venue on level 1. This room contains a toilet, sink and a hoist. Please note the room has a RADAR key operated lock.

To view Changing Places and for more information, please visit:
www.excel.london/changing-places.

Family room

The family room is located on the boulevard and can be found by S9. The room has two changing mats, chairs for breastfeeding, a microwave to heat up baby food and a bottle warmer. It also contains a sink and toilet.

Prayer room

A multi-faith prayer room is located on the boulevard and can be accessed through the grey door next to the hall S9 entrance. Please view this venue map www.excel.london/uploads/amenities-map_march-23.pdf to see where the family room, prayer room and other amenities are located.

Mobility scooters and wheelchairs

Visitors can hire a mobility scooter or wheelchair free of charge. They are subject to availability and can be reserved here <https://mobility.excel.london/>.

Although the service free of charge, a form of ID (such as a driving licence, passport) will need to be submitted at time of reservation and then shown when the mobility aid is collected.

Guide Dogs

Excel welcomes all Guide and Assistance Dogs. Guide and Assistance Dog owners have important rights under the Equality Act 2010 meaning they are legally permitted to enter establishments where the public are admitted.

Personal support animals

Excel welcomes all registered guide and assistance dogs. To support those wishing to bring personal support animals to the venue and to ensure smooth entry for those animals permitted, we ask you to contact us directly in advance via email, copying in accessibility@excel.london.

Please be aware that welfare facilities for support animals are not available onsite and all owners will be fully responsible for the action of their animal, which will need to be kept under control and on a lead, harness, or in a pet carrier at all times.

General

For additional information about accessibility at Excel London, please visit www.excel.london/visitor/venue-guide/accessibility.