

Build Up Procedures and Payment

Arrangements for access and unloading during build up need to be carefully managed to ensure that unloading areas do not become over congested and all exhibitors are able to access during the time available. We will do all we can to ensure waiting is kept to a minimum and would ask you to help us by following the instructions given and removing all vehicles from the unloading areas as soon as possible.

All vehicles unloading, whether cars or lorries, need to obtain a Delivery Pass. When you arrive on site, follow the digital directional signs to the relevant lorry park for your event. Drive in and register at your show's designated lorry park.

You'll be given a Delivery Pass with an allotted amount of time, dependent on the size of your vehicle. We'll complete your ticket with your contact details. Please display it clearly on your windscreen at all times so we can get in touch with you if we need to.

There may be a delay moving from the lorry park to your hall as unloading is on a first come first serve basis. We always do our best to keep delays to a minimum. If you are delayed, don't worry, your time won't start until you leave the lorry park. When it's your turn, show your Delivery Pass to the Gate, who will raise the barriers so you can access the back of your hall.

Once you have unloaded please take your vehicle back to the free outer area car park, to make space for other exhibitors.

Deposit System

At some events a £50 deposit is required for your Unloading Ticket. We use this to encourage exhibitors to unload as quickly as possible and then move their empty vehicles to the free parking areas. This ensures that wait times for others are kept to a minimum.

The deposit will be returned when you return to the lorry park within your allotted time. (This refund must be claimed on the day of issue).

Your organiser (or client) should inform you if this applies to your show, and provide you with a form to pre-pay if you want to save time. If you do not pay in advance, please ensure drivers have either the cash, cheque or a valid Credit Card.

Exhibitors are advised that the delivery time will commence when the Unloading Ticket is time stamped on entry to the controlled area.

- Cars and vehicles up to two tons will be allowed one hour from the time of entry.
- Vehicles over two tons will be allowed two hours.
- Articulated vehicles will be allowed three hours.

Having made the delivery, drivers and vehicles should return to the lorry park, following 'Return Route' signs. At this point, the ticket will be time-stamped to avoid any time penalty.

Should a driver find that they are unable to make the delivery within the specified time, and through no fault of their own, they should inform The NEC Security Staff within the Hall, who in turn will contact the Traffic Supervisor.

Drivers wishing to stay at The NEC for the remainder of the day may use alternative designated car parks, free of charge.

Methods of Payment

There are two methods of payment:

- Pre-payment by sending a cheque in advance. You will need to obtain the form from your organiser.
- By payment on arrival at The NEC, either by cash, cheque or credit card.

If the driver uses a pre-paid Vehicle Unloading Ticket and they depart The NEC within the time stated, a cheque for £50.00 will be returned from The NEC.

If a driver pays in cash on arrival, the £50 will be handed back to them on the day provided they have returned within the time stated.

If a driver pays by cheque on arrival, the cheque will be returned to the driver providing they depart within the time stated.

To assist with free-flow of traffic, exhibitors are advised to order a vehicle unloading ticket well in advance.

Hire Transport

Exhibitors should ensure that all hire transport drivers are advised of these procedures, prior to their arrival at The NEC.

Overnight Parking

Overnight parking on operational lorry parks is not permitted, however some overnight parking may be available. Please discuss with the NEC staff on duty.

Breakdown Procedures

The first night of breakdown is an extremely busy time with all exhibitors keen to get loaded as soon as possible. In order to ensure areas do not get over congested and the breakdown remains safe some control measures have to be put in place.

We will do all we can to ensure delays are kept to a minimum and would request that drivers cooperate with the instructions provided.

There may be a short delay before commercial vehicles are released from the lorry parks and this can be for a number of reasons:

- Organiser requests to allow for public to leave the halls
- Removal of external exhibits to create more unloading space
- Removal of temporary structures to provide better access
- Loading of furthest halls first to prevent roads blocking up

Whatever the reason we will do our best to get vehicles in as soon as we can.

We recommend that drivers should return to their vehicles 15mins before the show close / published breakdown time.

Cars and cars with trailers are given priority to park at the rear of the halls, as they only take a short time to load.

Cars

Any cars or cars with trailers arriving for breakdown (or which are already in the car parks) should report to the relevant inner area access gate at the close of show.

You'll need your Exhibitor ID Badge to gain access (please ask your organiser for this pass if you do not have one).

Please don't arrive before the show close / published breakdown time, as queues can build up and cause congestion for other traffic around site. Cars arriving early will have to be turned away at the gate, which is not what we want for you!

So please help us deliver a great experience for everyone by following the guidance provided.

Commercial Vehicles

Commercial Vehicles arriving for breakdown should report to the designated free lorry park on the last day of the show - the lorry park will be open at 07.15hrs onwards.

Vehicles will be queued in lines by hall number on a first come first served basis. They can then park free of charge in the queue through the day until post-show breakdown commences.

Vehicles will be released down to the halls on a first come first serve basis, once all the cars have parked up and if space is available.

This can take some time - so please be patient.

Please also be aware that the order we release vehicles may be by geographical location of halls so that those furthest away are loaded first. This is to prevent access roads to these halls being blocked by vehicles for closer halls.

We'll do our best to help keep any delays to a minimum. You can help us too, by only bringing in vehicles that are ready for loading and removing them from the loading areas as soon as they are loaded.