

## **Voyage Control - Online vehicle booking procedure for Organisers**

Olympia London manages vehicle logistics through an online vehicle booking system, 'Voyage Control', in order to make build-up and breakdown quicker and smoother for all exhibitors and contractors.

All exhibitors and contractors bringing vehicles to Olympia London, who wish to unload or load a vehicle on site, must book a time slot on the online booking system:

[www.olympia.london/traffic](http://www.olympia.london/traffic)

Set-up will be configured for each event separately, so it is important to consider this, as other events may have an impact on your build-up/breakdown.

Successful management of event build-up and breakdown during the future development plans at Olympia London will be reliant on the vehicle booking system. Therefore it is important that you and your customers engage with our venue processes and use the system fully; not doing so may mean exhibitors and contractors are unable to access the venue.

## ***Things to consider when completing your Event Access Request Form***

### Build dates

(Including any approved Access Outside Tenancy)

It is advised that your key contractors gain access at the earliest stages of your build, before exhibitors. Consider restricting access for other users until later in the day. If you have important clients or particularly large stands you wish to prioritise, this should be considered while you are completing your Event Access Request Form.

Olympia London is unable to facilitate priority vehicle requests which are not booked through the system at any point during your tenancy. Consider giving contractors a grace period to book in vehicles for deliveries, before the published live date to exhibitors. The system also has the capacity to set up password access for different user types, such as your main appointed contractors, in order to limit the possibility of booking a slot under a different user type.

It is not possible to hold or store freight in areas outside of your tenancy, such as loading bays. Always ensure you have allocated suitable drop-off and storage spaces within your tenancy area to avoid delays.

### Open period

Vehicles delivering stock during the open period may arrive from 0800 hours (tenancy dependent) on each open day and delivery slots should be booked in advance.

All goods entrances and loading areas must be clear of vehicles no later than 30 minutes before event opening.

### Breakdown

The first booking slots are available for smaller vehicles from half an hour after the event closes.

Large vehicle access commences a minimum of 2 hours after the start of breakdown.

**\*\*On evenings with coinciding tenancies, further restrictions may be in place\*\***

These restrictions will apply to all user types and supersede any specific user type access times. This process will be outlined by Olympia London during the event briefing meeting.

Consider only permitting Space Only users access from 1 hour after Shell Scheme Exhibitors have begun breakdown.

Consider event layout, e.g. stands along shutter lines that may need earlier admittance in order to improve access and load out.

### Goods handling

It is advisable you appoint a sole freight handling contractor for your event at Olympia London. Users will then be able to request forklifting or other handling services during the booking process. Your appointed freight handling company listed on your access request form will be sent the booking details directly from each booking. It is then their responsibility to make contact with the exhibitors and coordinate lifting in line with the vehicle booking time and your schedule.

### **Useful advice**






1. We advise you to monitor vehicle booking reports during the lead-up to your event, to ensure key contractors have made bookings and exhibitors are booking correctly. Your event manager can provide reports from the system.
2. Please be advised, Olympia London does not allow the following:
  - Consecutive or duplicate bookings (back to back or across several zones)
  - Bookings for different vehicle sizes than actually arrive on site e.g. rigid lorry booking for an articulated vehicle
3. In order to manage exhibitor queries, we recommend overlaying Olympia London's zone map onto your show floorplan so that users can locate their stand and determine their best zone to load/unload from.
4. Communicate restrictions to exhibitors and contractors to avoid confusion and reduce enquiries. E.g. large vehicles may not be permitted at certain times. Please see your Event Access Request Form for further details.
5. Please recommend that exhibitors and contractors bring trolleys to transport goods to and from their stands, to reduce loading and unloading times, and liaise with your freight handling company to ensure coordinated schedules.

## Allocation of loading / unloading slots

System allocation works on a first come first served basis for the entire venue and is not apportioned by event. Events are live and available for booking 30 days before the start of tenancy.

Slots are allocated dependent on vehicle size as follows:

*(These slots are specific for loading and unloading only. Parking is a separate entity which can be pre-booked via [Olympia.london/parking](http://Olympia.london/parking))*

Car	Van	Rigid Lorry	Rear-Loading Articulated Lorry	Side-Loading Articulated Lorry
				
Booking slot duration				
30 min <i>Including cars and small vans; not including cars/small vans with trailers</i>	1 hr <i>Including Luton, Sprinter, other vans or cars/small vans with a trailer</i>	1 hr <i>Including 7.5 and 15 tonne lorries</i>	1.5 hrs <i>Including articulated lorries/Containers/HGV (anything above 15 tonnes)</i>	1.5 hrs <i>Large vehicles that must be unloaded from the side (not the rear)</i>

Drivers should not arrive before their time slot. Vehicles arriving early may be turned away at the gate.

The period of time allocated for loading and unloading is dependent on the vehicle type and cannot be changed. We are not able to allocate longer time slots. Bookings allow enough time to unload vehicles and then move to another location to park.

Olympia London is unable to accommodate duplicate bookings or consecutive time slots.

Inaccurate bookings may not be permitted access.

Taxis and couriers dropping off or picking up are not required to book a slot and may come directly into the venue, providing that:

- They will take no more than 15 minutes
- They do not require access to a forklift
- They do not require access into the loading bay; they can unload at the roadside

## Exhibitor help desk

Please direct exhibitor queries to the Voyage Control support function on the website. Emails are answered within a 3 hour period Monday – Friday.