

VISITOR INFORMATION GUIDE

Date: Friday 9 June 2023

Venue: Exhibition Centre Liverpool (ECL)
ACC Liverpool, Kings Dock
Liverpool Waterfront, L3 4FP

UCAS **DISCOVERY** **UK TOUR**



GETTING HERE

Travelling by coach or minibus?

There is a designated drop-off and pick-up area located on the water side of the ACC Liverpool (Sat Nav – L3 4FP). Traffic marshals will direct your coach driver and tell you when to disembark. If you have informed UCAS you will be travelling by coach, a coach pass will be emailed to you before the event, please have this to display.

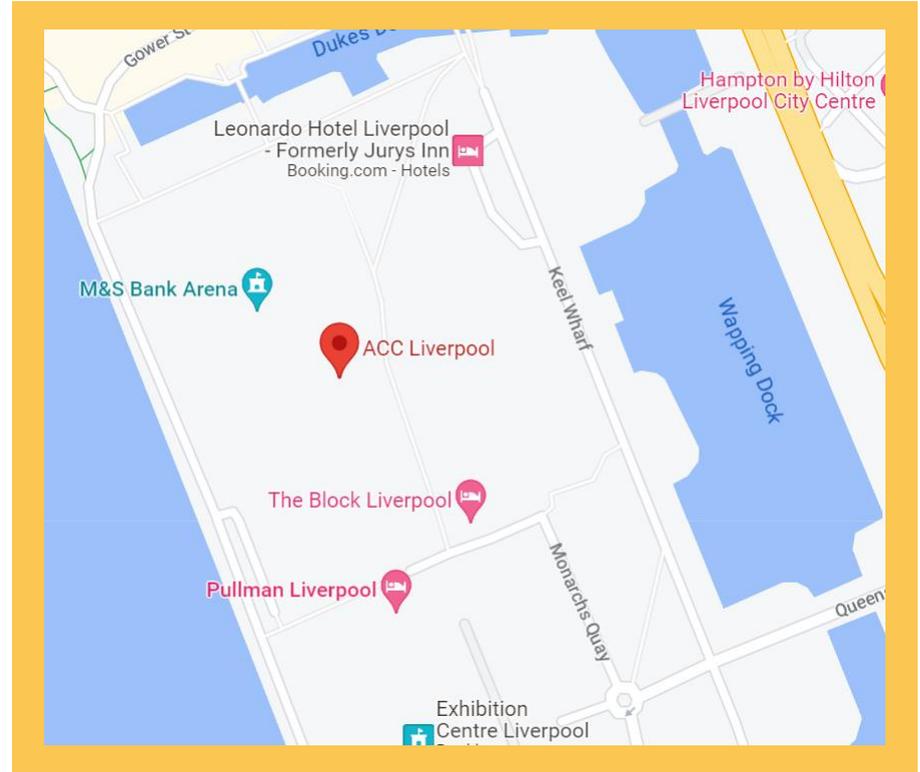
When you are ready to leave the exhibition, please make sure all your students are together and proceed along the walkway, back to the coach pick-up point.

Where can I park my car?

There are several car parks close to the venue available on a pay and display basis. Please see the ACC Liverpool website for the nearest car park and charges: <https://www.accliverpool.com/visiting-us/travelling-here/parking/further-information/>

Travelling by Train?

ACC Liverpool is a short taxi or bus ride away from Liverpool Lime Street station



WHILST YOU'RE HERE

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When you arrive

 On arrival, please head to the main entrance of Exhibition Centre Liverpool (ECL). Please have your ticket ready to scan into the event. Everyone will need to have pre-registered and have downloaded their ticket before they enter the venue. If you have issues with a cracked phone screen, please bring a printed copy of your ticket to be scanned.

 Your exhibition ticket is personal to you and should not be passed on to other group members, as this could compromise the security of your data. To comply with data protection regulations, it's essential that individuals at our exhibitions use their own ticket – both on entering, and when visiting exhibitors' stands. Anyone found to be in breach of this will be asked to leave the event and register again to be readmitted.

 Please be aware, the venue will be conducting random bag searches and visitors are asked to walk through a metal detecting archway. We thank you for your patience while this takes place.



WHILST YOU'RE HERE

UCAS

Wi-Fi



An open Wi-Fi network is available at this event; however, a reliable connection cannot be guaranteed.



Accessibility

Full details on accessibility can be found on the ACC Liverpool Website, by simply clicking [here](#).

Catering

There will be refreshments available for visitors to purchase. There is also a seated area for those who would rather bring a packed lunch with them.

The Staff Room is available to teachers and exhibitors (located to the top right of the hall) and will also be serving snacks and sandwiches. **This is a cashless venue, card payments only.**

Event staff

For general queries during the event (e.g., directions to facilities), please ask any of the event staff, who can be identified by their UCAS-branded t-shirts.

The Big Q&A and Subjects Talks

Student talks, workshops, and performances will run throughout the event on our Main Stage and Mini Stage. These can all be found in the main hall and will be signposted. A full programme of events can be found on the [event webpage](#).



JUST IN CASE

UCAS

Organisers

The organiser's office is located along the corridor. A member of the Events Team will be in the office throughout the event.

Accidents & near misses

If you are involved in or witness an accident or near miss while on-site, please report it to the organiser's office immediately, located along the corridor.

Emergency procedures

Should an evacuation of the building occur, please follow the instructions of the venue security staff, and leave the building via the nearest exit.

First aid

Qualified first aiders will be on-site throughout the event. If you need medical assistance, please contact the organiser's office along the corridor.



FREQUENTLY ASKED QUESTIONS

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- **Is there anywhere I can store my coat and bags?**

Unfortunately, there is no cloakroom service at this event. We advise that visitors do not bring big bags or to store them more securely on the coach or vehicle they arrive in. Bag searches will be in operation and therefore a group with many bags can cause delay to entry.

- **What insurance is in place for the event?**

The organiser has adequate public and employee liability cover. While the organisers take every precaution to protect visitors' property during an event, they are not responsible for any loss or damage. All group leaders should ensure they have adequate public and employers' liability cover, in line with the booking terms and conditions.

- **What happens to any lost property?**

All property found in the hall will be handed to the venue's reception desk in the foyer and will be retained for 12 weeks. If, after 12 weeks, no claim in respect of the property has been made by any person, the venue has the right to dispose or donate the item.

- **Can I smoke/vape on site?**

ACC Liverpool operates a strict no smoking policy in the venue and would ask for your full cooperation in ensuring this is complied with. This includes the use of e-cigarettes.

- **What security is there?**

Security is present at the event throughout. If you are a victim of theft, please report it to the organiser's office immediately.

- **Where can I get a copy of the risk assessment for the event?**

The organiser has completed a risk assessment for the event. A copy of this can be requested by emailing events@ucas.ac.uk.



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CONTACT DETAILS

Venue

Exhibition Centre Liverpool (ECL)
ACC Liverpool
Kings Dock
Liverpool Waterfront
Liverpool
L3 4FP

During the event

Event ambassadors, wearing UCAS t-shirts, will be available to offer help and advice if you have any queries.

Our Organiser's Office is located along the corridor.

Pre-Event

Prior to the exhibition
01242 544 808 or email
events@ucas.ac.uk

Thank you for registering to attending
UCAS Discovery Liverpool.

