



Excel London Parking FAQ's

General Queries

Q. What is the price of parking?

A. Parking is charged at £25.00 per day, per vehicle, per entry, with some exceptions. Please check with the organiser of your event to see if there are special arrangements when it comes to parking.

Q: Is there a map of the car park?

A: Please find a link to a map of the car park [here](#).

Q. Do you have blue badge parking bays and if so, where are they located?

A. There are 134 Blue Badge accessible parking bays located in the below zones:

West Parking (Pink Zone)

West 2: 28 accessible bays

West 3: 42 accessible bays

East Parking (Yellow Zone)

East 1: 28 accessible bays

Waterfront Parking (Blue Zone)

Waterfront 1: 20 accessible bays

Waterfront: 16 accessible bays

Q. What size are your blue badge bays?

A. They are 5.90m x 3.60m.

Q. Is your blue badge parking free of charge?



A. No, Blue Badge parking is charged at the standard day rate of £25 per day, per vehicle, per entry. To pre-book a blue badge parking space please visit the on-line booking platform [here](#). Once you select the date(s) you would like to park which should then display the event you are planning to attend. Select the type of space you need and complete the form to secure your spot.

Q. There are no more blue-badge spaces available within the car park for pre-booking, what can I do?

A. There are a total of 134 blue badge spaces within the car park. When booking your parking, if there are no blue-badge spaces available, then please contact parkingonline@excel.london. With best endeavours we will temporarily convert some standard parking spaces into additional blue badge spaces.

Q. How can I get a refund?

A. If you have pre-booked your parking space and no-longer require it, you can cancel your booking up to 12 hours before you arrive at your booked arrival time for a full refund within the 'Manage Reservation' section of the booking portal. To request a refund for a previous parking booking, please complete the [Parking Request Form](#). Your request will be reviewed, and refunds will be considered within 3 working days of submission.

Q. Am I able to charge my car at your venue?

A. We are currently reviewing the provision of electric car charge points which will be available soon. To find the nearest charging points across London please visit www.zap-map.com.

Q. Do you have motorcycle parking and how much does it cost?

A. Our motorcycle parking is free but cannot be pre-booked. Please follow the one-way system and it will take you to the upper level where you will see designated motorcycle bays in Zone East 1. For further assistance on location, please press intercom at barriers on arrival or visit the Traffic Office on Sandstone Lane.



Pre-Booking

Q. How do I pre-book a parking space for my event?

A. To pre-book your parking space please visit the on-line booking platform [here](#). Please select the date(s) you would like to park which should then display the event you are planning to attend. Select the type of space you need and complete the form to secure your spot.

Q. I do not know my arrival or exit times at the time of booking, what should I do?

A. Please continue with your booking with estimated times. Times can be amended up to 12 hours before you arrive at your booked arrival time using the 'Manage Reservation' link within the website. If you have arrived and wish to extend your booking, then this can also be amended within the manage my reservation link within the website. Please note, if you extend beyond the day of your attendance, you will be required to pay an additional fee as per the parking tariff applied.

Q. Do I need to change my arrival/departure time if my plans change?

A. Parking is available for up to 24 hours, from 00:00 to 23:59 each day, allowing you to arrive and depart at any time within that period without incurring an additional charge. The times you provide for your booking serve as a general guide to assist our Traffic team in managing car park capacity and is imperative when booking.

Q. My event isn't listed on the day I am attending?

A. From time-to-time special arrangements are made for parking at a specific event. If this is the case for the event, you are attending then the organiser will be given promotional code for visitors and exhibitors to use. If you don't have this code, please contact the event organiser so that you can proceed with your booking.

Q. I have made a booking, but now I am bringing a different vehicle, can I amend my vehicle registration on the booking?

A. You can amend the registration of your vehicle up to 12 hours prior to your booking start time by using the 'Manage Reservation' link on the website. An unlimited number of changes can be made, but your vehicle details must be correct at the time of arrival.



Q. I do not know my vehicle registration at the time of booking, how can I secure parking?

A. You can edit your booking at any time up to 12 hours before you arrive at your booked arrival time. Your vehicle registration details can be edited using the 'Manage Reservation' link at the top-right corner of the booking platform. Please ensure that your vehicle registration details are correct prior to arriving on site to minimise any delay entering the car park or additional charges.

Q. I have decided no longer to drive to my event, how can I cancel / get a refund?

A. Your booking can be cancelled up to 12 hours before you arrive at your booked arrival time using the 'Manage Reservation' link, located in the top-right corner of the booking platform. Please note refunds requests are reviewed before approval.

Q. What if I decide to not pre-book my parking?

A. Pre-booking your parking is the only way to guarantee a space in the venue's car park. However, if you arrive without a booking, you will be allowed entry if there is capacity to park. Please note that we do operate a Pre-booked only car park for particular events which will be listed on the landing page of the booking website, so please ensure you check if this affects you before arriving to park - if it does then please ensure you pre-book in advance. You will need to pay for your parking prior to leaving the car park at either the payment stations, at the barriers on exit or by using the on-line payment platform. There are QR codes in the car-park lobbies that direct you to the on-line payment platform.

Q. I am attending an event for multiple days, how should I book my parking?

A. There are two options. You can either enter and exit the car park each day making a separate booking for each day or if you are intending to park your vehicle and leave it in the car park for your entire stay, then you can make just one booking for the entire period.

Q. How do I obtain a VAT receipt?

A. You can obtain your VAT receipt on the confirmation page (there's a button where you can download your invoice once you have booked your parking), on 'Manage Reservation' and there is also a link to this in your confirmation email.

Accessing the Car Park

Q. How do I get to the car park?

A. The car park can only be accessed by arriving via Royal Albert Way (A1020). Please use postcode E16 1FR or what3words ///cheer.events.began .There is no access to the venue car park from Western Gateway or Seagull Lane.

Q. What do I do when I arrive at the car park?

A. There are two entrances from Sandstone Lane. One for vehicles under 1.9m in height (the first entrance you come to) and one for vehicles between 1.9m and 2.8m (the second entrance). Stop your vehicle at the barriers, your vehicles registration will be read by the ANPR cameras, and if successfully read, the barriers will lift . A ticket will be produced if your vehicle registration cannot be read successfully. If a ticket is produced, please retain this for validation on exit.

Q. I have made a pre-booking but the barrier is not opening for me, what should I do?

A. In the rare occurrence of the barriers not opening on your arrival, please use the intercom system at the barrier to contact a member of staff for assistance.

Q. Where can I park my over height vehicle?

A. Please note: the car park only permits vehicles up to a maximum of 1.9 meters in height. Any vehicles that exceed the standard 1.9m threshold and are below 2.8m will need to be booked into the Overheight Car Park.

Payment & Exiting the Car Park

Q. How do I pay for car parking if I haven't pre-booked?

A. If you have not pre-booked parking, you will need to pay at the machine in the car park lobbies or using the QR code displayed in the car park that takes you to the on-line booking portal. Firstly, input your vehicle registration number and then the system will ask you which days you are planning to park and then ask you for payment.

Q. I didn't pay prior to reaching the exit barrier, what do I do?

A. If you have not paid for your parking, the exit barrier will not raise to let you leave. The exit terminal will calculate the parking charge and you will be able to pay using the



contactless payment point at the terminal. Once payment is received, the barrier will raise, and you can leave the car park.

Q. I paid for parking, but the barrier is not opening for me to leave, what do I do?

A. Please use the intercom system at the barrier to speak with a member of staff. They will be able to confirm whether payment has been received, and if it has, will open the barrier to allow you to leave.

Q. I was provided a ticket on entry, how do I validate my parking?

A. If you were provided with a ticket when you entered the car park, please scan the barcode at the payment machine, so you can pay for parking.

Q. Can I enter and exit the car park multiple times throughout my booking?

A. Multiple entries and exits are not permitted within our car park. Once you leave, your parking session will end, regardless of whether it was pre-booked or paid upon arrival/departure. If you wish to re-enter the car park, it will be treated as a new booking with a £25 charge applied.