

# Delivery of Goods

## Deposit System Procedures and Payment

On the busiest build up days for events at the NEC, we use a Deposit System to help maximise the available unloading spaces for all exhibitors and contractors. The system is designed to encourage people to unload and then move their vehicles to free car parks, so that space adjacent to the halls is available for others to unload. This keeps the need to hold vehicles on the lorry parks to a minimum.

On Deposit Systems days, vehicles wishing to unload are required to book an unloading ticket which permits a vehicle access to the rear of the halls to unload within a time allocated dependent on the size of the vehicle as follows:

- Car or small van = 1 hour
- Transit Van / Lorry = 2 hours
- Artic = 3 hours

Vehicles need to unload and leave the inner area within the allocated time, failure to do so will result in the processing of the deposit of £50.

The on-line pre-booking page called **Voyage Control** can be found at [www.voyagecontrol.com/necbirmingham](http://www.voyagecontrol.com/necbirmingham) By registering here you are able to pre-book your unloading ticket and print your own pass. The pass will then be “checked in” on arrival at the Lorry Park, and if space is available, the vehicle will be released to access the halls. This pre-booking service means drivers do not need to leave their vehicles and queue up at the kiosk in order to pay their deposits. They simply arrive, enter a fast track lane, have their pass scanned to “check in” and head to their hall.

Once unloading is complete, there is no need to return to the lorry park. The vehicle will be automatically “checked out” of the inner area using our Automatic Number Plate Recognition (ANPR) cameras. Vehicles can simply drive off site or drive to one of our outer car parks which has been allocated for contractor and exhibitor free parking.

Should a driver find that they are unable to make their delivery within the specified time through no fault of their own, for example they get blocked in or there is an issue with the stand, they should inform NEC security staff within the hall, who in turn will contact the Traffic Supervisor.

### **Hire Transport**

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

### **Information for Driver**

All vehicles must report to the designated lorry park identified on the site plan on the pass. To reach the designated lorry park all delivery traffic should follow the relevant show name displayed on the electronic roadway signage

### **Please note**

The pay on the day option is still currently available but this is a slower process requiring drivers to leave their vehicle, queue at the kiosk to hand over a deposit, either in cash, cheque or credit/debit card. They are then “checked in”. Once unloaded, they are required to return to the Lorry Park to check out and collect the deposit if they have returned within their allocated unloading time.

Please be advised that the Road Traffic Act 1988 & Removal of Vehicle Regulations 1986 apply. If necessary, the rules and regulations will be implemented by the National Exhibition Centre’s Law Enforcement officers.