

Olympia London Voyage Control User Guide

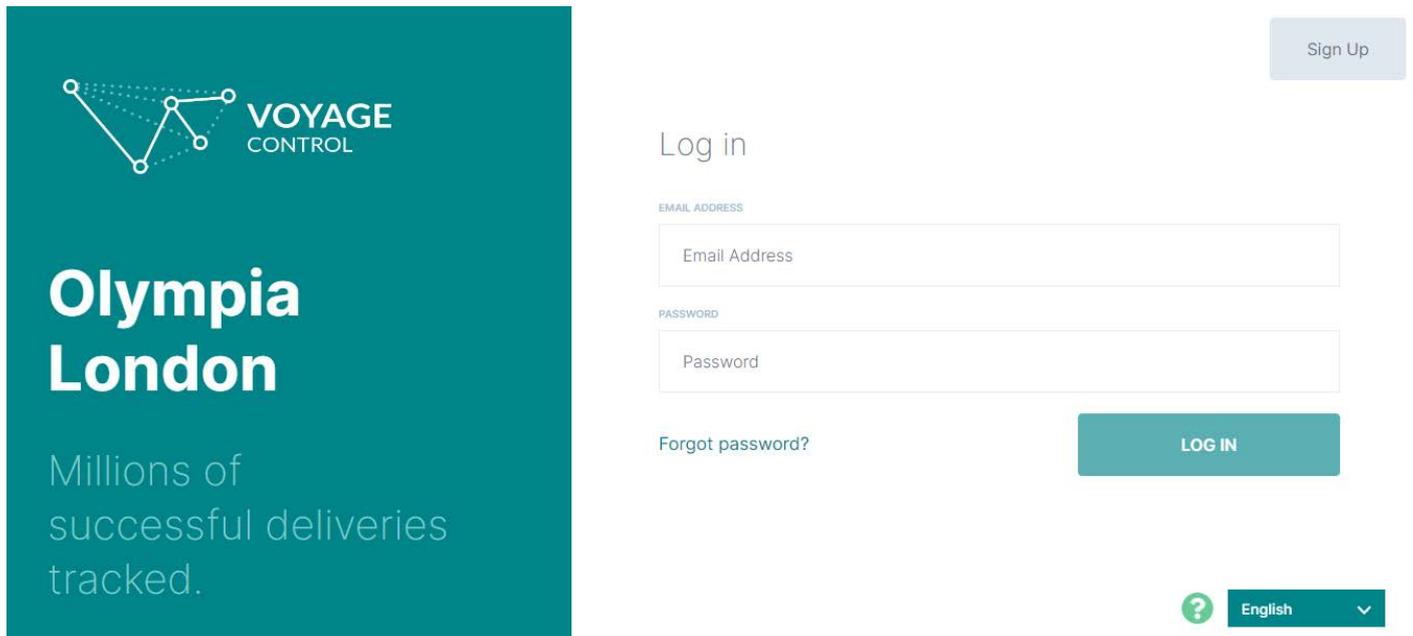
Access to the site

Follow the link to go to the login page.

<https://olympialondon.voyagecontrol.com/>

Signing up as a new user

To sign up as a new user, click the **'Sign Up'** button on the log in page. Fill in your details, agree to the terms and conditions, and click 'Register'. You will only be able to click the register button if you've filled in all of the required fields.



The screenshot shows the login interface for Olympia London Voyage Control. On the left, a teal banner contains the logo and the text "Olympia London Millions of successful deliveries tracked." The main content area is white and titled "Log in". It includes a "Sign Up" button in the top right corner. Below the title are two input fields: "EMAIL ADDRESS" with a placeholder "Email Address" and "PASSWORD" with a placeholder "Password". A "Forgot password?" link is positioned below the password field. A teal "LOG IN" button is located to the right of the password field. At the bottom right, there is a language selection dropdown menu showing "English" with a question mark icon and a downward arrow.

Logging in

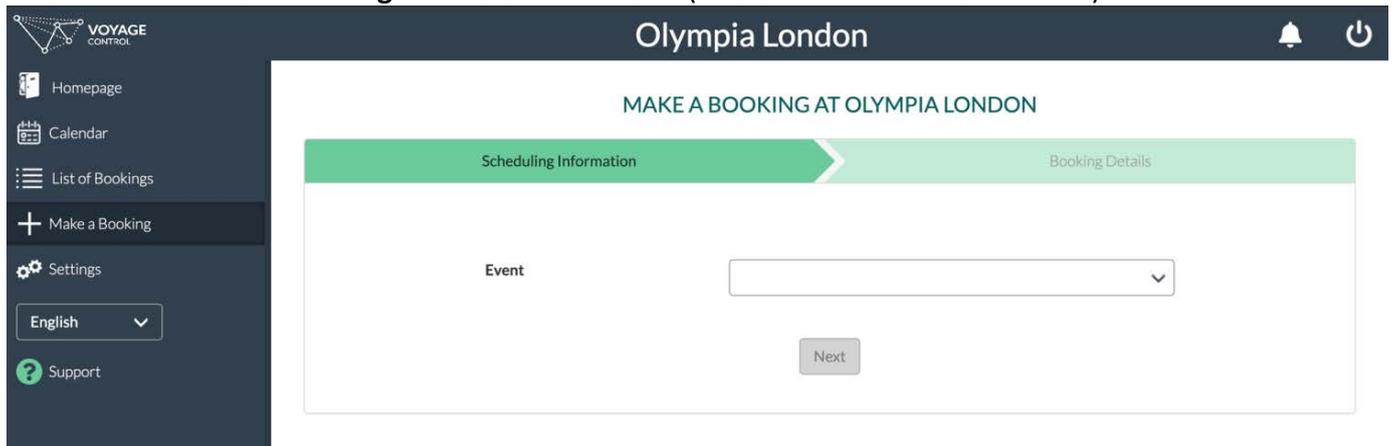
Enter your email and password and click the Log In button.

Forgot password

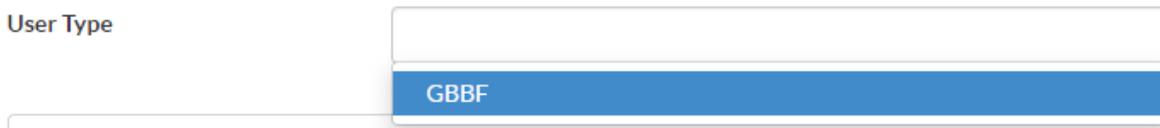
If you have forgotten your password, click the blue 'Forgot Password?' text underneath the log in screen. If you get an error message, please ensure that you have signed up to the new server first. If you have signed up but still can't log in, then click the green Support button to contact us - please include any screenshots or details of error messages when contacting Support.

How to book

1. Click on '+ Make a Booking' and select an 'Event' (The Great British Beer Festival)

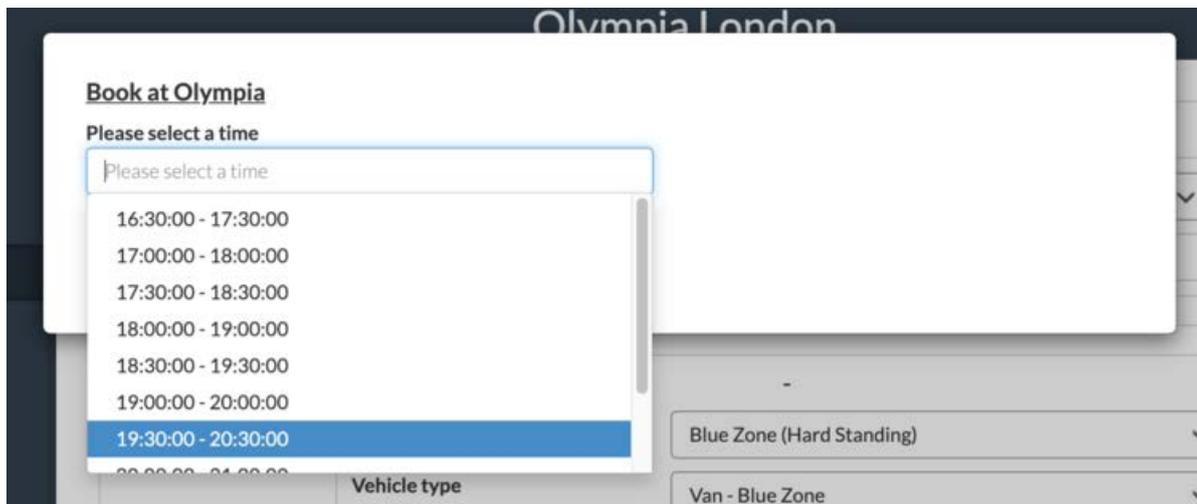


2. Select your user type (GBBF is the only option)



3. Select the phase (e.g. Build, Open or Breakdown), the date you need to book for, the location of your event, and your vehicle type. The only location listed for deliveries is the West Hall, but on arrival, you will be directed to the appropriate entrance by the GBBF traffic marshals.

4. Next, click 'Get Times'. A pop up will then appear with available time slots, click the time that you would like to arrive at the venue – if a time is not available, it will be greyed out. If you get an error message, please select a different day before contacting support.



5. Click Next

6. Add in details of who you are delivering to, as well as the driver and vehicle All the information boxes on this page will need to be filled in order to complete the booking (if you do not know the driver or vehicle registration at this time, please select the tick box to indicate so)

Exhibitor Company*

Use my details

Company name*

The Great British Beer Festival

Name and Surname*

Your GBBF contact's name

Email address*

deliveries@gbbf.org.uk

Mobile Number*

Your GBBF contact's number

Delivering Company*

Use my details

Company name*

Your company name

Email address*

Your company email

7. Please ensure that you add your driver's details and then select them from the dropdown below. Tick the box to agree to terms and conditions (this is a mandatory field) Once finished, click 'Submit Booking'
Note: Your booking is not complete until you have added driver and vehicle information.

If you don't have the details yet, you can click the 'don't have details' boxes but you can return to the booking later to enter the details. Until this is done, your booking will not be complete.

Stand Details*

Stand Number*

GBBF (Unless told otherwise)

Driver

+ Add driver information

I do not know the driver at this time

Journey information*

Postcode of origin*

Postcode of origin*

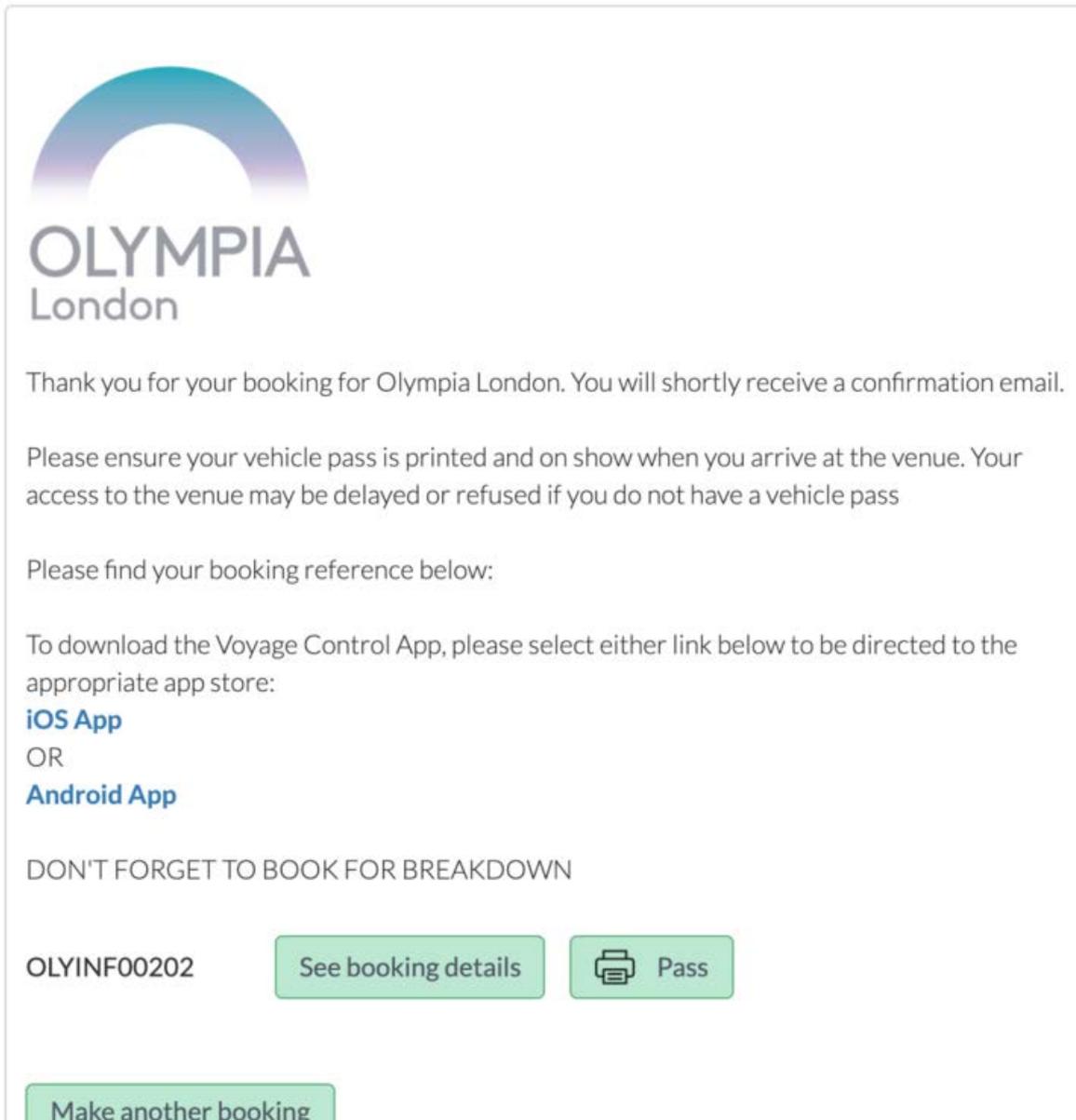
Vehicle Info

Vehicle Registration Number

I do not know the vehicle registration number at this time.

By ticking this box, I confirm I have read all the [Terms and Conditions](#) outlined by Olympia London.

8. You will then get a summary screen with some rules about your booking and you will receive an email and booking pass. You can also view your bookings and display your pass (or QR code) via the Voyage Control mobile app.



The screenshot shows a confirmation page for Olympia London. At the top is the Olympia London logo, which consists of a stylized rainbow arch above the text 'OLYMPIA London'. Below the logo, the text reads: 'Thank you for your booking for Olympia London. You will shortly receive a confirmation email.' This is followed by a note: 'Please ensure your vehicle pass is printed and on show when you arrive at the venue. Your access to the venue may be delayed or refused if you do not have a vehicle pass'. Then, it says 'Please find your booking reference below:'. Below that, it instructs: 'To download the Voyage Control App, please select either link below to be directed to the appropriate app store:'. There are two links: 'iOS App' and 'Android App', with 'OR' between them. Below the links, it says 'DON'T FORGET TO BOOK FOR BREAKDOWN'. At the bottom, there is a booking reference 'OLYINF00202', a button labeled 'See booking details', and a button labeled 'Pass' with a printer icon. At the very bottom, there is a button labeled 'Make another booking'.

Important: Please ensure that the vehicle pass or QR code required for access to the venue is given to the driver of the vehicle as it will be scanned upon arrival.

How to View your bookings

You can view your bookings in 'List of bookings' from the left sidebar. You can search for your booking by searching your booking code or email in the top-right search bar. When searching, please ensure that the date range is correct.

Olympia London

LIST OF BOOKINGS

All 1
Scheduled 1
Checked in 0
Checked out 0
Refused 0
Cancelled 0

Area Recipient Company Vehicle Type
 Forms Forms

From To

Select All

Column Configuration

Select	Status	Vehicle Type	Plate	Stand	Forklift Booking	Recipient company	Scheduled Arrival Time	Scheduled Arrival Date
<input type="checkbox"/>	Scheduled	Van - Blue Zone				Voyage Control	19:30	15-Jul-2021

Click on the booking to view the information, as well as see the Edit and Cancel buttons for that specific booking.

How to edit your bookings

15 July

at **19:30** until **20:30**
Delivering to

Booking Status: **Scheduled**
Reference: **OLYINF00202** Access Point: **Blue Zone (Hard Standing)**

Booking Information

Recipient		Vehicle	
Company	Voyage Control	Type	Van - Blue Zone
Stand Number	123	Licence	<i>not defined</i>
Name		Booking	
Email		Made by	
Phone		Company	
		Email	

Driver

Click on the booking you want to edit. Your booking information pop up will appear.

- To just adjust the driver, click Edit next to the driver section
- To adjust the VRN, click on the red VRN text
- To adjust times, locations, or other information:
 - Click on the green edit button in the top-right corner of the pop up to edit your booking information.
 - This will take you through the booking process again, where you can adjust what you need to.
 - Submit your booking to register your changes

How to cancel your bookings

Cancel 1 booking:

- Click on the booking you want to cancel. Your booking information pop up will come up. On this screen, click the Cancel Booking button. A pop up will appear to confirm your cancellation.

Cancel multiple bookings:

- Click the tick box next to the bookings you want to cancel on the list view. Click the green Cancel Bookings button. A pop up will appear to confirm your cancellation.

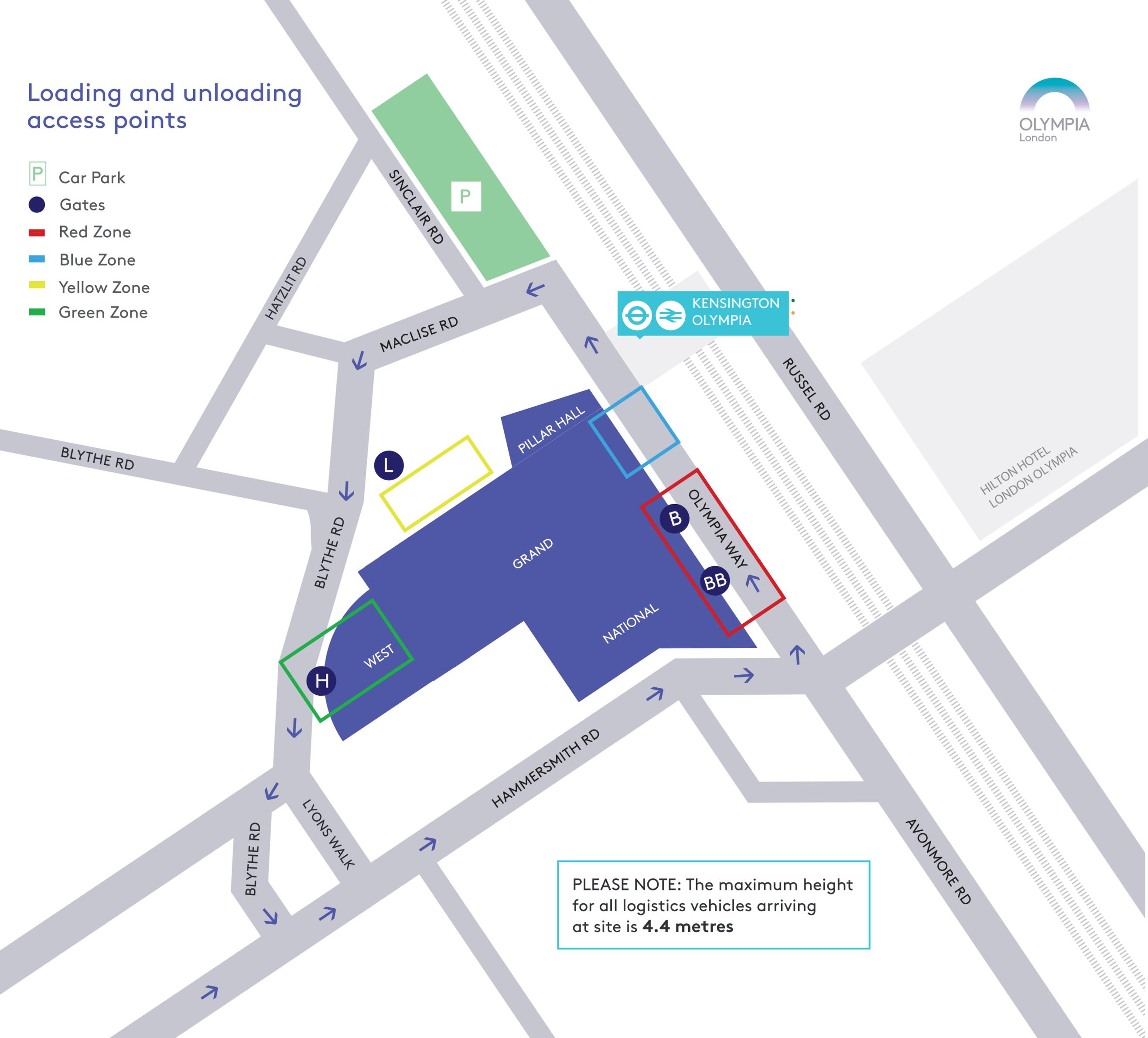
Important notes:

- The only location listed for deliveries is the West Hall, but on arrival, you will be directed to the appropriate entrance by the GBBF traffic marshals.
- On arrival; all vehicles must report to GBBF Traffic Marshals at the site entrance on Olympia Way.
- Vehicles will not be allowed on site unless booked it through Voyage Control.
- Due to the building works at Olympia, The max vehicle height is 4.4m.
- Your booking is not complete unless you have added driver and vehicle information.
- Please ensure that the vehicle pass or QR code required for access to the venue is given to the driver of the vehicle as it will be scanned upon arrival

If you have problems with Voyage Control, speak to your GBBF contact in the first instance and they will be able to assist you.

Loading and unloading access points

-  Car Park
-  Gates
-  Red Zone
-  Blue Zone
-  Yellow Zone
-  Green Zone



PLEASE NOTE: The maximum height for all logistics vehicles arriving at site is **4.4 metres**