

# Welcome to London – Delegate Information Guide

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## Currency & Payments

- **Currency:** British Pound Sterling (GBP/£)
- **Cards:** Credit/debit cards and contactless payments (Visa, Mastercard, Amex) are widely accepted across shops, restaurants, transport, and taxis. Some shops and restaurants are now cashless.
- **Tipping Guidelines:**
  - Restaurants: 10–15% if service isn't already included.
  - Hotels: Optional – £1–£2 for bellhops/porters, and housekeeping for longer stays.
  - Taxis: Rounding up or adding 10% is appreciated.

## Weather in Early June

- Average daytime temperatures: 15–22°C (59–72°F). Evenings are cooler around 11–14°C (52–57°F).
- Conditions: Generally mild, with occasional rain. A light waterproof jacket and compact umbrella are recommended. London weather can shift quickly – pack layers.

## Power & Sockets

Plug type: Type G (three rectangular pins). Voltage: 230V, 50Hz. Adapters are required for most non-UK devices. Bring a universal adapter with surge protection.

## Getting Around London

### Public Transport

London has an extensive and efficient public transport system which includes tube (underground), buses, overground and light trains, trams, and riverboats.

- **Oyster Card / Contactless:** Tap-in, tap-out system for Tube, buses, Overground, and some trains.
- **Service time:** Most services run from 5 AM to midnight. A 24-hour service now runs on the Central, Victoria, Jubilee, Northern and Piccadilly lines on Fridays and Saturdays.
- **Travel Tip:** Daily fares are capped, so you won't pay more than a certain amount per day when using contactless or Oyster.

### Transport Apps, Taxis & Rideshare

- Citymapper – Highly recommended for navigating routes, costs, and delays.
- Google Maps – Accurate for public transport, walking, and cycling directions.

- TfL Go – Official Transport for London app with live updates.
- Black Cabs can be hailed or booked.
- Rideshare Apps: Uber, Bolt, FreeNow are widely used.

## Cycling

- Santander Cycles (Bike Share): Stations are spread throughout central London. £1.65 for 30-minute rides; bikes can be hired via app or card at docking stations. App: Santander Cycles (by TfL)
- Lime e-bikes (dockless bikes): Electric-assisted bikes. Pricing: ~£1 to unlock + £0.20–£0.25 per minute. App: Lime. Park responsibly (not blocking paths or entrances); some boroughs have designated parking zones.

## Dos and Don'ts

### ✓ Do:

- Be punctual – business meetings and events start on time.
- Small talk - this is common before meetings (topics like the weather, travel, or sports are safe and welcome).
- Respect personal space – Avoid back-slapping, hugging, or touching the arm or shoulder unless you have a well-established rapport.
- Greet politely – a smile and a handshake are standard.
- Queue patiently – British culture values orderliness.
- Stand on the right on escalators, especially in the Underground.
- Answer with 'I'm well, thank you. How are you?' when greeted by 'How are you?'. This is just a way to say hello and an accurate answer is not needed.

### ✗ Don't:

- Don't ask overly personal questions early on.
- Don't hug or kiss (even on the cheek). In very informal settings a light hug may occasionally occur — if it happens, it's brief and resembles a light shoulder tap with minimal contact.
- Avoid controversial topics (e.g., politics, religion) in casual conversation.
- Don't talk loudly and use headphones for calls and videos on public transport.
- Don't assume tipping is included – check your bill.
- Don't jaywalk – use pedestrian crossings when possible.

## Emergency Info

- Emergency Services (Police, Fire, Ambulance): Dial 999
- Non-Emergency Medical Help: Dial 111