

## **Car Parking Q&A for Patient and Visitor parking**

### **Staff parking is not affected by the new system as long as staff have their vehicles registered with Facilities HQ**

#### **Grace period**

There is a 30-minute grace period for vehicles; this allows time to pick up and drop off items or people and the vehicle owner will not be charged. If they are getting close to the 30-minute mark, they are asked to please enter their vehicle registration number at a payment machine to be sure that they are within the time limit. Drivers can take advantage of several grace periods in a day as long as they are no longer than 30 minutes, i.e. they can drop off in the morning and pick up in the afternoon.

#### **Season tickets**

The weekly and monthly season tickets are still available and at the same charge; these are available as before from Facilities HQ, Cashier's Office and Switchboard/Enquiries.

#### **Blue badge holders**

- Parking is free for holders of a valid Blue Badge.
- Please display Blue Badge on the dashboard.
- Please register the Blue Badge on the APCOA Blue Badge Permit Portal ideally before coming to hospital at <https://bluebadge.apcoa.co.uk/>
- If arriving at hospital before registering the Blue Badge, badge holders can validate their free parking using the tablets at the Main Entrance Enquiries Desk, Facilities HQ or the Cashier's Office.

#### **Pay machine locations**

Pay machines are located to the left of the Main Entrance outside the exit of the building, The Green, Car park 12 (Hospice) Car park 7 (Upper Spinal) and in the same locations as before in Car park 8 (large patient car park at the back of the hospital).

#### **Cash**

Cash can be used to pay for parking at the pay machines.

#### **Card**

Credit/debit cards can be used to pay for parking at the pay machines.

#### **Phone**

Payment can be by phone (with a payment card assigned) at the pay machines (eg, Apple Pay, Google Pay).

#### **App**

Parking can be paid for using the apcoa app:

1. Download the APCOA connect app on a mobile device

2. Enter the location code - 2759
3. Select the vehicle, the app will display the entry time and auto calculate the tariff
4. Pay and then exit the car park

### **Online**

Pay online here; <https://www.apcoaconnect.com/locationDetail>

### **Contractors**

Contractors to the hospital, i.e. builders, IT contractors, Radiology repair engineers, etc, will need to have their vehicle registration numbers captured on a Whitelist to ensure that they do not get a PCN. This can be captured at Facilities HQ and Switchboard. Estates contractors are able to capture their contractors themselves.

### **Staff Parking in Patient/Visitor car parks**

Please do not park in visitor car parks as this may incur the visitor parking tariff.

### **Agency Staff**

Agency staff who are here for one or two shifts can either pay the visitor parking tariff or obtain (with ID) a QR code that will allow a day's parking at the same price as a scratchcard. The QR code must be taken to one of the payment machines and paid for there. QR codes are available from Main Entrance Enquiries Desk, Facilities HQ or the Cashier's Office and can be obtained in advance.

Agency staff who are here for a longer period can apply for their parking through Facilities HQ as they do now.