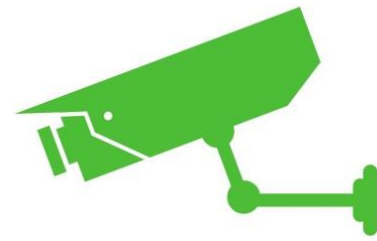


CAR PARKING FAQ



Why have we brought in a car park management company?

Over recent years, and for a number of reasons beyond our control, there has been a big increase in the number of vehicles using our car parks, causing considerable inconvenience to members and legitimate users. Despite their best efforts, our staff have been overwhelmed by the sheer scale and persistence of those intent on abuse.

At their recent meeting, The Executive Board has **approved the introduction of a system to control and charge** for use of our car parks. In designing this system, our priorities have been:

- i. To reduce the level of abuse of our car parks and to free up spaces for members and legitimate users.
- ii. To implement a process enabling members to register for a period of free parking when using the centre.
- iii. To generate an income stream to help fund maintenance and improvements to the car parks.

Who is the car park management company?

Following an extensive consultation and selection process, the Centre has contracted Parking Charge Ltd to manage the car parks, in part due to their flexibility in offering a period of free parking for members. Their registered address is PO Box 597, Northampton, NN4 7XN. 0330 883732

When will the system be live?

While the tariff and parking policy have been approved for the whole site, we will initially only be implementing them for the Norman Booth Building (NBB) car park, at the Main Centre, and this is now live. Further notice will be given before implementation at the Jean Brown Arena.

How is the system enforced?

ANPR cameras will monitor arrivals and departures via the Forest Road entrance and along the access road next to the Indoor Tennis Hall. All vehicles will have 20 minutes to drop-off/collect or pass by both cameras before charges apply. Anyone staying in the NBB car park for longer than 20 minutes will need to pay according to the published tariff or have pre-registered onto one of the Whitelists which provide a time-limited exemption from charges. Vehicles are required to park in accordance with the terms and conditions of parking as noted on the car park signage and within the parking policy (available from www.rslonline.co.uk/parking). The T&C's will be enforced by a combination of cameras and warden patrols.

How do I pay?

If you are using the car park on a pay-as-you-go basis (not on a whitelist) the car park signage will provide full details on all payment options. Users will have until midnight on the day of parking to make payment, and can do so via Whooshpay (smartphone app or website; all details are on the signage) or using Pay by Text (signage at NBB Reception only). You will need to search/quote the car park site ID (as per the signage) and select the period of parking you need to pay for – it is your responsibility to ensure you pay for the full duration of your visit as the system will not advise you of the payment total required. No daily payments can be taken at reception and there will be no ticket machines on site.

What happens if I receive a Parking Charge Notice (PCN)?

You may receive a PCN if you breach the terms and conditions of parking in any way. You should follow the instructions provided, which includes the right to two levels of appeal. All queries relating to PCN's should be directed to Advance Parking Ltd (using the contact details on the PCN)

What happens if my vehicle breaks down in the car park?

Please advise the Duty Manager at the time. We can exempt your vehicle from PCNs for that visit but only if notified in advance

I am an Adult member, how does this impact on me?

In order to avoid charges, you can pre-register up to two vehicles onto the Adult member Whitelist, which can then access a free 6 hour period of parking in the NBB car park, per visit (while using the Centre). Registered vehicles are for use by the member only. See **How do I register?**, overleaf.

I am the Parent/Guardian of a Junior member, how does this impact on me?

You can either use the 20 minute free drop-off/collection period for each visit (in which case you need to do nothing), or if your child is a Kids, Junior or Youth member, you can pre-register one vehicle onto the Junior member Whitelist in order to access a free 3 hour period of parking in the NBB car park, per visit (while your child uses the Centre). See **How do I register?**, below.

I am a non-member, how does this impact on me?

You will need to pay the tariff for each time you park in the NBB car park. See **How do I pay?** overleaf. Should you attend the Centre more often than fortnightly, you can save money by purchasing a Non-member Whitelist for £25 per year. This will enable you to pre-register one vehicle in order to access a free 3 hour period of parking in the NBB car park, per visit (while using the Centre). This Whitelist can be purchased in two steps, firstly by either purchasing online (access via www.rslonline.co.uk) or at the reception desks; and after making payment you can follow **How do I register for a Whitelist?** below.

How do I register for a Whitelist?

In order to register you need to have provided us with an email address, so that we can give you access to a unique URL link to manage your account on the car park management database and make real-time changes to your vehicle reg details. When you receive this URL link, click on it and create a password to manage the account. You can then input your vehicle reg details and you are then whitelisted from parking charges during the relevant period per visit. If you don't have an email address or online access, we can manage this process at the NBB reception desk (call Di Nyman on 020 8498 1023 for more details)

What do I do if my registration link doesn't work?

We can assist you with your initial registration at reception in the Main Centre – although this is likely to be busy at first, so allow sufficient time when visiting – and remember you need to pay for any visits once the system is live until you complete your registration

I commute to work using the car park, how does this impact on me?

This is not allowed, unless you are an existing member commuter permit holder, in which case your benefit will be maintained under the new management system. You can pre-register as per the Adult member section above but your entitlement will be extended (ensure you confirm this when registering your details on the car park management database). If you are not an existing member commuter permit holder, you are not entitled to use the car park in order to commute. Should you wish to commute you can apply for a member commuter permit by contacting Di Nyman on 020 8498 1023, although numbers are restricted.

I'm a member and I park my vehicle during the day so that I can use the Centre after work, how does this impact on me?

In order to maintain access to spaces for genuine users, your membership parking entitlement is only for while you are using the Centre, so you are not permitted to leave your car in the car park while off site. Should you wish to do so, you can apply for a member commuter permit by contacting Di Nyman on 020 8498 1023, although numbers are restricted.

I'm a member and I want to park my vehicle while I go shopping /use public transport, how does this impact on me?

In order to maintain access to spaces for genuine users, your membership parking entitlement is only for while you are using the Centre, so you are not permitted to leave your car in the car park while off site.

What do I do if I need to stay longer than my free entitlement?

Junior members and Non-member whitelist users can pay the 0-3 hr fee to top up their 3 free hours to a maximum of 6 hours. Anyone on a Whitelist who needs longer than 6 hours needs to pay the full rate for their stay (6-9hrs, or 9hrs + midweek or the day rate at weekends). Those entering Centre Tournaments/Events may be provided with a full parking exemption during tournament/event hours – this will be managed by the event organiser.

What do I do if I have other questions?

Please email parking@rslonline.co.uk and we will attempt to answer your queries promptly

