

FREQUENTLY ASKED QUESTIONS



Parking at Heart of Worcestershire College - Bromsgrove and Redditch

The College car parks at our Bromsgrove and Redditch sites are managed on behalf of the College by Parking Eye Limited. The car parks are open to the public on a chargeable basis using a payment by phone facility. There are no ticket machines and no way of paying with cash.

Is parking at the College free?

Parking is free for HoW College students, staff, contractors and those visitors who are on college business.

Staff and students must register their vehicles on the College staff, or student, portal to qualify for free parking. Registering on the portals covers the car parks at both Bromsgrove and Redditch.

Guidance is available in College as to how to register vehicles on the portals.

Visitors should register their vehicles using the tablets that are available in the Reception areas. Please note registering at these locations only provides parking for one day. Visitors should follow the instructions on the tablet until the parking is confirmed on the screen.

I am a student - how do I register?

You can register up to 3 vehicles using the registration facility on the student portal. These can include vehicles belonging to parents or other family members. This should be done within your first weeks of joining College. When you log on you will receive a reminder to register. Enter your vehicle registration number(s) and follow the instructions carefully and ensure that you enter the correct details.

You can change your vehicle details at any time during the year should you need to, but please note it will be your responsibility to do so.

A short video is available that shows the simple registration process step by step: www.loom.com/share/3892097dc4da4219817b9f5536a535b2

I am the parent/carer of a student who is dropped off at College - do I need to register?

Students may register up to 3 vehicles against their student ID number. Again, these can be vehicles belonging to parents or other family members. We do acknowledge that some users simply access the car parks to collect or drop off passengers, and that it would be unfair to charge for these very short stays. To accommodate this a **maximum 15 minute waiting time is in place**. The 15 minutes

start from the time the car park is entered and ends upon leaving the car park - the entrance and exit times are recorded by the cameras. This means that those staying for 15 minutes or less will not be charged, however, if this time is exceeded and no payment is made then a £100 parking charge will be issued.

I am an official visitor to College - what do I do to register my vehicle?

On arrival please report to Reception and sign in. The Reception areas have tablets where you should follow the instructions and enter the registration number of your vehicle. Please note that using the tablets on Reception will only provide parking for the date of the visit and will expire at the end of the day.

I am attending an event at College - do I need to register my vehicle?

There will be occasions when events will take place at College; parent evenings, interviews or student performances. On these occasions visitors should register their vehicles at Reception on arrival. Separate arrangements are put in place when the College holds its open events and those arrangements are publicised nearer the date of the event.

I am visiting the Archers Restaurant or The Fusion Salon – do I need to register my vehicle?

Yes – visitors to these facilities should register using the tablets provided.

Who do the car park charges apply to?

Any members of the local community who are not staff, contractors, students or visitors of the College.

Do the car park charges apply when the College is closed - for example over the Christmas break?

Yes – the charges apply even when College is closed including weekends, bank holidays and main holiday periods.

How much does it cost to park if you are not a student, staff member or visitor?

The parking charges are listed on the many signs displayed around the car parks. Payment is made by phone using one of the methods listed. Please see the Methods of Payment leaflet. There is no cash payment facility on the car parks or inside College.

I have received a Parking Charge Notice - what do I do?

College staff are unable to assist with parking charge queries or appeals and cannot contact Parking Eye Limited directly. If you are a student, member of staff, contractor or a visitor to the College you should send a copy of the charge as soon as possible to **parking@howcollege.ac.uk** or by post to Donna Gibson, Heart of Worcestershire College, Slideslow Drive, Bromsgrove, B60 1PQ. Please note that once a charge has been paid it cannot be appealed or refunded, so please do contact the College first.

Members of the public should visit the Parking Eye Limited website and appeal online - visit **www.parkingeye.co.uk/motorist-information/frequently-asked-questions/appealing-parking-charge/** or use the address to submit an appeal by post.