

# Car Parking

## Frequently Asked Questions

11/05/2023

### How do I pay for car parking?

1. Arrive in the car park and find a space (Cameras at the road entrance will have recorded your registration number.)
2. Remember or make a note of your registration number as you will need it later.
3. Attend your appointment or visit
4. **To pay by cash**, when you are ready to leave, go to one of the pay stations which are situated in the Public Car Parks
5. **To pay by card** When you are ready to leave, go to one of the pay stations or kiosks\* which are situated in the Public Car Parks, Main Rn4( )-4(t)-4(opp)5(on)3( )]TJ 0


**Do I have to pay for parking in the car parks?**

No, you can pay your car parking charges at one of our two digital kiosks located in the main entrance and opposite the entrance to Springs Restaurant (on level 2). These kiosks only accept card payment not cash.

**What is the parking charge and has it gone up?**

## What if I have an electric vehicle?

We have fourteen, 7 kw electric vehicle charging points available in car park 7, located adjacent to the Duke of Cornwall Spinal Unit.

 What 3 words - speak.heads.shop

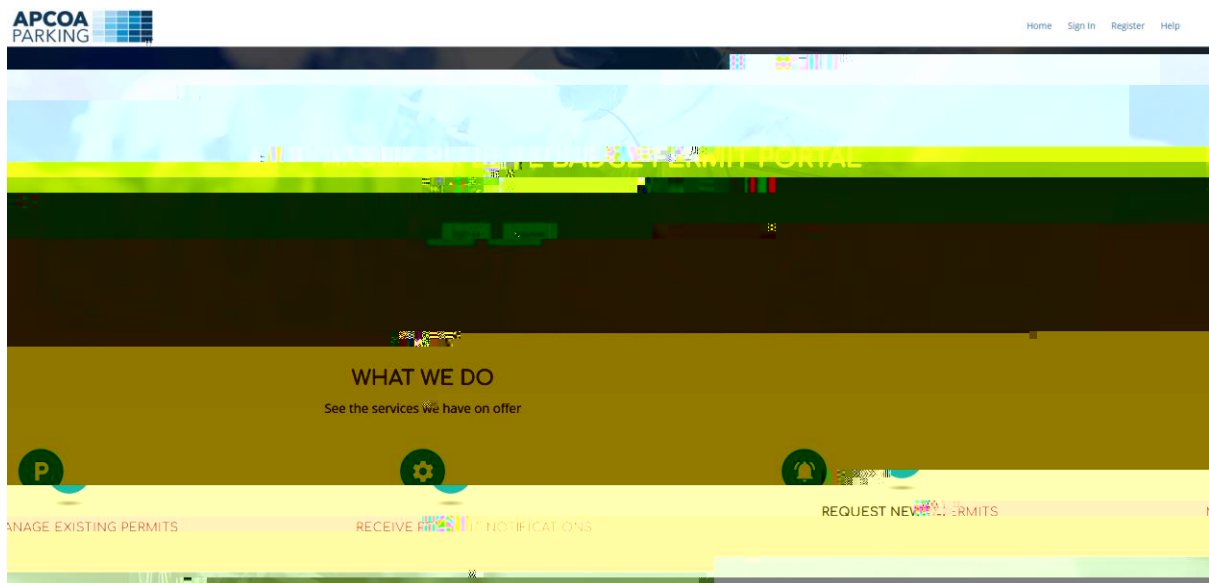
The EV charging points are on the BP Pulse network <https://www.bppulse.co.uk> and are visible on 'Zap Map' <https://www.zap-map.com>

Vehicle charging fees do not include the cost of parking, parking charges still apply when using these EV charging points.

## I have a Blue disabled badge what do I do?

You can either take your badge to a location that has a Blue Badge Validation device (see map on the pop up banners or in the carparks) or you can register on the APCOA Blue badge portal (requires you to set up an account with APCOA) - <https://bluebadge.apcoa.co.uk>

The page will look like this -



## What happens if I do not validate my Blue Badge?

You will need to pay for your parking at one of the car park payment machines or via the app, if you do not pay for your parking or register / validate your blue badge, you will receive a parking charge notice.

## Can I get help with parking costs?

If you are receiving one of the following you may qualify for Discounted Parking:

Patient receiving Universal Credit

Patient receiving Disabled Person's Tax Credit.

Patient who are holders of HC2 or HC3 Certificate from NHS Low Income Scheme.





cared for on the Post Natal Ward. Parking Charges still apply during the period 8:00am to 7:30pm.

**Frequent outpatient attenders** - Parking will be provided free to all outpatients who attend hospital for an appointment at least 3 times within a month and for an overall period of at least 3 months. A 'month' is defined as a period of 30 days. Please see the map for where you can register your vehicle.

**Why was the car parking system changed from the old pay and display/pay on foot?**

Most of our car park payment machines were broken and required replacement, moving to an Automatic Number Plate Recognition (ANPR) system enables us to apply car park charges fairly and provides drivers with increased payment options, including App and online payments.

**With the use of ANPR cameras have**