

### Car Park Permits – Frequently Asked Questions

| Applicable to All  |   |
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| Question   | Response  |
| What are the car park permit options and fees?   | Car parking charges are shown on the UW pages for both staff and students.<br><a href="https://www2.worc.ac.uk/facilities-staff/car-parking.html">https://www2.worc.ac.uk/facilities-staff/car-parking.html</a>   |
| Are there any discounts for regular car sharers?   | This is not something that is in our current policy.  |
| I am a Blue Badge holder do I need to apply for a parking permit and can I park in short stay car parks? | Official Blue Badge holders must display a UW parking permit which will be issued free of charge. You will need to apply using the online application process. You will need to show your blue badge when you collect your permit.<br>Official Blue Badge holders are welcome to use any Blue Badge parking bay.  |
| Do I need to buy a permit for a motorcycle?  | No, motorcycles / bicycles are permitted to park free of charge on the condition they do not occupy a designated car parking space. There are designated motorcycle parking bays in car park G (Binyon) and in front of Evesham Halls.  |
| How many vehicle registrations can I have on one permit?   | The system will allow you to input details for two vehicle registrations however you will be issued with <b>one</b> permit. Photocopying a permit is <b>not</b> allowed and may result in a parking fine.   |
| How do I change my car details?  | You can change your registration details by going to the 'Parking Permit' link on the staff/student page, changing the registration number and clicking "Update Car Registration".  |
| My car is in for service/repair and I have a courtesy car for the day, what should I do?                 | Contact the <a href="mailto:carparking@worc.ac.uk">carparking@worc.ac.uk</a> to provide vehicle details in order to avoid the issuing of a parking fine.  |
| Will I be able to cancel my parking permit?  | Staff who pay by salary deduction and do not wish to renew their permit at the start of the 2022 semester must use the 'cancel your permit' button.<br><br>If you are in possession of a 22/23 parking permit, you are able to cancel your permit at any time throughout the academic year. Use the 'Cancel your permit' button. Once you cancel your parking permit, you will not be able to re-apply until August 2023. |
| Can I get a rebate for 'unused' months when I cancel my permit?  | Rebates are not available for permits that are purchased through the 'one-off' payment option. For permits that are paid for by salary deduction, payments will not stop until you return your parking permit to the Car Parking Team – Hines Building.   |
| Do the letters on the permit define where I can park?  | No – the letters on permits relate to the type of permit purchased. E.g. A = staff annual permit  |

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| <b>What do I do if my car park permit is lost?</b>   | <i>Please use the following e-mail address to notify any loss of parking permit: <a href="mailto:carparking@worc.ac.uk">carparking@worc.ac.uk</a>, your lost permit will then be classed as invalid. An administration fee of £10 will apply. Students will need to do this at Firstpoint and staff will need to go to Finance, who will provide you with a receipt as proof of payment for the Car Parking Team.</i> |
| <b>Why have I received a fine without a warning?</b>   | <i>Our current enforcement policy is to affix ‘warning notices’ on two occasions before a parking charge notice requiring payment is issued. However, incidents that could affect the health and safety of others may result in a parking fine being issued without a warning first.</i>  |
| <b>I have had an injury, can I arrange for more accessible/reserved parking?</b>   | <i>Students: Please contact DDS who will liaise with Car Parking<br/>Staff: Please contact HR who will liaise with Car Parking</i>  |
| <b>What CCTV is available on the car parks?</b>  | <i>Please refer to the UW CCTV page <a href="https://www2.worc.ac.uk/informationassurance/cctv.html">https://www2.worc.ac.uk/informationassurance/cctv.html</a>. As a reminder and in accordance with our T&amp;Cs, drivers park at their own risk.</i>   |
| <b>Why are the overflow (grass) car parks not open, I have paid for a permit, but I cannot get a space?</b>                          | <i>Our overflow car parks are weather dependent, therefore cannot be opened when the ground is extremely wet. Drivers are advised there is additional parking at the University Arena, however during the construction of our new buildings, capacity may, at times, be restricted. Please refer to our T&amp;Cs that state a parking permit cannot guarantee you a parking space.</i>                                |
| <b>Somebody has bumped into my car, what action can I take?</b>  | <i>You will need to report this through your insurance company or the police.</i>   |
| <b>How do I contact the Car Parking Team?</b>  | <i>Email only: <a href="mailto:carparking@worc.ac.uk">carparking@worc.ac.uk</a>. The Car Parking Team are out in the car parks for the majority of the day, so please send your enquiry via email and they will get back to you in due course.</i>  |
| <b>Staff</b>   |   |
| <b>Question</b>  | <b>Response</b>   |
| <b>Do the arrangements apply to all University staff?</b>  | <i>Yes.</i>   |
| <b>What options do I have if my office is based on St Johns but I teach on another campus?</b>                                       | <i>A full parking permit is valid on all campuses.</i>  |
| <b>Is there a pro rata reduction in charges for part-time staff?</b>   | <i>This is not possible with the current system.</i>  |
| <b>Is there a pro rata reduction in charges for staff who are doing blended working pattern (working from home a number of days)</b> | <i>This is not possible with the current system. The staff parking permit continues to provide value for money in comparison to using the pay &amp; display option, with a parking permit daily rate of between 52p and £1.04, depending on salary – based on usage for 40 weeks in a year.</i>   |

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| Do I have the option to pay monthly if I am obtaining a semester only permit?  | <i>Semester permits are only available through single payment in full at time of application.</i>  |
| If I purchase an annual permit later than August, using the 'one-off' payment option will it be valid for 12 months? | <i>No – all permits expire on 31 July 2023, regardless of the date of purchase. You can explore whether a Semester permit option suits you better or use pay and display.</i>  |
| What if I am not on campus until September or later in the semester and my old permit has expired.                   | <i>You can apply online prior to September and collect your permit on your first day on campus (collection details below).</i>   |
| Where do I collect my car park permit?   | <i>When you complete your online application, you will be asked to select your collection point. This is then stated on your confirmation email along with collection times. You must bring your staff card with you for identification and you may not collect permits on behalf of another staff member.</i> |

### Students

| Question  | Response   |
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| Do I need to buy a permit if I am living at Oldbury House or Fern Hall?   | <i>Yes, you will still need to purchase a University of Worcester parking permit.</i>  |
| I have applied for a Semester 2 permit, but the start date doesn't commence until a couple of weeks into the semester, am I unable to use it? Why do they not match the semester dates? | <i>The permit dates are set so there is a crossover period where both permits are valid. You can purchase a Semester 2 permit from Monday 16<sup>th</sup> January.</i> |
| I have a Semester 1 permit, why can't I apply for my Semester 2 permit yet? (in the upcoming weeks to Semester 2 starting)  | <i>You will be able to apply for a Semester 2 permit from Monday 16<sup>th</sup> January onwards.</i>  |
| I have temporarily or permanently withdrawn from the university, can I get a refund on my permit?   | <i>We do not issue refunds for one-off payments.</i>   |
| I have changed my mind, can I cancel my permit and receive a refund?  | <i>We will only allow this within the first 2 weeks of Semester 1. Please be aware that if you cancel your permit you cannot reapply until the next academic year.</i> |