

## **Parking enforcement on Yeovil College Campus – Frequently Asked Questions**

Please note that parking enforcement is carried out by a third party – TPS. They manage the parking on site, with an attendant patrolling all areas, both on campus and at the Bill Whistlecroft Athletics Arena off Pickett Lane. TPS are responsible for and are authorised by the DVLA to issue a Parking Charge Notice (PCN) (parking ticket) to anyone not following the terms and conditions as described on the various signs in the college car parks.

### **Who must pay**

#### **Q – When do parking charges apply?**

Monday to Friday 9am – 4pm during term time. Do not pay if you arrive after 4pm as we will not be able to reimburse you.

#### **Q – Who has to pay to park at the college?**

Staff, students, visitors and customers.

#### **Q - Who is exempt from paying to park at the college?**

Governors, contractors carrying out works, Staff in possession of a Blue Badge, Work Based Learning staff parking in the designated Work Based Learning area in the Exams Hut car park (maximum 2 hour stay – failure to comply with terms of use will incur a Parking Charge Notice of £60).

#### **Q – I have a night school class and arrive at 5.30pm, do I have to pay?**

No - charges do not apply after 4pm

#### **Q - What should I do if I have a visitor?**

When you arrange their visit, make sure you tell them they will have to pay to park when they arrive as well as register their car at Reception or one of the other college outlets, even if you have reserved them a visitor space. You should always inform Reception if you are expecting a visitor. Reception will then ensure they register to park on site that day when they sign in.

#### **Q – Do customers for college outlets have to pay?**

Yes they can park anywhere on site and register their vehicle for the day in the following places: Nexus, Da Vinci, Sports Hall, Reception. If they fail to register their vehicle, they will receive a PCN.

#### **Q – Do I have to pay to park my motorcycle?**

No – providing it is parked in the designated motorcycle parking area in Ashdown Car park. If a motorcycle is parked outside of this area, and in a parking bay, you must pay the charge. You must still register your vehicle. Failing to comply with the terms of use will incur a Parking Charge Notice of £60.

**Q – What if I have a contractor coming on site to fix a piece of equipment?**

All contractors must report to Facilities, so please inform Facilities of your intentions and they should liaise with the contractor.

**Q – I am a Blue Badge holder – do I have to pay?**

If you are a student or visitor to the site then yes, you must pay, but if you display an official Blue Badge you may use the Disabled Parking Bays.

If you are a member of staff and are unable to access the free staff car park at the Bill Whistlecroft Athletics Arena, you are entitled to park in a Disabled Bay on the college site free of charge, providing you display a Yeovil College disabled permit. Please refer to HR if you think you qualify for one of these.

**Q – I’m a visitor – so I still have to pay to park**

Yes, all visitors must pay to park

**Q – Why do Governors of the college not have to pay to park?**

College Governors are volunteers who are reimbursed for their expenses – to charge them would merely create unnecessary internal paperwork.

**Change of vehicle**

**Q- I’ve changed my car, what should I do?**

If you change your car you must inform Reception or Facilities before you arrive, or as soon as possible on the day in order to have your new registration validated. If your car is not registered, you will receive a PCN.

**Q – I might come to site in a different car regularly, how do I register this and not get a ticket?**

If you use more than 1 car you must inform Facilities or Reception as soon as possible

**Q – My car is in the garage and I have a temporary vehicle for a few days, what should I do?**

You can register your car each day in Reception

**How to pay**

**Q – How can I pay for my parking?**

By putting a £1 coin in the machine and getting a ticket to display in your window

By contactless card payment at the machine and getting a ticket to display in your window (only available in Hollands and Kingston carparks)

On line at [www.paybyphone.co.uk](http://www.paybyphone.co.uk) (additional charge of 15p per transaction)

By phoning 0330 400 7275 (additional charge of 15p per transaction)

By using the paybyphone app (additional charge of 15p per transaction)

**Q – Does the pay machine give change?**

No

**Q - What cash payment will the machine accept?**

£1, 50p, 20p, 10p, 5p

**Q – Can I pay for my parking for the whole term or academic year?**

No, at the moment you can only pay for the day on the day.

**Q – I’m a member of staff, can you deduct my parking from my monthly pay?**

No, all monies are handled by TPS, not the college

**Q – I’ve been charged more than £1 for my parking, why?**

If you’ve used any of the paybyphone facilities, there is a usage charge of 15p. There are further charges of 15p if you have requested an update SMS to remind you that your parking is approaching expiry. If you do not wish to incur these charges, you must untick the boxes for SMS notifications in your Account settings

### **Parking Charge Notice (PCN)**

**Q – I’ve received a PCN and I don’t believe I was in the wrong – how do I appeal this?**

TPS enforce the parking notices and have a clear and fair process for appeals which will be shown on your ticket. The college do not manage this process.

**Q - I’ve received a PCN which states that my car is not registered to park on college site, but I did this at enrolment – what can I do?**

If you believe you have registered your car, you should go to Reception or Facilities to check that the registration number held by the college is correct. The college may be able to support your appeal to TPS if we believe the details have been entered incorrectly.

### **Parking by Yeovil College staff at the Bill Whistlecroft Athletics Arena Car Park**

**Q – What time will the car park be open?**

7am

**Q – What time will the car park be locked?**

9pm – earlier if it is empty

**Q – Do I have to pay to park at the Rec?**

No – this is a free parking facility for Staff, college associates and volunteers. You must however have your car registered or you will receive a Parking Charge Notice (PCN).

**Q – Is the car park subject to parking enforcement/could I get a parking ticket?**

Yes – Your car must be registered, as for college site parking. This is to ensure members of the public do not park there. If a car is not registered, it will be assumed that it belongs to a member of the public who is not entitled to park there.

**Q – Why are there not clear parking bays marked out in the area?**

The surface of the carpark is gravel and will not support permanent white lines as it is. The college will spray temporary white guide lines as and when necessary to indicate where you should park. Please park as close as possible and up to these lines, reversing up to them to allow for a safe exit forwards. The more efficient the parking, the more cars we will be able to accommodate – there should be 160 spaces if we all park considerately

**Q- I'm away overnight on college business/ a trip, can I leave my car here?**

Yes – but you must inform Facilities if you know your car will be left overnight.

**Q- I've got heavy items /lots of marking to drop off to college, what can I do if I don't want it to get wet in the winter or it's too heavy for me to carry from the Rec to main site?**

There are waiting bays in Ashdown car park where you can park for a maximum of 20 minutes for this purpose. Please be mindful of other members of staff wishing to use these spaces too, and move your car to the Athletics Arena as soon as you can. Parking charges on main site apply from 9am, so you could park and transfer your belongings, and then move your car offsite before 9am.

**Q – My car has been locked in the car park and it's not yet 9pm, how can I get to it?**

The car park may be locked by a third party on odd occasions. If this happens before 9pm, please call the facilities number 07973 898845