

## CAR PARKING – QUESTIONS AND ANSWERS

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## INTRODUCTION

To be clear to all the village hall car park is **not a public car park** and is there primarily for the users of the hall – however the committee fully recognise, and support, that it is local and convenient and is therefore widely used by the public to visit the local shops. The committee wants this custom to continue as reiterated by recent public consultation, but also acknowledges that rising costs of maintenance and enhancements cannot be borne by the hirers alone where the car park is open to public use – a view confirmed and supported previously by the local Parish Council.

Following the recent consultation and the committee's decision to switch to a new parking provider the committee feel it is prudent to publish a 'Q&A' regarding parking to hopefully support and clarify to users how parking charges will operate.

The company responsible for the car park controls, and therefore the issuing of PCN's and handling of appeals, contact details are shown below:

- GEMINI PARKING SOLUTIONS, POBox 5767, Dingwall IV15 0AX.
- Email: [info@geminiparkingsolutions.com](mailto:info@geminiparkingsolutions.com). Tel: 0208 418 0948

## GENERAL QUESTIONS

### Q1. WHY CAN I NOT USE CASH TO PAY FOR PARKING?

A1. *The costs of providing security and cash transfers for payment machines was not seen as a viable option at the current time due to costs associated with it and making it a potential target for theft.*

### Q2. DO I NEED TO ALWAYS ENTER MY VEHICLE DETAILS IN THE PAYMENT METER FOR MY 'FREE HOUR'?

A2. *No – if less than 1 hour then you do not need to enter your details into machine or register using the app etc. However once your hour has expired you will need to or on leaving you may get a PCN for your parking.*

### Q3. I PARKED FOR AN HOUR AND NOW NEED TO DO SOME MORE SHOPPING. CAN I TOP UP MY PARKING?

A3. *Yes – As a non-hall user you need to pay for the extra time either by using the mobile app (Ringo) or the payment machine.*

### Q4. I HAVE A BLUE BADGE. DO I NEED TO PAY FOR PARKING?

A4. *Unfortunately, the system cannot identify blue badge holders or disabled spaces to exclude parking - therefore the same rules on charging apply if a non-hall user. A hall user can register using the tablet.*

### Q5. I PARKED IN THE HATCHED AREA OUTSIDE THE HALL AND RECEIVED A TICKET. WHY?

A5. *The hatched areas around the car park are for loading unloading and are not classed as parking bays. A vehicle parked in the loading bay for more than 20 minutes may get a PCN.*

### Q6. I FORGOT TO PUT MY REGISTRATION IN, AND I HAVE LEFT THE HALL. WHAT CAN I DO?

A6. *You can contact Gemini Parking Solutions at [customerservices@geminiparkingsolutions.com](mailto:customerservices@geminiparkingsolutions.com) or by phone 020 8418 0948 or visit the website and enter registration and pay for parking. If you have the Ringo App you can pay for parking using that. Do contact Gemini Parking Solutions rather than the Village Hall as it is likely a PCN will be issued.*

### Q7. I'VE REALISED I HAVE PUT IN THE WRONG REGISTRATION. WHAT CAN I DO?

*A7. If still at the venue enter your correct registration, if you have left the venue, please contact Gemini Parking Solution Solutions at [customerservices@geminiparkingsolutions.com](mailto:customerservices@geminiparkingsolutions.com) or by phone 020 8418 094. You will also ideally need the details you entered incorrectly.*

**Q8. I PARKED THIS MORNING BUT NEED TO COME BACK. HOW LONG DO I HAVE TO WAIT BEFORE I CAN PARK AGAIN?**

*A8. There is a no return in 2 hours operating in the car park. Once you leave you should not return for 2 hours. There are alternatives to parking in the village hall car park.*

**Q9. DO I NEED TO DISPLAY A TICKET TO PARK IN THE VILLAGE HALL CAR PARK?**

*A9. No – if using the machine you can get a receipt which you can put in the windscreen but you do not need to display a ticket to park as you can use Ringo or pay by mobile.*

**Q10. I AM VISITING THE LIBRARY. DO I NEED TO PAY FOR PARKING AT THE VILLAGE HALL?**

*A10. You have a free hour but if longer than an hour you will need to pay for parking or you may receive a PCN.*

## EVENTS PARKING QUESTIONS

**Q11. HOW DO I RECORD PARKING FOR AN EVENT?**

*A11. There will be a couple of Tablets in the hall for event users to enter their registration when attending an event or activity in the hall. There will also be a QR code available to minimise queuing for a Tablet.*

**Q12. I AM A REGULAR HIRER RUNNING REGULAR EVENTS. DO I NEED TO REGISTER MY VEHICLE EVERY TIME?**

*A12. If you have provided your number and details to the BGVH Committee then you should have been entered onto the exceptions list for your event known as a 'Whitelist'. As a repeat hirer and included on the 'Whitelist' you will not need to enter your details every time your event runs. You can confirm your inclusion on the 'Whitelist' by contacting the Village Hall by email. If you change your car or attend the hall outside of your event times, then the normal parking rules apply.*

**Q13. I AM ATTENDING AN EVENT IN THE HALL AND HAVE ENTERED MY DETAILS. I WANT TO MEET FRIENDS AND GO FOR COFFEE AFTER. DO I NEED TO PAY TO PARK?**

*A13. There is a short period of time (around 30 minutes) you can continue to park after an event at the hall but if leaving your car to go to the village you are advised to pay for your parking or move to a public parking area.*

**Q14. IF I PUT MY NUMBER INTO THE TABLET OR USE A QR CODE FOR AN EVENT HOW LONG AM I ABLE TO PARK FOR?**

*A14. You can park for the duration of the event and for a short period but if unsure you should pay for parking when the event is completed.*

**Q15. IF MY EVENT AT THE HALL OVERRUNS FROM THE PLANNED TIME, DO I NEED TO PAY FOR PARKING?**

*A15. You can park for the duration of the event and for a short period either side but if unsure you should pay for parking when the event is completed.*

**Q16. I NEED TO DROP MY CHILD OFF FOR A CLASS, BUT THEN COME BACK WHEN THE CLASS FINISHES IN 1-2 HOURS CAN I STILL RETURN**

*A16. Provided your drop off took less than 10 minutes then you can return under 2 hours to pick up. If your drop off took **longer** than 10 minutes, then you should not return under the 2 hours as that entering and leaving will have been recorded as parked.*

**Q17. HOW EARLY CAN I ARRIVE AND PARK BEFORE GOING IN THE HALL AND ENTERING MY REGISTRATION FOR A CLASS**

*A17. We advise 30 minutes prior to an event is sufficient to register for an event provided access to the tablet in the hall is available.*

**Q18. I AM DROPPING OFF MY CHILD FOR AN EVENT IN THE HALL. DO I NEED TO LOG MY DETAILS OR PAY TO PARK?**

*A18. There is a 'grace' period (10 minutes) on arriving and leaving the car park which research has shown to be sufficient to enable drop off and pick up at the hall. If you feel you are going to need longer for drop off or pick up then consider. You do have a 'free' hour but bear in mind the rules on no return for 2 hours. If unsure register details on the tablet as a hall user.*

**Q19. I HAVE TURNED UP EARLY FOR AN EVENT AT THE HALL. DO I NEED TO PAY FOR PARKING?**

*A19. If your there for a hall event you can put your registration into the Tablet and provided you are not 'too' early you will not be charged for parking. You do have 1 hour free parking even if not entered into the Tablet.*

**Q20. I AM A VOLUNTEER RUNNING AN EVENT AT THE LIBRARY. DO I NEED TO PAY FOR PARKING AT THE VILLAGE HALL?**

*A20. If running an event at the library then you can provide your details to the village hall prior to the event and be entered on the 'Whitelist' for your event and be exempt from charges for that period. Alternatively you should comply with the terms of parking. KCC staff working at the library will be added to the Whitelist and be exempt charges.*

**PARKING CHARGE NOTICES (PCN) QUESTIONS**

**Q21. I DROVE IN BUT AM UNABLE TO PARK SO HAVE LEFT. AM I LIKELY TO GET A PCN?**

*A21. There is a 'grace' period (10 minutes) on arriving and leaving the car park. This grace period also means you can return in less than 2 hours since you did not officially 'park'.*

**Q22. I RECEIVED A PCN FOR FAILING TO PAY. HOW MANY DAYS DO I HAVE TO RESPOND OR APPEAL?**

*A22. You have 14 days to appeal your PCN by contacting Gemini Parking Solutions at [customerservices@geminiparkingsolutions.com](mailto:customerservices@geminiparkingsolutions.com) or by phone 020 8418 0948. The instructions are available on the PCN. You can also pay directly on the website (<https://gemini.keyivr.com/>).*

**Q23. I'VE BEEN GIVEN A PCN THAT IS WRONG OR INCORRECT – WHAT DO I DO?**

*A23. PCN's can be appealed by contacting Gemini Parking Solutions at [customerservices@geminiparkingsolutions.com](mailto:customerservices@geminiparkingsolutions.com) or by phone 020 8418 0948. It is not advised to contact the Village Hall Committee if you feel you have been wrongly charged as this may delay the appeal process and affect the charges.*

**Q24. WHO DO I CONTACT AT THE VILLAGE HALL IF ONE OF MY ATTENDEES GETS A PCN**

*A24. If you want to appeal a PCN then you should inform the attendee to do it by contacting Gemini Parking Solutions at [customerservices@geminiparkingsolutions.com](mailto:customerservices@geminiparkingsolutions.com) or by phone 020 8418 0948. There is an email address at the village hall for general enquiries regarding the car park, but it may delay any potential appeal as it goes through an internal process run by volunteers.*

**PAYING FOR PARKING QUESTIONS**

**Q25. HOW DO I PAY FOR PARKING?**

*A25. There are a variety of methods of paying for parking including by card at the machine, over the mobile phone, or by the Ringo App on the mobile phone. If you receive a PCN you can pay online at Gemini*

**Q26. WHAT IS THE MOBILE NUMBER THAT IS USED FOR PAYING FOR PARKING?**

*A26. The mobile number is 020 3046 0060*

**Q27. I HAVE 'RINGO' AND 'MYPARKINGSPACE' APPS ON MY PHONE. WHAT MOBILE APP IS USED FOR THE CAR PARK?**

*A27. Ringo is the parking app that is used in the car park*

**Q28. WHERE IS THE TABLET AND QR CODE LOCATED IN THE HALL?**

*A28. There are 2 Tablets located in the hall on a stand. It may be moved from time to time but the notice board inside the hall will let you know its location. The QR code to register parking is also displayed near the tablet.*

**Q29. I HAVE A MOTORBIKE AND AM PARKING IN THE VILLAGE HALL CAR PARK. DO I NEED TO ENTER MY DETAILS?**

*A29. To avoid a PCN you will need to pay for parking. If you are using the hall then you should enter the vehicle details in the tablet.*

## EXEMPTIONS TO CHARGES QUESTIONS

**Q30. WHAT IS THE 'WHITELIST' TO ALLOW ME TO BE EXEMPT FROM PARKING CHARGES?**

*A30. There is a 'Whitelist' of registrations provided to the parking company of vehicles that are 'exempt' from charges at the village hall. Inclusion are regular hirers, library staff, contractors, volunteers or other essential users. The Hall Committee are responsible for the management of the list and ensuring those on the list are rightfully and fairly included. The Whitelist is reviewed at least annually and regularly maintained. Exemption to charges may be limited for regular events or time periods only or unlimited for example as essential regular maintenance.*

**Q31. HOW DO I GET ADDED TO THE 'WHITELIST' TO BE EXEMPT FROM CHARGES?**

*A31. You need to submit a request for inclusion onto the 'Whitelist' to the village hall committee giving your reasons as to why you should be exempt from charges. You will also need to provide details of the driver, vehicle and times the exemption is requested for the details to be considered by the committee. You will be informed of the outcome of your request.*