

## **FREQUENTLY ASKED QUESTIONS**

- 1. If I enter the NRP Public Car Park and am unable to find a space or decide not to park for any reason, will I be charged?**

If you decide not to park, you should exit the car park in your vehicle immediately to prevent any parking tariff charges from arising. There will be a grace period of thirty minutes to enter and leave before any charges are incurred.

Please note, the barrier should not let you enter the car park if there are no spaces available, so there will always be spaces for use.

- 2. Can I pay on arrival at the car park?**

Yes. You can pay at the entrance barrier or at one of the pay machines by foot once you have parked your car.

If paying at the entrance barrier, you can use a debit or any major credit card, by touching / swiping the screen. Payment can also be made via a smart phone where it is linked for payment transactions when scanned at the barrier.

If you use either of the above methods, when you exit the car park you will be required to scan / swipe the same card or device for payment to be taken. The machine will calculate on leaving, the length of time you have stayed in the car park, via the vehicle number plate recognition and charge you for any extra.

- 3. How do I pay on exiting the car park?**

You can pay at one of the payment machines, by foot, or at the exit barrier.

There are five payment machines, situated on the ground floor close to the lifts and main pedestrian entrance.

If you wish to pay at the Exit barrier, you can pay contactless with a debit or credit card by entering your car park ticket into the barrier machine slot and paying the charge via swiping your payment card.

- 4. What can I use to pay?**

The pay machines will accept cash, coins only; 10p, 20p, 50p, £1.00 & £2.00 coins.

Debit and major Credit cards are accepted for payments at the same machines and also at the entrance and exit barriers.

- 5. Can I get a receipt when paying at the payment machine?**

Yes. The pay on foot machine will provide you with a receipt on pressing the receipt button prior to payment.

**6. Can I get a receipt if I pay at the entrance or exit barrier?**

Yes. The machines at the barrier will provide you with a receipt on pressing the receipt button prior to payment.

**7. What happens if I lose my car park ticket?**

Please proceed to the pay on foot machine or the exit column at the barrier and press the intercom button where assistance will be given by the operator. They will search for the vehicle registration and reissue you with a ticket.

**8. If I pay by debit or credit card or via my Smart Phone, do you hold my data and/or personal information on your system?**

No. We do not hold or store any bank or personal contact details.

**9. Do you store my registration number and are you able to access my personal details from this?**

We only retain data for as long as is necessary for us to fulfil our obligations under our contract with you, or to comply with legal obligations such as HMRC requirements, Health & Safety requirements, etc. All data is held securely. Compliant users of our car parks will have their data erased after 3 months.

If you have paid a Parking Charge Notice within 28 days of receipt, then your personal data will not be retained for longer than 3 months. After the 28 days your data will be held for sufficient time to enable the fee to be settled and resolve any dispute. All redundant data is deleted securely.

**10. Do you store my registration number via your CCTV cameras?**

All CCTV footage will remain stored within the system for 90 days. This data remains secure and confidential.

**11. Can I get locked in the car park or be unable to exit after a certain time?**

No. The car park is open 365 days of the year, 24 hours a day.

There is also Customer Service Team available on site at all times should you have any queries or require any help whilst in the Car Park.

To contact the Customer Service Team by telephone, please call 01603 758155.