

10/11/16

## **RUSTINGTON SHOPPING CENTRE**

### **NEW CAR PARK MANAGEMENT SYSTEM**

**Q. Will I have to pay to park when I go shopping?**

A. You can park free of charge for 3 hours. You will only need to pay if you are staying over 3 hours.

**Q. Do I need to display a disc or a ticket in my vehicle?**

A. No, there is no ticket or disc required to be displayed at any time. Blue Badge holders will need to display their blue badge when parking in a disabled bay.

**Q. Can I make several visits to the various shops in my car at any time of the day?**

A. You can park in either car park for 3 hours free of charge but will not be able to return to either car park within 2 hours of your previous stay. You can still park in front of the shops for up to one hour.

**Q. Can I park in both car parks during my 3hour free parking stay?**

A. No. You will need to park in one or other of the car parks for up to 3 hours to receive free parking. You would need to ensure that 2 hours have elapsed before you enter either car park again otherwise you may be liable for a Parking Charge Notice. Please don't forget there are also numerous parking spaces in front of the shops with 1 hour free parking which is managed by the council.

**Q. What do I do if I am eating out in the evening, would I need to pay or can I stay without moving my car?**

A. The system is operational 24 hours per day, 7 days a week. There are also numerous parking spaces conveniently located in front of the shops if you need more time.

**Q. What happens if I try to park in one car park only to find it is full? Can I park in the other car park?**

A. Yes, you can leave the car park within 15 minutes if there is no space available and park in the other car park without any issue or likelihood of receiving a Parking Charge Notice.

**Q. Is there a "grace period" to allow me to drop off/pick up passengers?**

A. Yes, you are permitted 15 minutes.



**Q Why should I pay for parking if I stay over three hours?**

A. The car parks have always been intended for shoppers and this system will prevent unauthorised users taking the spaces.

**Q. How do I pay for my parking?**

A. Payment can be made by using paybyphone using your credit or debit card. Simply call the telephone number on the sign in the car park and quote the location number which is also on the sign.

**Q. What happens if I receive a parking fine?**

A. TPS do not issue 'fines'. If the Terms & Conditions of the car park/s are not adhered to we may issue a Parking Charge Notice.

**Q. How do I pay my Parking Charge Notice?**

Payment can be made by post, on-line, or over the telephone. Details will be found on the Parking Charge Notice itself.

**Q. What happens if I disagree with the Parking Charge Notice I have received?**

A. One is able to appeal the Parking Charge Notice by mail, on-line or by email by following the guidance notes on the PCN itself.

**Q. Will the ANPR cameras highlight if someone has parked in a Blue Badge bay who does not have a Blue Badge?**

A. No. This will be picked up by the TPS Attendant who will be patrolling the car park/s, who can then issue a Parking Charge Notice if deemed necessary.

**Q. What happens to any money collected from the car parks?**

A. Any money is used towards the car park monitoring systems along with general repair and maintenance.

**Q. I still have some unanswered questions who should I contact for more information?**

A. Please contact TPS at [customer.services@totalparking.co.uk](mailto:customer.services@totalparking.co.uk) or call 01536 680107.

