

Car Parking FAQ's - Contents

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Background & General Information

Why are car parking charges being introduced?

The introduction of charges is necessitated by the introduction of new Controlled Parking Zones in areas surrounding Old Aberdeen, and the presence of existing zones around Foresterhill. These zones can place considerable pressure on our own car parks. Car parking charges are being introduced to discourage unnecessary car use and facilitate sustainable alternatives.

What alternative transport methods are available?

Alternatives vary depending on your personal situation and can be influenced by distance, proximity to transport infrastructure, carer responsibility, the need to transport heavy/bulky items as well as a host of other factors. It's worth considering what alternatives are available to you. If you live close to your workplace it may be worth walking or cycling. Public transport can be a suitable alternative if you're served by the public transport network. Car sharing can help spread the cost of motoring (fuel, parking, insurance, tax, depreciation) while still benefiting from the convenience of car use. Depending on your personal situation you might also consider multi-modal journeys like park and ride. More information on alternatives is available online at: www.abdn.ac.uk/able.

Why aren't the charges being applied on all University sites?

Different University sites face different challenges due to their location, infrastructure, staff levels and purpose. Introducing charges on some sites is not practical or desirable because of these differences. For example, introducing charges at a site which is not within a local authority Controlled Parking Zone may not be necessary and could cause parking problems in local areas.

During what hours is the parking enforcement active?

Enforcement is matched to the times of local authority Controlled Parking Zones in the area. Parking enforcement is therefore active from Monday to Friday and between the hours of 10am and 4pm. Vehicles parked outwith these times do not need to display a permit or voucher but should still park within a marked bay and not cause an obstruction.

What will happen to the money generated from car parking charges?

The revenue from car parking charges will be ring fenced and invested in car parking facilities and sustainable travel initiatives. Investments in car parking facilities could include surfacing, lining, signage, security and enforcement. These allow us to protect and improve the limited parking resources we have. Sustainable travel initiatives can be very wide ranging but could include shuttle services, facilities for cyclists, improved car share resources and subsidised bus travel. These initiatives aim to facilitate the use of more sustainable travel options by the University community thereby reducing the demand on our car parks.

Permits & Vouchers - General

What types of permit are available?

Daily and annual options are available for staff. Daily vouchers are valid for one day each while annual permits are valid throughout the year. Other permit types are available for visitors, students and contractors.

What are my payment options and what is best for me?

This very much depends on what your working patterns are. If you regularly work five days per week then an annual permit may be most suitable. However, if you work two days per week then daily vouchers may be the more suitable option for you. If you are in doubt please contact parking@abdn.ac.uk for advice.

Why can't charges be per hour rather than per day?

Hourly charging was considered as it was identified that a group of part-time staff (those who work part days) could be at a disadvantage from daily and annual charging options. This is a fundamental problem with any time period charge since anyone who requires parking within the time period, but not for the whole period, is still liable for the whole period charge.

The two main methods of charging per hour are pay-and-display and ANPR (automatic number plate recognition). Neither system was practicable due to the geographical spread of car parks, the historic nature of our Old Aberdeen campus, our operational needs in relation to visitors and delivery vehicles and the relatively high cost of implementing either system.

I'm changing my car/getting a new car/moving offices - how do I change my details on the car parking database?

You can edit your details online by logging into the car parking database at:

www.abdn.ac.uk/estates/supportservices/car-parking/

or by contacting: parking@abdn.ac.uk.

You can edit your internal address as well as register and de-register vehicles.

If you registered for an annual permit a new permit will automatically be generated when you change your vehicle details. You must return your old permit when you receive your new one. Failing to return your old permit will result in it being treated as a lost permit and incur a charge of £20.

If you registered for daily vouchers you can edit you details in the same way but you won't receive a new permit or have to return anything.

Can I change from using daily vouchers to an annual permit or vice-versa?

Yes, but you cannot change it yourself using the online database. Instead, you should contact the Estates Office who will change your details and provide guidance on returning your permit or completing a payroll mandate as appropriate.

How do I cancel my permit and/or remove my vehicle details from the car parking database?

You can cancel your annual permit by completing a [Payroll Cancellation](#) and sending it to the Estates Office. Cancelling payments can take some time so it's best to complete the cancellation form as soon as possible so you don't end up paying for parking that you don't need. Your vehicle in the car parking database will be removed as part of the cancellation process.

If you registered for daily vouchers you should deregister all your vehicles to have your vehicle details removed from the database.

What if my permit/voucher is lost, stolen or damaged?

If your permit is stolen (for example if your vehicle is stolen with the permit in it) you can request a replacement by providing your Police Crime Reference Number to the Estates Office. They will be able to replace your permit at no charge.

If you lose your permit you can request a replacement from the Estates Office. A charge of £20 will be made for lost permits.

Unfortunately we are unable to replace lost or stolen vouchers.

Replacements for damaged permits or vouchers can be requested from the Estates Office. Replacements will be provided at the discretion of the Estates Office and, in the case of permits, may incur a charge of £20.

Annual Permits

How do I apply for an annual permit?

You can apply for an annual permit online at:

www.abdn.ac.uk/estates/supportservices/car-parking/

or by completing a [hardcopy application](#). In both cases you will also need to complete a [Payroll Mandate](#). You can apply for an annual permit at any time of the year and will only pay from the time your permit is processed.

What is the Payroll Mandate and why do I need to fill it in?

The [Payroll Mandate](#) is an instruction to Payroll to take monthly payments from your salary to pay for your annual permit. The [Payroll Mandate](#) has an option to opt into a salary sacrifice scheme which allows you to sacrifice some of your salary in return for your parking permit. This can result in tax savings for the participant but may also have implications on benefits that can be received (sick pay, for example). It's important to investigate what a salary sacrifice scheme will mean for you personally before entering into a salary sacrifice agreement.

What savings can be made by choosing the salary sacrifice option?

Savings from salary sacrifice schemes vary depending on your own personal circumstances. It's therefore important to investigate what a salary sacrifice will mean for you personally before entering into a salary sacrifice agreement. You should examine your salary, tax band and the potential impact on current and future benefits.

Can I pay for an annual permit upfront?

Unfortunately this isn't possible. Annual permits must be paid via your salary on a monthly basis.

Am I committed to paying an annual permit for a whole year?

Choosing an annual permit doesn't commit you to a whole year. If you leave the University, or your situation changes and you no longer need a permit, then you can cancel the agreement and return your permit. To cancel your agreement you will need to complete a [Payroll Cancellation](#).

I have a zero hours contract. Can I get an annual permit?

Unfortunately it isn't possible to offer you an annual permit due to the nature of your contract. You can still park at the University by purchasing daily vouchers instead.

I am a University staff member but don't receive payment (Honorary, Emeritus etc). Can I get an annual permit?

Unfortunately it isn't possible to offer you an annual permit due to the nature of your contract. You can still park at the University by purchasing daily vouchers instead.

What happens if I'm off ill?

You may be able to claim a refund on your return depending on the length of your absence. For short term illness (lasting less than one month) you cannot claim a refund. However, for longer term illness (lasting more than one month) you can request a refund by contacting: parking@abdn.ac.uk. If you enter a period of unpaid leave your payments will automatically be stopped.

Can I stop paying during maternity/paternity leave?

If you're entering maternity leave then we'd advise you to cancel your agreement for the duration of your leave. To cancel your agreement you will need to complete a [Payroll Cancellation](#). Since paternity leave is relatively short it isn't practical to cancel the agreement but you may be able to claim a refund on your return by contacting: parking@abdn.ac.uk.

How do I cancel my permit and remove my vehicle details from the car parking database?

You can cancel your annual permit by completing a [Payroll Cancellation](#) and sending it to the Estates Office. Cancelling payments can take some time so it's best to complete the cancellation form as soon as possible so you don't end up paying for parking that you don't need. Your vehicle details in the car parking database will be removed as part of the cancellation process.

Daily Vouchers

How do I apply for daily vouchers?

You should first register your personal and vehicle details online at:

www.abdn.ac.uk/estates/supportservices/car-parking/

or by completing a [hardcopy application](#). You can then purchase daily vouchers at Tiki outlets or via the [Online Store](#).

Why do I need to register my vehicle details when I'm using daily vouchers?

Registering your vehicle(s) allows us to contact you in an emergency. For example, if your vehicle was causing an obstruction or was damaged in an accident.

How do daily vouchers work?

Daily vouchers have scratch panels on them and show three years, twelve months and thirty one days on each voucher. To use the voucher you simply scratch off the year, month and day you want to use the permit on. For example, if you were parking on Friday, 16th March 2012, you would scratch off the '2012' year, the 'Mar' month and the '16' day and display the voucher in your front windscreen.

What if I scratch off the wrong date?

It's very important to scratch off the correct date since displaying the wrong date could result in you receiving a Parking Charge Notice. If you've accidentally scratched off a date which occurs in the past then the voucher has been spoiled and is no longer usable. If you've accidentally scratched off a date in the future then you should keep the voucher for use on that date. If you've accidentally scratched off more than one date then the voucher has been spoiled and is no longer usable. If you've accidentally scratched off a date that either doesn't exist or isn't a day that parking controls are operational on then you may be able to exchange your voucher by contacting: parking@abdn.ac.uk.

Can I bulk buy daily vouchers?

Yes, you can buy up to a years worth (44 sheets of 5, or 220 vouchers) via the [Online Store](#). You cannot bulk buy from Tiki outlets as they cannot hold such large supplies. Sales at Tiki outlets are limited to 4 sheets of 5, or 20 vouchers and subject to availability.

Why do you charge for delivery through the Online Store?

The vouchers that we are sending out have a significant value and we want to ensure they reach you safely. Sending the vouchers via a recorded delivery service makes sure you receive them safely but incurs a small cost. If you do not want to incur a delivery charge you can purchase vouchers via Tiki outlets.

Can I get a refund on unused daily vouchers?

Yes, but only on whole, unused and undamaged sheets of five vouchers. To get a refund you should return your sheets to the Estates Office and provide bank details for a BACS transfer.

Why isn't there a salary sacrifice option for daily vouchers?

Unfortunately it is not practical to offer daily vouchers via a salary sacrifice scheme without compromising the flexibility of the daily vouchers.

What happens if I'm off ill, on maternity/paternity leave etc?

If you're away from work for any reason you don't need to use your daily vouchers and can keep them for later. If you find you have unused vouchers (whole sheets of five only) you can contact the Estates Office to arrange a refund.

How do I remove my vehicle details from the car parking database?

You can deregister all of your vehicles to have them removed from the car parking database.

Visitors and Conferences

Do visitors have to pay for parking?

No, visitors permits can be requested by e-mailing: parking@abdn.ac.uk. Visitors permits must be completed in full and displayed in the front windscreen of the visitors vehicle. Please read the [Staff Guidance on Visitors Permits](#) for more information.

I'm organising a conference/event at the University – what arrangements should I make for delegates travelling to the conference?

Due to the limited car parking we have it's very important to encourage delegates to travel by public transport, park & ride, taxi or to car share and to advise them that there are limited parking spaces available on campus. A small number of spaces can be booked for events and conferences by contacting the [Sacrist](#).

I'm going to a conference for a number of days. Can I leave my car on campus while I'm away?

We discourage leaving vehicles on campus for extended periods of time. Doing so restricts access for other staff who are currently on site and your vehicle is at increased risk of theft and vandalism. However, we appreciate that leaving a vehicle for a number of days may sometimes be necessary. In such cases you should advise the Security Office of the extended stay and display either an annual permit or provide multiple daily vouchers to cover the duration of the stay. Each of the daily vouchers should display a different date for each of the days that you are away.

Miscellaneous

Do blue disabled badge holders need to pay for parking?

No, disabled badge holders do not need to pay for parking. You should display your badge clearly in the front window of the vehicle and can park in disabled bays or, if they are full, regular parking bays. You may be asked by parking attendants to show the photograph on your blue disabled badge to confirm the badge is for your use.

I car share with another member of staff and we alternate whose car we use. Do we have to pay for two permits?

If you are purchasing daily then you should only purchase and display a voucher for the vehicle you have that day. You should each register your own vehicles on the car parking database so we can contact you in an emergency.

If you intend using an annual permit you should choose one member of staff to register both vehicles. This permit can then be swapped between vehicles as required. Unfortunately you cannot register more than two vehicles on a single permit.

I'm an Honorary/Emeritus member of staff, am I still entitled to park at the University?

Yes, Honorary and Emeritus staff can park at the University but, unless you are paid via Payroll, you cannot choose an annual permit. Instead you will need to purchase daily vouchers at the Tiki outlets or via the [Online Store](#).

I'm a temporary/zero hours member of staff, am I still entitled to park at the University?

Yes, temporary and zero hours staff can park at the University but, depending on your personal circumstances, you may not be able to choose an annual permit. Instead you may need to purchase daily vouchers at the Tiki outlets or via the [Online Store](#).

I'm a member of University staff but work at a site that does not charge (OceanLab, Cromarty, etc). Do I have to pay when I come to Old Aberdeen/Foresterhill/Hillhead for work?

Yes, you will need to pay to park. You should purchase daily vouchers at a Tiki outlet or via the [Online Store](#).

I work at Aberdeen Sports Village but have occasional responsibilities at Old Aberdeen. Do I have to pay when I come to Old Aberdeen?

Yes, you will need to pay to park. You should purchase daily vouchers at a Tiki outlet or via the [Online Store](#).

What if I can't find a parking space?

Parking is allocated on a first come, first served basis. A permit or voucher does not guarantee a parking space.

Where can I find more information on car parking at the University?

Lots of information is available online at: www.abdn.ac.uk/estates/supportservices/car-parking/

If you can't find what you're looking for there you can contact: parking@abdn.ac.uk.