

# Car Parking FAQ's

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## Parking Payments - General

### *What payment options are available?*

Daily and annual (monthly subscription) options are available for staff. Daily payments are valid for the date that's selected while monthly payments are valid until they're cancelled. Other permit types are available for visitors, students and contractors.

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

Administration and transaction fees make hourly charging too expensive and would result in higher parking charges for staff. We'll continue to investigate alternatives that will provide more choice and better value for staff as circumstances change.

### *I'm changing my car/getting a new car – 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/](http://www.abdn.ac.uk/estates/supportservices/car-parking/)

### *Can I change from daily payments to monthly payments or vice versa?*

Yes, but you can't change it yourself. Instead, you should contact [estates@abdn.ac.uk](mailto:estates@abdn.ac.uk) who will change your details and provide guidance on completing a payroll mandate or cancellation if required.

### *How do I cancel my monthly payments and/or remove my vehicle details from the car parking database?*

You can cancel your monthly payments 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 registration will be changed to daily.

You can deregister all of your vehicles to have your details removed from the database.

## Annual Permits (monthly payments from salary)

### *How do I apply for an annual permit (monthly subscription)?*

You can apply for an annual permit online at:

[www.abdn.ac.uk/estates/supportservices/car-parking/](http://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 application is processed. You won't receive a physical permit and won't have to display anything in your car. Instead, your vehicle registration will be added to a list of all vehicles that have paid for parking.

### ***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. Your registration for an annual permit won't be completed until the mandate is received.

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

Choosing an annual permit doesn't commit you to a whole year. You can cancel the agreement at any time. To cancel your agreement you will need to complete a [Payroll Cancellation](#).

### ***I don't have a regular salary. Can I still 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 paying for parking daily instead.

### ***I have more than one car, can I register them all?***

A maximum of two vehicles can be registered against each member of staff. Only one vehicle can be parked on campus at any one time. If two vehicles registered against the same staff ID number are observed on campus on the same day the second one to be observed will be issued a Parking Charge Notice. If you need to use both on a particular day you can use the daily payment option to pay for the second vehicle for that day.

### ***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 can't claim a refund. However, for longer term illness (lasting more than one month) you can request a refund by contacting: [estates@abdn.ac.uk](mailto:estates@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 recommend you cancel your agreement for the duration of your leave. To cancel your agreement you will need to complete a [Payroll Cancellation](#).

## **Daily Permits (daily payments via app/online)**

### ***How do I apply for daily parking?***

First you need to register your personal and vehicle details online at:

[www.abdn.ac.uk/estates/supportservices/car-parking/](http://www.abdn.ac.uk/estates/supportservices/car-parking/)

or by completing a [hardcopy application](#). You can then purchase daily parking using the PayByPhone system, online or via their app.

### ***How do the daily payments work?***

You can pay for daily parking using the PayByPhone system, either online or via their app. Create an account, then enter the code for the car park you're using, this will be e-mailed to you when you

register on the University system. Do not use the codes on the PayByPhone locations map, these are for Aberdeen City Council on-street parking. Now select the date you want to park. Enter your vehicle registration and payment details and your vehicle will be added to the list of vehicles that have paid for that date.

### ***What if the app/website doesn't work?***

If one of the payment options doesn't work please try another. If none of the payment system seems to be working please use the PayByPhone Help Centre on their website – [www.paybyphone.co.uk](http://www.paybyphone.co.uk).

### ***Can I bulk buy daily parking?***

At the moment you can only buy parking for the day you need it.

## **Visitors and Conferences**

### ***Do visitors have to pay for parking?***

No, if you're expecting a visitor please e-mail [estates@abdn.ac.uk](mailto:estates@abdn.ac.uk) with; your name, the name of your visitor, your visitors vehicle registration, and the date of their visit (up to a maximum of 5 days).

The visitor doesn't have to display a permit and will be added to the list of those able to park on that date.

### ***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](#).

## 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 your 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 paying daily then you should only pay 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 want to pay monthly you should choose one member of staff to register both vehicles. Only one of the registered cars can be used at any one time. If you need to use both on a particular day you can use the daily parking system to pay for the second vehicle for that day.

### ***I'm an Honorary/Emeritus member of staff, can I still park at the University?***

Yes, Honorary and Emeritus staff can park at the Old Aberdeen campus but not at Foresterhill. Unless you receive a regular salary you won't be able to pay monthly but can pay daily using the daily payment system.

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

Yes, you will need to pay to park. You should follow the instructions for daily parking.

### ***What if I can't find a parking space?***

Parking is allocated on a first come, first served basis and are not guaranteed.

### ***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/](http://www.abdn.ac.uk/estates/supportservices/car-parking/)

If you can't find what you're looking for there you can contact us at: [estates@abdn.ac.uk](mailto:estates@abdn.ac.uk)