

ParkingEye Frequently Asked Questions

General	
Question	Answer
Is this legal?	Yes, the College car park is private land. ParkingEye has written authority to operate and issue Parking Charge Notices from the College.
What times/hours do the cameras work?	The cameras operate 24 hours / 365 days per year.
Does it cost the College to run this scheme?	No, ParkingEye install and maintain their equipment and administer their fines at no cost to the College.
Will the College be making any money from the scheme?	No, the scheme has been introduced to manage parking to help ensure students and staff have spaces available and not to generate any income.
What if I am staying overnight?	If your vehicle is registered then you can park as normal. If you have a different – unregistered – vehicle, then you will need to register at Reception as a normal visitor – but show the appropriate number of days for your stay (e.g. one night stay = 2 days car parking).
How will I know that the car park is managed by ParkingEye?	There will be numerous and clear signs that conform to legal requirements advising motorists of the requirements.
Do I still need a Permit (car pass)?	Yes. ParkingEye recognises authorised vehicle as they enter the Campus, but having Permits allows us to differentiate and allocate car parking to different groups (e.g. Residential Students car parks at Lackham and Salisbury) and also quickly identify vehicle owners in an emergency.
Do I now need to pay to park?	No, parking is free to all registered cars.
Registration	
Question	Answer
I already have a College car pass – do I still have to register?	Yes. To make sure that there are no mistakes or omissions, all staff and students wanting to use the car park from September 2016 onwards must register, even if they previously held a car pass.
How do students register?	Students will have to register their vehicle when enrolling.
How do staff register?	A data collection will be undertaken to collect staff registration numbers to upload into the system prior to September.
I am a (catering / cleaning) Contractor working full-time on a Wiltshire College Campus. How can I register my car?	The two principal contractors (Churchill and Aramark) will be contacted by the College before the system goes live and staff will be given the opportunity to register their cars.
What if I don't register?	If you use the car park and don't register you will receive a fine from ParkingEye. Any

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	dispute will be with ParkingEye and not the college.
How many cars can I register?	Maximum 2.
What if I have a hire car for the day?	You must register within 15 minutes on arriving on site. Please note that the hire company may issue an admin fee to process a fine received from ParkingEye. This will be on top of the ParkingEye fine.
Who has access to the database of registered vehicles?	Wiltshire College collates the list of names, status and registration numbers of authorised vehicles. ParkingEye have obligations under the Data Protection Act to protect this information and use it only for the purpose provided (managing the Wiltshire College car parks).
I am disabled and I have a blue badge so do I need to register?	Yes, as ParkingEye cannot differentiate between cars and only reads registrations.
I am disabled and my parents often drop me off / collect me. This often takes more than 15 minutes – what will they need to do?	The student (parents on their behalf) can register the parent's vehicle and receive a permit.
Someone drops me off and picks me up each day do they have to register?	Only if they are waiting more than 15 minutes and they would need to register at Reception each time.
I have a motorcycle do I need to register.	No, but it must be parked in an allocated bay.
Taxis often stay more than 15 minutes when dropping off / collecting passengers. Will they need to register as visitors each time?	Taxis will not normally be issued with a Parking Charge Notice so do not need to register.
Disabled Students are often transported by minibus to College. Do they need to register?	If they are registered and plated as Taxies then they will not be fined. Other vehicles will be contacted and offered the opportunity to register.
My Department often received delivers on Campus – what do they need to do?	If they will not be entering Campus, use the service Yard at Chippenham or stay less they 15 minutes, then they need do nothing.
Do staff need to register their car every year?	No, unless you change cars.
Do students need to register their car every year?	Yes, each September or every time you change cars.
Do I have to register separately for each campus?	No, one registration is sufficient for all sites.
I work on a satellite site so do I have to register.	Yes, as you need a car pass anyway and it means you don't have to register as a visitor each time you visit a campus.
I am not driving my normal car so what do I have to do?	If it is for a day please register at Reception. If it is for longer please contact Estates

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	Admin for staff and Student Services for students to register the car.
What if I sell my car? Staff.	Please inform Estates Admin who will remove it from the system and update your record. You must register your new car registration to avoid a fine.
What if I sell my car? Students.	Please inform Student Services who will remove it from the system and update your record. You must register your new car registration to avoid a fine.
Does this affect my insurance?	No.
When do staff have to register their car?	ParkingEye will go live on 12 September. Staff can register through the College on-line shop until 05 September. After that date, they must contact EstatesandServices to register, remove or amend vehicle details.
When do students have to register their car?	ParkingEye will go live on 12 September. Students can register through the College on-line shop until 05 September. After that date, they must register through Student Engagement Officers, Accommodation Wardens or via Reception (part-time evening students only). Anyone who has not registered or is driving an un-registered vehicle after that date must register as a visitor every day.
Fines	
Question	Answer
How much is the fine?	The fine charge will be displayed on the car park notices and within the fine letter.
How will I know if I get a fine?	The licence holder will receive a letter through the post.
What if I get a fine?	You will only get a fine if you don't register your car. The fine is issued by ParkingEye and you will have to pay them. The system is managed by ParkingEye and not the college.
If I do receive a fine can I get it reduced if I pay early?	The college does not manage the fines so this will have to be negotiated with ParkingEye. Usually there is a discount to pay within a certain period (14 days). These details will be on the fine letter.
Will the college pay my fine?	No, as the fine (contract to park) is between the registered driver and ParkingEye.
What if I don't pay?	The agreement to park in college car parks is made between the person who has registered the car and ParkingEye. Therefore, any disputes would be with ParkingEye.
How long does it take to receive a fine if I don't register?	Average within a week of using a College car park.

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It isn't my car and my parents/friend has received a fine because I borrowed their car for the day?	This would mean that the car was not registered at reception when arriving.
Who will know if I am issued a fine?	Fines are issued and managed by ParkingEye and not the college. No one at the College will be informed of fines issued or vehicle movements in/out of the college.
Visitors	
Where do I register my car when I arrive?	You register at reception:
How long can I wait?	The maximum waiting time anywhere in the car park is 15 minutes. If you are going to be longer you must register at Reception.
If I register as a visitor at Reception how long do I get to park?	Daily parking is only valid until midnight that day. If you are returning you need to let Reception know the date of your last visit.
What is the procedure when we have an open day and the campus is open to all – we would not be able to input everybody coming in?	In this situation we ask ParkingEye to turn off the enforcement for the necessary period of time so no one gets a penalty charge. This will be managed by the Estates team.