New Pay on Exit car parking system
From 22 January 2018

Please note as well as the new car parking system, Blue Badge Holders will need to pay for car parking as of 22 January 2018.
The new car parking system
The Trust will be introducing a new parking system from **22 January 2018** where you ‘Pay on Exit’. The new parking system will work out the correct payment and allow a number of ways to pay:

- coins
- notes
- contactless
- card payment (debit or credit card)
- by telephone, app or online.

The car parking system uses a camera to read your number plate when you enter the car park. This is called an Automatic Number Plate Recognition system or ANPR for short and will be in operation across all entrances and exits to the hospital.

Using the new car parking system
Please follow the guidance below to use the new car parking system:
1. Arrive in the car park and find a space
2. Attend your appointment/visit
3. When you are ready to leave go to one of the payment machines (located in the car parks/main reception/Level 2 Esher Wing)
4. Enter your car registration
5. Select the photo of your vehicle
6. The machine will display the total payment required
7. Make payment
8. Return to your vehicle and leave the site.
Questions you may have
Are your car parking charges increasing?
No. The following charges apply between 0800 and 2000, seven days a week:

- Up to 1 hour £2.00
- Up to 2 hours £3.50
- Up to 3 hours £5.00
- Up to 4 hours £6.50
- Up to 5 hours £8.00
- Daily Rate (0800 – 2000) £10.00

What makes this car parking system different to the old one? The system is now ‘Pay on Exit’; you cannot pay on arrival. The new system will also make paying easier as both credit/debit card (including contactless) payments are accepted. Some machines will give change and accept notes.

Why do I need my registration number?
When paying at the machines you need to put your registration number into the machine. When you leave the car park, enter your registration into the machine which will then calculate your payment for you.

Will I need to display a ticket? Payment is on exit from the car park, so there will be no ticket to display. A receipt for your records can be printed from the payment machines.

What if I need help using the system?
If you need help to use the car parking machines, please speak to a member of staff or visit the car parking hut outside the Day Surgery Unit.
I’m only dropping someone off – will I need to pay? If you are visiting the hospital site to pick up/drop off, there is a 20 minute limit. If you are longer than 20 minutes, you will need to pay for parking.

What if I don’t enter my details? The camera system (ANPR) records the exact time that you drive into and out of the Kingston Hospital site. If your vehicle is on the site for longer than 20 minutes and you do not enter your full vehicle registration number and make the requested payment, you will receive a Parking Charge Notice (PCN) from CP Plus.

What happens if it is busy and I am driving around trying to find a parking space? The system allows time to find a parking space and makes an allowance for the time you need to leave the car park afterwards.

Will there be someone to help me? We will have additional staff on site when the car parking system goes live on 22 January 2018 to provide assistance for patients and visitors.

How do I challenge a Parking Charge Notice? Appeals are handled by CP Plus, the company managing the parking system. Details of how to appeal are contained on the Parking Charge Notice as well as a unique reference number. For full details of the appeals process, visit www.cp-plus.co.uk/appeal.
£100 Parking Charge (Reduced to £50 if paid within 14 days)

Vehicles not paying for their time in the car parks are subject to receiving a Parking Charge Notice from the parking company CP Plus.

Appeals and Complaints Procedure
If you wish to appeal against a Parking Charge Notice, then please follow the details on the reverse of the issued ticket. CP Plus is a member of the British Parking Association (BPA) and an independent appeals process can be accessed if your original appeal is unsuccessful.

For details of the full appeals process, please contact CP Plus via their website at www.cp-plus.co.uk/appeal.
Telephone: Monday to Friday between 9.00am – 5.00pm on 0844 371 8784.
Email: appeals@cp-plus.co.uk

How can I provide feedback to the Hospital?
Hospital’s Patient Advice & Liaison Service
Email: KHFT.pals@nhs.net
Telephone: 020 8934 3993
Car parking changes for Blue Badge Holders

Charges
From 22 January 2018 car parking charges will also apply to Blue Badge Holders. Your Blue Badge allows you to park within the designated ‘Blue Badge Holder’ bays. Your Blue Badge must be displayed on your dashboard. If there are none available you can park in a standard parking bay.

Available parking spaces
There are currently over 30 Blue Badge spaces on the hospital site, located near to most of the buildings patients need to access. We will be increasing the number of Blue Badge spaces over the coming year in addition to carrying out other work designed to improve accessibility to the hospital.

Accessibility
The new parking machines are fully compliant with the Disability Discrimination Act (DDA), however if you have any difficulties, please ask a staff member for help or visit the car parking hut outside the Day Surgery Unit.

Help with charges
If you would like to seek financial assistance with parking, visit the NHS Website (https://www.nhs.uk/NHSEngland/Healthcosts/Pages/Travelcosts.aspx) which outlines the process and eligibility for this scheme.