

Frequently Asked Questions

Blue Badge Holder Parking Fees & Registration

When will the new Blue Badge Holder parking charges start?

The new charges will come into effect on 7th January 2019 at 0800. Until that time parking for Blue Badge Holders remains free providing you display your blue badge on the dashboard of the vehicle when it is parked.

How much will Blue Badge Holders have to pay to park at Kingston Hospital?

A flat rate charge for registered Blue Badge Holders has been agreed at £2.00. This means that regardless of how long you are parked on the hospital site the parking charge will be £2.00 per visit - whether the stay is 30 minutes or 8 hours.

Do visitors with a Blue Badge receive the same concession as patients?

Yes, the same rate applies to visitors providing you have registered the vehicle carrying the blue badge holder as described below.

How do I register a vehicle to benefit from the Blue Badge rate?

You must register at least 48 hours prior to visiting the site for the first time with your registered vehicle.

There are three ways to register a vehicle to benefit from the concession. Please note vehicles will only be eligible for the concession when displaying a valid blue badge. It takes 48 hours to process each request so please allow plenty of time before the date of your visit.

To register you will need to provide the following details

- The Blue Badge Holder's name
- The Blue Badge number
- The vehicle registration

- A contact e-mail address (to allow us to contact you in the event of any issues)

You will also be required to agree to our terms and conditions.

You can register in one of the following ways.

- Complete the online booking form [[here](#)] with all the required information listed above; or
- E-mail the required information listed above to khft.bbh-registration@nhs.net (you will receive a confirmation when this is completed); or
- Call 020 8934 2003 (please note we expect this line to be extremely busy and would suggest using one of the other methods).

See the next question below if you have more than one vehicle to register.

Can I register more than one vehicle?

Yes, you may register any vehicle which you, the Blue Badge Holder, use to travel to the hospital. Please note that the vehicle will only be eligible for the discounted rate when transporting the Blue Badge Holder - either coming to the Hospital or returning home, or both – and when parked displaying the blue badge. At all other times the full tariff will apply.

Is the concession rate linked to my Blue Badge or my car registration?

The reduced rate is linked to the car registration, not the blue badge number, therefore BBH will need to register again every time they change their vehicle. If you are brought to the Hospital in a different car but park with the blue badge displayed, you would need to pay the standard rate unless they have pre-registered the temporary vehicle.

Do I have to re-register, if so how often?

Vehicles will be registered for 12 months, your confirmation e-mail will advise when you need to re-register. You do not need to re-register when you use the same vehicle within that time period. Please note if your Blue Badge expires within the 12 months of registering with Kingston Hospital

then you will need to provide us with your new Blue Badge number when you receive it to be able to continue to receive the concession.

What happens if I do not register?

If you do not register then the full parking tariff will be applicable and you will need to pay this before leaving the hospital site.

What happens if I do not pay for parking?

Anyone not paying the appropriate parking charge will receive a Penalty Charge Notice and a fine will apply.

What happens if I enter and leave the site within a 20 minute period?

If you enter and leave the site within 20 minutes then there is no charge. You do not have to go to a machine; simply enter and leave site within that time frame and there will be no charge.

Where can I park?

Vehicles registered to BBHs may park in any disabled space or standard space. You may not park outside of marked bays or in ambulance bays, hatched areas or on double yellow lines within the Hospital site.

Do I have to display my Blue Badge?

Yes. You should display your Blue Badge on the dashboard of your vehicle for the duration of the time it is parked

Where do I pay for parking?

There are parking terminals throughout the site and located near each car park. The locations are as follows:

- Main Entrance Reception (Card Payment)
- Emergency Department Car Park (Card & Cash Payment)
- Main Car Park (Card & Cash Payment)
- Day Surgery Unit Car Park (Card & Cash Payment)
- Physiotherapy (Card Payment)
- Pain Clinic (Card Payment)
- Esher Wing (Card Payment) – Machine located inside on L2 by lifts
- Royal Eye Unit (Cash & Card Payment)

The majority of people pay by contactless or with a chip and pin card, however you can use any of the available payment methods including cash. The machines do provide a receipt in the event you need to reclaim your costs.

What happens if I think I have registered and am asked to pay the full rate at the payment machine?

In the event this occurs please pay the requested amount and retain the receipt, Please then call 0208 934 2003 who will assist you. In the event you have registered 48 hours in advance and there has been an error with the machine/programming a refund for the additional charges will be given.

What happens if I think I have paid and I receive a Penalty Charge Notice?

Please follow the appeal steps outlines on the Penalty Charge Notice including all the relevant information you have that will allow your appeal to be investigated effectively.

Do I have to pay the £2.00 charge if I am on benefits?

You still have to pay £2.00 on the day but you can apply for a refund through the NHS 'Healthcare Travel Costs Scheme' which was put in place to reimburse reasonable travelling costs for those who are on low incomes and therefore eligible for a refund or assistance.