

Car Park Policy

Car Park Operational Policy

Introduction

All users of University Car Parks are deemed to have received and read the Terms and Conditions. Access to car parks, irrespective of method of entry, is deemed to be acceptance of these Conditions. Illegally parked vehicles may be clamped. Anyone found abusing the system may have their means of access revoked and may be subject to legal and disciplinary measures.

The car parking scheme has been operational since September 2004.

After 12 months of operation a Review Group chaired by the Acting Vice-Chancellor was established, with representatives of all staff categories, including Trades Union representatives, the Students' Union President and a lay member of the Council. This group made recommendations which were approved by Planning Committee in April 2005 and subsequently presented to and approved by Council in May 2005.

Operation Hours

All sites except Belfast operate the full scheme. Belfast offers parking for scheme members and pre-booked visitors and there will be no pay on foot machines. All car parks will open 24 hours per day throughout the year, excluding 25th December.

Car Park charging will apply between the following times:

Monday to Thursday: 7.00am – 7.00pm

Friday: 7.00am – 5.00pm

All other periods will be free of charge. However, irrespective of time of entry or exit, where a parking stay extends before or after the free period, charges will apply for the time before and/or after the free of charge period. Barriers and CCTV will remain in operation 24 hours per day to maintain security

All vehicles entering or exiting University sites will have to go through vehicle barriers. Access through the barriers will be permitted by a variety of means; permits, top-up cards, tickets or credit cards

The Belfast campus has only a limited number of spaces that are available exclusively for blue badge holders and service vehicles.

The University reserves the right to close part or all of a car park without prior notice.

Charging

All staff/students and visitors must pay (within the times outlined above) to use the car parks on all campuses. Access to the Belfast campus is restricted to scheme members and pre-booked visitors.

Disabled staff and students will be eligible for a permit subject to presentation of a valid Blue Badge and a nominal £1 annual fee. Disabled visitors may park in designated disabled spaces and will have to pay the appropriate tariff. Vehicles parked in disabled spaces not displaying a valid blue badge will be clamped and subject to a £50 release fee.

Public transport vehicles, mini-buses and private multi-purpose vehicles with a seating capacity of 15 or more, branded light good vehicles, vans, lorries, contractors construction plant, etc. will have free access. University owned/leased vehicles will also have free access.

Taxis will have 30 minutes to drop off and pick up passengers free of charge before having to pay (during charging periods as outlined above).

Bicycles and motorcycles have free access provided they park in a designated bicycle/motorcycle space. Bicycles and motorcycles parking in designated car parking spaces will be clamped.

Staff and student owners of motorcycles must register their vehicle with the Car Park and Traffic Management Office by completing the [Motorcycle Registration Form](#).

All vehicles entering the campus (during charged periods) will have a period of up to 30 minutes, free of charge, to drop off/pick up passengers, make collections/deliveries and exit the campus by presenting the ticket, taken on entry, at the exit barrier.

A variety of different methods of payment are available. These include: permits, daily tickets, top-up cards or credit cards.

Annual permit costs are inclusive of all University holidays, with no refunds being available for any holiday or University closure periods. The purchase of a permit, ticket or top-up card only provides the right to hunt for a space on the University Campuses. It does not guarantee a space.

Application for car parking permits should be made via the [Online Store](#), and other forms can be downloaded from the [Car Park and Commuting Website](#) or obtained from the Car Park and Traffic Management Office located on each campus.

Current Tariffs and Methods of Payments

Staff Permits

A staff annual permit costs £75 per annum for those up to and including spinal point 23 (equivalent to a charge of less than £1.50 per week) and £150 for those on spinal point 24 and above (equivalent to a charge of less than £3.00 per week). Staff are determined as an individual who has an 'e' code, is employed by the university and paid through the university salaries and wages scheme.

The cost of parking will be deducted directly from employee scheme members' salaries – monthly or weekly depending on salary/wage payment frequency. The regular amount may vary but will generally be 1/12 or 1/52 of the annual amount due. The University will assess the amount paid at the end of the year and may take an additional payment to make up the amount due. Staff permits will operate from the date the member of staff signs-up until they serve notice in writing of their intention to leave the scheme in accordance with section 5 of this Policy.

Staff wishing to avail of direct deductions should e-mail carparks@ulster.ac.uk. Those staff wishing to buy their permit directly should complete their purchase via the [Online Store](#).

The Staff ID card will be activated and used as a proximity card at the campus control barriers to permit entry to and exit from the campus. The proximity card must be presented each time a staff permit holder wishes to enter or exit the campus. Staff new to the car parking scheme will be required to attend the Car Parking office to validate their staff card, before it will permit access at the campus control barriers.

Staff may wish to avail of the car sharing scheme whereby they pay a proportion of the tariff due depending on the number within the group - 50% of tariff for a group of two, 33% for a group of three and 25% for a group of four or more. A [Staff Car Sharing Supplementary Form](#) should be completed by each person in the group – up to 4 on a form - and handed in to the Car Parking office after application has been made for a staff permit.

Disabled staff will be eligible for an annual permit at a cost of £1 per annum subject to the presentation of a valid Blue Badge and completion of an application via the [Online Store](#).

Student Permits

Students can purchase a 12 month permit for £75, a 9 month permit for £60 or a 6 month permit for £40 (equivalent to a charge of approximately £1.50 per week). The duration of the chosen permit will run from the date of purchase.

Applications should be made via the [Online Store](#).

The duration of the chosen permit will run from the date indicated by the purchaser, on the application.

Permits can be activated within 48 hours of payment providing students have been a member of the car parking scheme in the previous 12 months, and they have not changed their student ID card.

For students new to the car parking scheme, they will be required to attend the car parking office to validate their student card, before it will permit access at the campus control barriers.

New (first year) students not in possession of their Student ID card, should attend the car parking office to enable the activation of their card.

Where students are car sharing one student should complete the [On-line Application](#) with the Group jointly completing the [Students Car Sharing Supplementary Form](#). The charge for a

single or shared application is £75 for a 12-month permit, £60 for a 9 month permit or £40 for a 6-month permit. Each student must present their student ID card to be programmed for car sharing.

Disabled students will be eligible for an annual permit at a cost of £1 per annum subject to the presentation of a valid Blue Badge and completion of an application via the [Online Store](#).

Commercial Tenants/Non-University Employees Tariffs

Commercial tenants will be eligible to purchase a limited number of annual permits at £150 each. The number of such permits will be linked to the space leased by that particular tenant. Applications should be made via the [Online Store](#).

Regular car park users who work on campus but are not University staff can purchase an annual [Other Users permit](#) at the cost of £150. Alternatively, all non-UU employees and students can opt for hourly/daily tickets or a top-up card. Other User is determined as an individual who is not directly employed by the university i.e. is not a member of staff with an 'e' code or not an enrolled student with a 'B' code; but who requires regular access to the university to undertake work which is in support of and for the benefit of the university.

Disabled Visitors

Disabled Visitors may park in designated areas providing they display a valid blue badge and will have to pay the appropriate tariff.

Vehicles parked in disabled spaces not displaying a valid blue badge will be clamped and subject to a £50 release fee.

Hourly or Daily Ticket Tariffs

Infrequent users/Visitors can purchase hourly or daily tickets at the following prices:

| Time | Cost |
|-------------------|-------------|
| TimeFirst 30 mins | CostFREE |
| TimeUp to 2hrs | Cost£0.80 |
| TimeUp to 3hrs | Cost£1.20 |
| TimeUp to 4hrs | Cost£1.50 |
| TimeUp to 5hrs | Cost£1.80 |
| TimeUp to 6hrs | Cost£2.00 |
| TimeUp to 9hrs | Cost£2.50 |
| TimeUp to 24hrs | Cost£3.00 |

Drivers using this method of payment press a button and take a paper ticket at the barrier on entry to the campus. Prior to returning to their car drivers must present their ticket at the Pay-on-Foot station, (if over 30 minutes), pay the appropriate tariff, take their validated ticket,

return to their vehicle and present their ticket at the exit barrier. Drivers have 30 minutes grace from paying at the Pay-on-Foot station to exiting the campus.

Pay-on-Foot stations are located near the main entrances to/exits from main buildings. The positions of Pay-on-Foot stations are shown on [campus car parking maps](#).

Pay-on-Foot stations will take notes, coins, credit cards, issue change and provide receipts. Pay-on-Foot stations also accept Euro notes. Change is given in sterling regardless of tendered currency.

Alternatively, drivers can present their credit card both at the entrance and exit barriers. There is no need to go to a Pay-on-Foot station. The system will calculate the tariff due and deduct this amount from the credit card account.

Top up cards

This facility provides occasional users of the car parks i.e. infrequent but repeat visitors, part-time students, etc., an option not to have to go to pay stations. Top up cards work on a similar basis to those for 'Pay as You Talk' mobile phones.

Top up cards are purchased from the [Online Store](#) with an initial credit value of £10, £30 or £50. The initial card purchase will cost an additional £1. Cards can be collected 48 hours after purchase from the Car Parking Office on campus.

Cards can be topped up to any value (up to their original value) in increments of £0.10 at Pay-on-Foot stations using cash or credit cards. The original top up value can only be increased by visiting the Car Park and Traffic Management Office. Credit cards will only top up to the full value of the card and will not top up in increments. Refunds are not available for top up card purchases.

Top-Up Tariffs are as hourly/daily rates less 5% i.e.

| Time | Cost |
|-------------------|-------------|
| TimeFirst 30 mins | CostFREE |
| TimeUp to 2hrs | Cost£0.76 |
| TimeUp to 3hrs | Cost£1.14 |
| TimeUp to 4hrs | Cost£1.43 |
| TimeUp to 5hrs | Cost£1.71 |
| TimeUp to 6hrs | Cost£1.90 |
| TimeUp to 9hrs | Cost£2.38 |
| TimeUp to 24hrs | Cost£2.85 |

Top up cards are like cash and should be treated that way. As no details/record of users are maintained, refunds for will not be possible.

Top up cards cannot be purchased and funded by a University cost centre.

The charges for daily/hourly tickets and top up cards will apply within the timeframes as shown at No. 2. The system will calculate how much of your time in the car park is chargeable and how much is free.

NOTE

If you forget your proximity card, there is no alternative other than to take an hourly/daily ticket and pay the calculated tariff for that visit/day. There is no way to obtain entry/exit other than using a permit/proximity card or hourly/daily tickets and credit cards.

All drivers must be in possession of a relevant, valid driving licence for the vehicle they are driving.

All vehicles and drivers must be covered by relevant and adequate insurance cover at all times.

The system incorporates anti-abuse measures which prevent cards being used more than once in any direction without having been used in the opposite direction in between i.e. your card cannot be used for entry unless it has been used to exit beforehand. Also cards will only operate when a car is present at the barrier.

All car park users are expected to fully co-operate with the Car Park and Traffic Management Office /University Security Staff to achieve the aims and objectives of this car parking policy.

Failure to comply with the agreed car parking arrangements, and where there are no mitigating circumstances, will be treated as a misconduct issue and the appropriate action taken by informing the relevant Provost/Faculty Dean/Department Director.

Cancellations

When you no longer require a space at the University you must notify the Car Park and Traffic Management Office who will deactivate your card.

Staff must complete and submit a [Staff Permit Cancellation Form](#) one full month before they wish to leave the scheme. After leaving the scheme staff are not permitted to rejoin for a further 3 months.

Students who have purchased a permit can only claim refunds for a full six-month period. The cancellation will be effective one month from the date of receipt of the cancellation form. The cancellation form will therefore need to be received before the beginning of the 5th month for a 12 month permit and before the beginning of the 3rd month for a 9 month permit. A completed [Student Permit Cancellation Form](#) should be submitted and the cancellation will take effect one month from the date of receipt of the cancellation form. No refunds will be given on 6 month permits.

Other users who have purchased a permit can only claim refunds for a period of six-months or longer. The cancellation will be effective one month from the date of receipt of the cancellation form. The cancellation form will therefore need to be received before the beginning of the 5th month. No refunds will be given for periods of less than 6 month

duration. A completed [Other Users Cancellation Form](#) should be submitted and the cancellation will take effect one month from the date of receipt of this form. No refunds will be given on 6 month permits.

Groups using the car sharing scheme who wish to cancel their membership or remove one of the members from the scheme must present all student/staff ID cards which were originally activated to the Car Park and Traffic Management Office and complete the relevant student/staff cancellation form. A refund will only be granted if all members of the car sharing group wish to cancel. A student car sharing group who had purchased a 12 month or 9 month permit can only claim refunds for a full six-month period. Therefore they should, before the end of the 5th month for a 12 month permit or the 3rd month for a 9 month permit, complete and submit a [Student Permit Cancellation Form](#). The cancellation will take effect one month from the date of receipt of the cancellation form.

Short Term and Long Term Sickness

Generally no refunds are given for short-term sickness less than 1 month in duration. Staff who expect to be absent for periods in excess of 1 month, due to illness, must terminate their participation in the scheme and re-apply on their return. In exceptional circumstances refunds may be given retrospectively to staff absent for more than 3 months who have not terminated their participation in the scheme.

Tariff Increases

Tariff increases are governed by the Ulster University, who reserve the right to vary tariffs giving 3 months' notice. Any changes will be publicised before coming into effect.

Reserved Car Parks

A small number of reserved car parking spaces are available primarily for guests/visitors at each campus. These spaces are available on a first come first served basis. Users of these reserved car parks will still have to take a ticket at campus entrances and either pay the tariff at the Pay-on-Foot station or have their ticket [validated by their host](#).

Reserved spaces for visitors or staff can only be booked using [Car Park Reservations](#). Spaces for visitors should ideally be booked at least 72 hours in advance of when they are required and NO later than 16.00 on the preceding day. In order that preference can be given to visitors to the University, staff will be required to book a reserved space between the hours of 9.00 – 16.00 on the preceding working day only.

Owing to the limited spaces set aside for reserved parking the upper limit that can be reserved for any single event/day is as follows:

| Location | Spaces |
|---------------------|----------|
| LocationBelfast | Spaces3 |
| LocationColeraine | Spaces19 |
| LocationJordanstown | Spaces37 |

| | Location | Spaces |
|--|-----------------|---------------|
| | LocationMagee | Spaces14 |

See changes above to maximum number of spaces which can reserved for any single event/day per campus.

Remote Validators

Senior Officers, Faculties and Departments who have frequent visitors and who wish to bear the costs of their guests have the option of purchasing and using a remote validator.

Tickets should be validated for guests only and should never be validated for University staff or students. Anyone persisting in this practice will be subject to the University's disciplinary procedures.

Each car park remote validator owner must maintain a list of all transactions validated, including the staff member requesting the validation and the name of the guest, including their organisation details.

The host will instruct their guest to take a ticket at the entry barrier as any other guest/occasional user, but rather than going to a Pay-on-Foot station before returning to their vehicle, the host swipes their guests ticket through the remote validator and this enables the visitor to present this ticket at the exit barrier and leave the campus free of charge (providing it is within the 30 minute 'grace' period).

The system recognises the ticket has been validated by a particular validator, calculates the amount due (based on entry and exit times held on the ticket) and this amount will be deducted from the host's account/cost centre.

Remote validators are available by completing the [Remote Ticket Validator Request Form](#) , and returning to the Car Park and Traffic Management Office, at the initial cost of £350.00 each, with running costs then being deducted when used from the appropriate cost centre.

NOTE: Remote validators can only be issued following approval by the relevant Senior Officer and the Assistant Chief Finance and Information Officer. Holders of ticket validators must accept liability for all costs incurred by their remote validator.

Conferences and Events

For Conferences/events, prior arrangement should ideally be made with the Car Park and Traffic Management Office unless the sponsors/organisers do not require any reserved parking or do not wish to provide complimentary delegate parking. Car Park and Traffic Management will supply options/details of parking arrangements, passes and charges relating to conferences/events.

Three types of conferences/events are foreseen:

a) Conferences and events where the sponsors/organisers are happy for delegates/visitors to pay the hourly/daily rates.

- Drivers will take a ticket on entry, pay the tariff at a Pay-on-Foot station, and present the ticket on exit.

b) Conferences/events where the short duration (i.e. part or single day event where the attendee will remain on campus for the entire duration of the event) enables the sponsors to credit delegates/visitors tickets at registration or prior to departure using a remote validator.

- Drivers will take a ticket on entry, have their ticket validated by the sponsor on registration/departure and present the sponsor's validated ticket on exit.

c) Conferences/events that are of long duration (i.e. more than one day or where the attendee may/will exit and return to the campus during the duration of the conference/event).

- The sponsor in this situation should request pre-programmed tickets from the Car Park and Traffic Management Office for prior issue to delegates who will be travelling by car. Drivers will insert their pre-issued ticket on arrival and retain their ticket for the duration of the event. The cost of parking will be charged at a fixed rate for the duration.
- If multiple entry/exit tickets are required, please contact the Car Park and Traffic Management Office.

Where pre-issue tickets are required the [Advance Issue Complimentary Ticket Form](#) should be completed and sent to the Car Park and Traffic Management Office a minimum of 3 working days before the tickets are required for issue to delegates. The sponsor's cost code will then be debited by the relevant amounts.

Hired Cars

When users of hired cars collect the vehicle keys from reception/security they will be given a "one shot" ticket, which will allow free exit when presented at the exit barrier. Existing Permit Holders may use their personal permit instead, if they are leaving their own vehicle on campus.

On return to campus the driver of the hire car will take a daily ticket (unless they have previously used their personal permit) to enable them to access the campus and this ticket must be returned to reception/security when leaving back the vehicle keys.

Failure by users of hire cars to comply with these instructions will result in the charge for car parking for the hire car for the full duration of the time between first arrival and departure being charged to the users cost code.

Misuse of Permits

When a permit is issued, it is issued for the sole use of the person(s) who completed the form. It must not be lent to other people or used to admit or grant exit to other vehicles because they either do not have a permit or have forgotten their permit. Anyone persisting in this

practice will have their permit withdrawn pending investigation, and may be subject to legal and/or disciplinary action as appropriate.

The following acts will be subject to legal and/or disciplinary action as appropriate:

- Students discovered to be passing/selling their permits to staff.
- Staff discovered to be passing / selling their permit to a third party.
- Staff discovered to be using student permits.
- Students discovered to be using staff permits.
- Users discovered to be generally misusing permits or tickets.

Anyone discovered to be fraudulently applying or using any type of permit to evade or unfairly reduce their tariff will have their permit revoked.

'Found' permits should be handed in to the Car Park and Traffic Management Office on the campus. Anyone discovered to be using a lost permit will be subject to disciplinary action.

Permits are not transferable.

The University reserves the right to withdraw the use of parking facilities where there has either been misuse of tickets, permits or parking facilities, including 'tail-gating' through barriers.

Immediate Clamping for Illegal, Unauthorised, Careless Parking, Tailgating

Wheel Clamping will be enforced and offenders will be clamped immediately if their vehicle is parked outside designated marked parking spaces or if the vehicle has been involved in tailgating and returns to campus. Tailgating is where a car closely follows the preceding car through an exit or entrance barrier without presenting a valid pass or ticket.

Persistent offenders or anyone removing a wheel clamp without authorisation will have their parking permit for the University withdrawn.

The University will not accept any liability for damage caused by wheel clamping or by the unauthorised removal of a clamp.

Details of the vehicle will be recorded and an infringement notice issued. The vehicle will be immobilised via the use of a wheel clamp.

Warning notices advising of wheel clamping and action required by the driver for release will be prominently displayed in accordance with good practice.

Inside the attached infringement notice will be a ticket, which will enable the recipient to pay the release charge at a Pay-on-Foot station and obtain their clamp release receipt. Pay-on-Foot stations accept cash, coins, and credit/debit cards. To have a clamp released telephone 028 70124331 and follow the directions provided. To maintain equitable and efficient operation and management of University car parks, a firm and consistent approach will be adopted for ALL offenders.

The University reserves the right to monitor and/or stop any vehicles observed tailgating. All such vehicles will be subject to exclusion until the £100 penalty is paid. Any excluded vehicle returning onto university premises will also be subject to being clamped until a release fee of £100 is paid. Note that the University also reserves the right to exclude permanently from all university premises any vehicles involved in tailgating.

An appeal procedure is available; however, the payment must be made in advance. If the appeal is successful, the clamping/tailgating penalty will be refunded. Appeals should be addressed in writing to the relevant Campus Provost and made within 14 days of being issued the infringement notice

Car Park and Traffic Management Office/Security Staff are also empowered to move or tow vehicles causing an obstruction or parked in contravention of the parking regulations.

Only Emergency Services (Ambulance, Doctor, Fire and Police), public transport vehicles plus branded delivery vehicles which are loading or unloading will be exempt from clamping if not parked in a designated space.

Parking and Clamping

All persons parking vehicles on campus do so at their own risk. The University will not accept liability for loss, damage or theft of bicycles, motorcycles, vehicles, and any attachments there to, contents, etc.; however, caused.

Security Staff

Car Park and Traffic Management Office/Security Staff have authority to direct traffic on the campus, regulate entry to car parks, exercise control over parking, and ensure compliance with the University's parking arrangements.

Car Park and Traffic Management Office/Security Staff are also empowered to affix penalty notices and attach wheel clamps to vehicles parked in contravention of the parking regulations.

General Points

Vehicle Permit Holders should notify the Car Park and Traffic Management Office of any subsequent changes in vehicle details.

The pre-paid permit entitles only one vehicle at any one time to use the car park.

All barriers are monitored by CCTV and each barrier has an intercom for direct voice contact to the Control Room, should assistance be required. All such conversations are recorded.

All Pay-on-Foot Stations are monitored by CCTV and each has an intercom for direct voice contact to the Control Room, should assistance be required. All such conversations are recorded.

Patrol Officers will constantly monitor designated parking areas and the rules governing illegal/ unauthorised parking will be strictly enforced.

Any members of staff or students discovered to be abusing the system will have their permit withdrawn and their card removed from the system. They may not be eligible for any further permit. If you forget your proximity card there is no alternative other than to take an hourly/daily ticket and pay the calculated tariff for that visit/day. There is no way to obtain entry/exit other than using a permit/proximity card or hourly/daily tickets and credit cards.

If a scheme member takes a ticket on entry there is no alternative other than to pay the calculated tariff for that visit/day. Staff have been instructed not to grant a free exit in these circumstances.

All drivers must be in possession of a relevant, valid driving licence for the vehicle they are driving.

All vehicles and drivers must be covered by relevant and adequate insurance cover at all times.

Forms

1. [Student car sharing](#)
2. [Staff car sharing](#)
3. [Student cancellation](#)
4. [Staff cancellation](#)
5. [Lost/Damaged permit](#)
6. [Lost daily ticket](#)
7. [Change of vehicle](#)
8. [Motorcycle registration](#)
9. [Other user cancellation](#)
10. [Advanced issue complimentary ticket](#)
11. [Remote validation request form](#)