



Waters Green Car Parking Frequently Asked Questions

What is an ANPR camera?

ANPR (Automatic Number Plate Recognition) is a camera that uses optical character recognition on images to read vehicle registration plates.

How will the ANPR camera affect me?

Vehicles are photographed entering and exiting the car park through ParkingEye's cameras and should the vehicle within the car park not comply with the terms and conditions then a Parking Charge will be issued.

What happens when you take the details of my vehicle?

All data collected is kept secure and for ParkingEye's use only. The BPA (British Parking Association) Approved Operator Scheme Code of Practice is constantly updated, and all Operators within the Scheme must fully comply with the Code.

Will I have to enter my full Vehicle Registration Number when attending the medical centre?

Yes, this will enable us to match the registration captured using our ANPR camera and not issue a Parking Charge Notice. You can enter your registration number at any time during your visit.

How long can I stay?

Parking at Waters Green is for patients attending the centre or hub on medical business only. One hour is permitted for all users of the centre – it being determined that the majority of visits can be completed in this time.

What can I do if my appointment overruns?

Please let the reception staff in the area of the building you are attending know if you are at the medical centre for over an hour because of your appointment running late, or because you have a long appointment or more than one appointment. Please note that entering your registration more than once will not allow you an additional amount of time. However, our reception staff can allow this if they are aware that you have been here longer than usually permitted.

What if I am just dropping someone off?

There is an allowable grace period for a driver to enter the car park, drop someone off and drive out again without the need to enter their full, correct vehicle registration number. The length of grace period will not be less than 10 minutes in line with British Parking Association guidelines.

I am a Blue Badge Holder; how do the parking regulations affect me?

Blue Badge Holders should also enter their full, correct vehicle registration number in the same way as other users so that we can match the registration captured using our ANPR camera and not issue a Parking Charge Notice.

What happens if I forget to put my registration number in?

There is a designated member of staff in each practice and in The Hub who can record your registration number within 24 hours of your visit to avoid being issued with a Parking Charge Notice.

Do the terminals give a receipt as proof that the patient put their registration number in?

No, a receipt will not be provided however confirmation a registration was added will show up, if a patient feels they entered their registration incorrectly they can re-enter as many times as necessary.

If a Parking Charge Notice is issued it would only happen if the full correct vehicle registration is not entered correctly.

What should I do if I receive a parking charge notice?

All appeals and complaints must be submitted in writing and should be sent to ParkingEye directly (Details below). There is no specific form needed (a written letter is acceptable). All appeals must be received within 28 days from the date of our initial correspondence. Please include as much information and evidence as possible. The reception teams in the practices and in The Hub, may be able to provide confirmation of appointments.

If your appeal is unsuccessful with ParkingEye, you will be advised in writing and you will also be provided with details of the Independent Appeals Service (POPLA), their contact details and a unique appeal reference number.

Appeals Department postal address:

ParkingEye,
P.O. BOX 565,
Chorley,
PR6 6HT

Appeals Department website address:

<https://portal.parkingeye.co.uk>

Alternatively, payment can be made by telephoning ParkingEye on 0330 555 444 or www.parkingeye.co.uk or by posting a cheque or postal order with the Parking Charge Notice Reference on to the address above.