

# Off Street Parking Charges – Frequently Asked Questions

Starting in Spring 2025, we will be implementing a new car park charging scheme across several council-owned car parks. This scheme aims to strike a balance between generating income and considering community input, ensuring accessibility for all while still offering some free parking.

## Q1: Why are you introducing parking charges?

Historically, South Gloucestershire has been almost unique in not charging to use its car parks. However, the financial situation faced by the council, and the assumptions built into previous budgets, mean that we have had to take this decision.

We are all used to paying for parking when we drive almost anywhere outside of South Gloucestershire, but we are aiming to set charges in South Gloucestershire as low as possible, while still generating important revenue for the council, which will allow us to protect other vital services.

## Q2: Which car parks in South Gloucestershire will have charges introduced?

A number of car parks across South Gloucestershire will remain entirely free. The scheme will only affect some council-owned car parks, not privately-owned facilities. Not all council-owned car parks will have charging introduced. Following careful analysis, it became clear that some of the very smallest and some Park & Ride facilities, would be unlikely to ever break even against the cost of installing charging facilities, or that to charge for their use would be contrary to policies that encourage more use of public transport.

Below are the car parks that will initially be subject to parking charges when the project goes live:

Area	Postcode	Car park name	Tariff
Filton	BS34 7JL	Abbey Wood	Long Stay
Filton	BS34 7BD	Church View	Long Stay
Hanham	BS15 3EJ	Laburnum Road	Short Stay
Kingswood	BS15 8LP	Bank Road	Short Stay
Kingswood	BS15 1RU	Boultons Road	Long Stay
Kingswood	BS15 8NA	Cecil Road	Short Stay
Kingswood	BS15 1RG	Kings Chase	Short & Long Stay
Kingswood	BS15 8JQ	South Road	Short Stay
Mangotsfield	BS16 9JB	St James Short/Long Stay	Short Stay & Long Stay

Patchway	BS34 5JP	The Parade	Short Stay / Validation & Long Stay
Staple Hill	BS165NS	Byron Place	Long Stay
Staple Hill	BS16 5JE	Haynes Lane	Long Stay
Staple Hill	BS16 4NE	Page Road /Kendall Road	Short Stay
Staple Hill	BS16 4NE	Page Road Long stay	Long Stay
Stoke Gifford	BS34 8PU	Park & Ride, Parkway North	Park & Ride
Thornbury	BS35 2BQ	Castle Court Short/ Long Stay	Short Stay & Long Stay
Thornbury	BS35 2FH	Rock Street Short/Long Stay	Short Stay & Long Stay
Thornbury	BS35 2AB	St Mary Street	Short Stay / Validation
Warmley	BS30 8YE	Warmley Station Short/Long Stay	Short Stay & Long Stay
Winterbourne	BS36 1JY	Flaxpits Lane Short/Long Stay	Short Stay & Long Stay
Yate	BS37 4DQ	Kennedy Way	Short Stay / Validation
Yate	BS37 4DQ	Yate Leisure Centre South	Short Stay / Validation

### Q3. What are the proposed parking charges?

The proposed parking charges for short stay car parks, long stay car parks, park and ride and train stations, and season tickets are included in the below table:

Short Stay Car Parks	Time	Charge	Blue Badge Holders
<b>Monday – Saturday</b> (excluding bank holidays)	up to 1 hour	£0.70	FREE*
<b>8am – 6pm</b>	1-2 hours	£1.50	FREE*
<b>Max stay 4 hours</b>	2-3 hours	£3.50	FREE*
<b>No return 6 hours</b>	3-4 hours	£4.50	FREE*

**\*In marked disabled bays only.**

Long Stay Car Parks	Time	Charge	Blue Badge Holders
<b>Monday – Saturday</b> (excluding bank holidays)	up to 4 hours	£3.00	FREE
<b>8am – 6pm</b>	4 to 8 hours	£6.00	£3.00

	Day rate	£9.00	£6.00
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Park & Ride and Train Stations	Time	Charge	Blue Badge Holders
	24h	£2.60	Free

Season Tickets	Time	Charge	Discount
(Long Stay car parks ONLY)	1 Week	£24.00	20%
	1 Month	£90.00	25%
	1 Year	£1,008.00	30%

#### Q4: Will any parking remain free?

Yes. Here is a breakdown of the free parking options;

- At least 10% of spaces in all short stay car parks will be free for up to 30 minutes.
- Most car parks will be free to park in every Sunday and Bank Holiday.
- Blue Badge Holders will be permitted to park for free in all car parks for up to four hours.
- A validation system is proposed for some car parks, such as those that primarily serve health facilities, so that people visiting a GP, for example, are not charged. The council will speak with the services in the potentially affected car parks about the best way to provide visitors with a mechanism that exempts them from having to pay for parking in these circumstances.

Please remember to check the signage in the car park you wish to use as each may have different rules. You can also find more comprehensive information on our website here:

[www.southglos.gov.uk/parkingcharges](http://www.southglos.gov.uk/parkingcharges)

#### Q5: What payment options are available?

There are several ways to pay for your parking;

- Pay by inserting a card into the machine available in the car park
- Pay using contactless by card or any supporting device at the machine in the car park
- Pay using the MiPermit mobile app, or website via a browser (this method of payment also allows the user to extend their stay length without returning to the car park)
- Pay by telephone using a debit or credit card (this does not need to be a smart phone)
- Pay by text on your telephone, using a debit or credit card (this does not need to be a smart phone)

#### Q6: Why can't I pay with cash for my parking?

Payments for parking will be cashless. Payments will be able to be made using the paperless pay and stay machines, using a debit or credit card or contactless, or by using the MiPermit app. Users will

also be able to pay without the need for a smartphone as MiPermit allows payments to be made by phone call or text message.

The scheme will not use cash as the cost of introducing and operating a cash handling and management system for the car parks would entail a prohibitive cost around £40,000 per year.

A number of payment options were reviewed the option to pay with cash was not viable for many reasons, some of these reasons include:

- The council doesn't have any infrastructure in place to collect or store cash. To put such infrastructure in place would be extremely costly, in the region of £40,000.
- Payment machines that accept cash are proven to be unreliable with regular maintenance needed which the council does not have the infrastructure to provide.
- There is an increased safety risk when cash is used.
- Machines are more likely to be vandalised and broken.

**Q7: How will you ensure people aren't charged for parking in a council car park to see their GP etc?**

A validation system is proposed for some car parks, such as those that primarily serve health facilities, so that people visiting a GP, for example, are not charged. The council will speak with the services in the potentially affected car parks about the best way to provide visitors with a mechanism that exempts them from having to pay for parking in these circumstances.

**Q8: I need to park in a council car park to go to work every day, are there any discounts available for local workers?**

Yes, in long stay car parks, users will have the option to purchase a season ticket. Season tickets can be purchased in advance from MiPermit. There are three options available: A one-week ticket, which will be discounted by 20%; a one-month ticket, which will be discounted by 25%; or a yearly ticket, which will be discounted by 30%. Please note that purchasing a season ticket does not guarantee a space but negates the requirement for payment each visit.

**Q9: What will you do to support local businesses who need access to service their shops/premises?**

We are currently in discussions with local Town and Parish Councils, Chambers of Commerce and other stakeholders, in locations where we intend to introduce charges, to help ensure we get the balance right. We envisage that some local businesses will choose to buy or cover the cost of season tickets in some situations, if they feel this would benefit them for their staff.

The proposed validation system, for car parks that have primarily and historically served health facilities, will be designed so that people visiting a GP, for example, are not charged. The council will speak with the services in the potentially affected car parks about the best way to provide visitors with a mechanism that exempts them from having to pay for parking in these circumstances.

**Q10: How will the scheme be enforced?**

The councils parking enforcement team will continue to monitor the use of all council-owned car parks to ensure that drivers follow the rules.

**Q11: Why is parking free for blue badge holders only in designated disabled bays?**

Blue Badge Holders (BBH) can park for free in designated disabled bays for up to four hours in our short stay car parks. If all disabled bays are occupied the driver can either wait for a space to become available, try another car park, or pay to park in a standard bay. The reason for free parking only in designated disabled bays is that short stay car parks are smaller, have fewer spaces, and are in higher demand.

BBH may park for free for up to four hours in any standard bay in long stay car parks. After four hours charges will apply.

**Q12: Do all classes of vehicle have to pay to park where charges apply?**

No. There are a number of vehicle classes that are exempt from paying for parking in certain car parks. These are:

- Blue Badge (BBH) holders – Anyone who has a blue badge can park for free in most long and short stay car parks for up to four hours, when parking in a designated disabled bay. After four hours has elapsed then payment will be required for a longer stay. In all of the council Park & Ride sites, blue badge holders can park for free for up to 24 hours. Please ensure that you check the signage in the car park that you park in as some may have different regulations.
- Motorcycles will be able to park in designated motorcycle parking bays free of charge. If the dedicated bay is full, or there isn't one provided, then motorcycles may use a standard vehicle space but must pay the same charges as any other vehicle.

**Q13: Why do I have to pay more to park in a short stay car park for three or four hours than I do in a long stay car park?**

Most short stay car parks are smaller and have less capacity than long stay car parks. They are also generally closer to local amenities. We want short stay car parks to have high turnover to help support local businesses. With this in mind, it is preferable that if you would like to park for a period longer than two hours, then you use a long stay car park.

**Q14: Can I pre-book a parking space ahead of time?**

No, although you can pre-pay. Pre-paying allows you to pay for your parking in advance so that you don't need to worry about it at the time of arrival, however it does not guarantee you a space. If you were to arrive and a space is not available in the car park that you have pre-paid for, you would have to find an alternative location to park. Refunds are not available on any pre-paid parking.

You will be able to pre-pay for a specific day or, if you know that you will be using a specific car park long term, you will be able to purchase a season ticket which offers a discount on a sliding scale depending on how long you pre-pay for.

Season tickets can be purchased in advance from MiPermit. There are three options available: A one-week ticket, which will be discounted by 20%; a one-month ticket, which will be discounted by 25%; or a yearly ticket, which will be discounted by 30%. Please note that purchasing a season ticket does not guarantee a space but negates the requirement for payment each visit.

Please see the MiPermit website for more information: [www.mipermit.com](http://www.mipermit.com)

**Q15: Can I get a receipt for my parking?**

If you use the payment machines these are paperless so will not issue receipts, however these are available at [www.myparkingreceipts.co.uk](http://www.myparkingreceipts.co.uk). If you pay via MiPermit you can request a receipt from them. Please see the MiPermit website for more information: [www.mipermit.com](http://www.mipermit.com)

**Q16: I own an Electric Vehicle (EV) do I have to pay to park as well as to charge my vehicle?**

Yes. All EVs will be charged for parking in accordance with the car park rules. Please note that if you park in a dedicated EV bay you must be charging your vehicle. If your vehicle does not need to be charged, then you should use a standard space and pay for your parking as usual.

**Q17: Why is Yate Leisure Centre car park the only Leisure Centre that will be charged for?**

All the leisure centres in South Gloucestershire are managed by Circadian Trust, which includes their respective car parks, except for Yate where the car park is managed separately. The Leisure Centre car parks are used mainly by customers. Yate leisure centre car park is the only car park that is not managed by Circadian Trust and is currently managed by the council's parking services team. Considering its location, it is appropriate to include this car park within the parking charges scheme to ensure space is available for Yate leisure centre users.

**Q18: Can we have a residents' permit scheme in our road?**

There are several criteria that need to be met before a residents permit scheme can be offered. For example, normally 50% of dwellings in the area should not have access to off street parking such as a garage and/or driveway. If an area does not meet the criteria, then unfortunately a residents permit scheme will not be considered.

The full criteria are listed in the Council's current residents parking policy which can be found here: [www.southglos.gov.uk/residents-parking-schemes](http://www.southglos.gov.uk/residents-parking-schemes). This policy is currently under review.

**Q19: Someone is parking outside my house, what can I do about it?**

In law there is no 'right to stop or park' on the public highway as the use of the highway is to pass and repass without let or hindrance. The Highways Authority has power to permit on-road parking in specific places by introducing parking bays, or simply to allow parking by not imposing restrictions such as single or double yellow lines. On-road parking is available to all vehicles unless restrictions are in place, and no individual has a right to park in a specific place, for example on the road outside their own property. If someone is parking across your driveway, garage, or access, this may be classed as an obstruction. The council does not have powers to deal with obstructions, please contact the police for assistance with such matters.

Further guidance is available to drivers in the latest Highway Code which sets out where you must not park by law, and where you should not park: [www.gov.uk/guidance/the-highway-code](http://www.gov.uk/guidance/the-highway-code)