

Parking Terms and Conditions

Please read these Terms and Conditions carefully. They relate to your permission to use car parks owned by the University (defined below). If you choose to apply for a parking Electronic Permit (if eligible) and/or park at the University, you are agreeing to abide by the Terms and Conditions set out here.

Any breach of these Terms and Conditions will result in the registered keeper of the vehicle being issued with a Parking Charge Notice (referred to as a PCN) by Horizon Parking Limited (defined below) the contractor which enforces the KU Parking Policy on behalf of the University.

Continued breaches of these Terms and Conditions may result in the User (defined below) having disciplinary action taken against them by the University.

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1.0 General

In these Terms and Conditions, the following words and expressions shall have the meaning set out below unless the context requires otherwise:

Accessible Bay - means Bays reserved for Users who hold both a University issued 'KU accessible parking permit' and a valid Blue Badge, or who have been issued with a 'KU temporary accessible parking permit'.

Allowed List – means the list of vehicles which have a valid parking permit to park at the University sites.

Bay - means a designated parking space which is clearly marked by road line markings and **Bays** means any one or more such spaces.

Blue Badge - means the national blue badge scheme administered by local councils to allow use of accessible Bays.

Charge - means the applicable fee payable by the User in order to park at a Site for the duration of their stay. This applies to members of the public using the University car parks at Knights Park, Avionics Building, Penrhyn Road and River House outside core working hours.

Core Working Hours - means between the hours of 07:30 and 16:30 Monday to Friday.

Horizon - means Horizon Parking Limited a company registered in England under company number 07748407 and having its registered office at Finitor House, 2 Hanbury Road, Chelmsford, England CM1 3AE.

Outside Core Working Hours - means between the hours of 16:30 and 07:30 Monday to Friday and all day at weekends and on Public and Bank Holidays in England and Wales.

Parking Charge Notice or **PCN** - means a charge levied on Users who fail to comply with these Terms and Conditions for Parking at the University.

Permit - means an electronic parking permit that has been applied for via the online system (all staff and students); or a temporary permit applied for via the main campus reception desks during core hours (available to external visitors and as temporary permits for some staff and students as circumstance require); or via specified email (students only) and means vehicle registrations are placed on an allowed list. Permits must be valid for the Site at which the User has parked and in the case of part-time staff for the days specified. Most types of permits will be virtual electronic permits.

Site means - any campus, hall of residence or other premises under the control of the University having a car park available for Users.

Staff - means an employee of the University and / or anyone working with or on behalf of the University.

Student - means a student who is enrolled on a programme of study at the University.

University - means Kingston University London of River House, 53–57 High Street, Kingston upon Thames, Surrey KT1 1LQ.

User - means any individual holding a Permit and/or choosing to park at a Site.

2.0 Parking Management

2.1 Parking on all Kingston University sites is managed by Horizon Parking Limited. Horizon Parking Limited have contractual authority to issue and enforce Parking Charge Notices (PCNs) when a vehicle is found to have breached the terms and conditions of parking on University sites. Payment of and appeals against PCNs must be made directly to Horizon Parking Limited, who can be contacted at:

Horizon Parking Limited

Finitor House, 2 Hanbury Road, Chelmsford CM1 3AE

01245 392 289

contact@horizonparking.co.uk.

3.0 Summary

3.1 The University has a Parking Policy with the aim of managing the limited car parking on the Estate. The purpose of these Terms and Conditions is to implement the Parking Policy.

3.2 All vehicles must have a registered valid electronic parking permit. Vehicles not having a registered valid electronic parking permit will be subject to a Parking Charge Notice (PCN). However, having a registered valid electronic parking permit does not guarantee a space in any car park at any time.

3.3 Possession of a Permit does not guarantee a parking space. All the University's parking Bays are offered on first-come, first-served basis, with the exception of very limited advanced reserved external visitor car parking which is booked in advance and allocated by campus site receptions and Security.

3.4 In order to park on any Site during Core Working Hours Users must:

- be a member of Staff (for access to all sites, halls of residences); and
- hold a valid Staff Electronic Permit; and
- for Part-Time Staff hold a valid Electronic Permit for the specified days; or
- be a business visitor with confirmed advanced reservation of an external visitor parking space using the limited number of parking spaces allocated by campus site receptions and Security; or
- be a Student at the University for access only to Kingston Hill, only if main site of study; and
- hold a valid Student Electronic Permit; or
- be a Student at the University for access only to specified hall of residence, only if a resident therein; and
- hold a valid Student Electronic Permit.

3.5 In order to park on any Site Outside Core Working Hours (16:30 to 07:30 Monday to Friday, weekends and Bank Holidays in England and Wales) Users must:

- be a Student and/or member of Staff; and
- hold a valid Electronic Permit for access to Penrhyn Road and Knights Park; or
- be a member of the public; and
- have paid the applicable Charge at Knights Park, Avionics Building, Penrhyn Road and River House.

3.6 Staff and Students may park motorcycles and scooters free of charge, in designated motorcycle and scooter parking bays, provided they hold a valid Electronic Permit;

3.7 In the interests of safety and to allow free movement of vehicles within the car parks and access to buildings, vehicles must be parked only in authorised areas and within a Bay. The regulations set out in these Terms and Conditions must be abided by at all times.

3.8 Any Users involved in abuse of car park staff will be referred to the University's disciplinary process: this may result in the User's Electronic Permit being revoked immediately for a set period of time and/or other consequences defined by the relevant University disciplinary process.

4.0 Liability

4.1 The University allows Users to access and use the University's parking facilities in accordance with these Terms and Conditions. Failure to comply with these Terms and Conditions may result in the registered keeper of the vehicle receiving a Parking Charge Notice and, for repeat offences, a complaint may be made by Horizon to the University.

4.2 By applying for an Electronic Permit and/or parking at a Site, Users are agreeing to be bound by these Terms and Conditions.

4.3 All vehicles are parked at the User's own risk.

4.4 Please note that save in the event of death or personal injury caused by the University's negligence, the University accepts no liability for any loss or damage suffered by Users or their vehicles whilst on the University's premises.

5.0 Right to Cancel

5.1 Under consumer rights legislation, Users who apply for an Electronic Permit online have 14 days in which to cancel their application should they change their mind. The 14 day cancellation period starts on the date that the applicant has received notification that their Electronic Permit application has been successful. Users will be charged for the number of days until date of notice via the cancellation form. Should you wish to cancel, please fill in the form including the reference number from your confirmation email (KULIVE followed by six personalised digits)

5.2 There is no statutory right to cancel for payment of the appropriate charge and use of the car parks outside core working hours.

5.3 Please note that the right to cancel under the Consumer Regulations will not be available in some circumstances. For instance if you wish to cancel only part of an order, if you wish to cancel your order after 14 days.

6.0 Electronic Permits for Staff – an administrative fee is payable

6.1 Staff are entitled to apply for an Electronic Permit which is valid for all University sites all day, all year round. Parking is on a first-come, first-served basis.

6.2 Parking Electronic Permit will be valid from 01 August to the 31 July the following year in the case of an annual permit. Please note staff choosing a three month permit option must remember to renew their parking permit application after three months to ensure that they do not receive a Parking Charge Notice (PCN).

6.3 Multi-car Electronic Permits – Staff may register up to TWO vehicles to their Permit so that multiple vehicle households can use either vehicle. Please note that only one vehicle can use the Permit at any given time. There are no exceptions to this rule.

6.4 We ask that part-time staff only park at the University during the week at the times they are working, in consideration of other staff.

6.5 Staff who work predominately (75% or more of their time) Outside Core Working Hours (such as night shifts and early mornings) are exempt from the administrative fee, however they must still register their vehicle by applying for a car parking Electronic Permit. The User's line manager will refer such staff and confirm the User's working pattern by providing detailed evidence.

6.6 Staff who are Grade 4 and below are exempt from the administrative fee, however they must still register their vehicle by applying for a car parking Electronic Permit.

Table One – Parking Electronic Permit Requirements

Type of permit (choose ONE only)	Issue	Requirements	How to apply	Verification / Activation
Blue Badge holders (student or staff)	Annual	Blue Badge and online permit application	Fill in online electronic parking permit application form.	A verification process for students and staff means fair and equitable use of accessible spaces and provision to match demand. We aim to progress applications as a priority and appreciate applicants' patience at peak periods.
Temporary accessible parking permits (student or staff)	As required	Staff – Occupational Health recommendation. Student – Disability Team recommendation.	Attach copy of Blue Badge and photo ID,	
Halls of Residence student permit	Annual	For use at a single specified hall only where the applicant is resident; In areas designated for student use only, where applicable	Fill in online electronic parking permit application form.	Halls of Residence Managers to verify applications 48 hours after receipt
Halls of Residence staff permit	Annual	For use at a single specified hall only where the applicant is a member of staff at that hall; In areas designated for staff use only, where applicable	Fill in online electronic parking permit application form.	Halls of Residence Managers to verify applications 48 hours after receipt
Kingston Hill based student permit	Annual	Main site of study; Non-resident in halls; In areas designated for student use only (Car Park A and Car Park D excluding ground floor, unless Blue Badge or temporary accessible electronic parking permit holder)	Fill in online electronic parking permit application form.	Verified against course registration 48 hours after receipt

Staff permit (includes motorcycles and scooters / includes full Electrical Vehicles). Including Daily Staff Permit	Annual	Staff with a KU ID including employees of Kingston University, KUSCO, and Elixor etc.; In areas designated for staff use; Motorcycles and scooters in marked bays; full Electrical Vehicles in marked bays.	Fill in online electronic parking permit application form and make appropriate payment.	Verified against staff records 48 hours after receipt
External contractor permit	Daily - for essential works only	Maximum 2 permits per pre-authorized company, per site, per day for length of works	Requests made by Estates to KUSCO or for KUSCO contractors.	Administered by KUSCO
Advanced Reserved External Visitor permit – subject to availability; 7 spaces at Penrhyn Road (also for use by Knights Park); 7 spaces at Kingston Hill; 2 spaces at Roehampton Vale	Daily	External visitors and Governors only. This does not extend to KU Staff travelling between sites	Requests by KU staff to site Reception providing: staff name, external visitor name, date/times required and vehicle registration.	Confirmed by site Reception – subject to availability.
Ad-hoc Day permits upon finding a parking space at Kingston Hill and Roehampton Vale only (no staff) for external visitors; or emergencies with existing permit holders.	Daily	Having found a parking space: External visitors; In the event of emergencies, for staff with an existing permit (for example the use of a courtesy car)	Registration at site Reception	By site Reception

7.0 Electronic Permits for Students – Free

7.1 Students may apply for an Electronic Permit for Kingston Hill only if it is their main site of study. Parking is on a first-come, first-served basis. Students can park in areas designated for student use only.

7.2 Students may apply for an Electronic Permit valid Outside Core Working Hours only (16:30 to 07:30 Monday to Friday) at Penrhyn Road and Knights Park. Parking is on a first-come, first-served basis.

7.3 Students in University Halls of Residence can apply for an Electronic Permit only for the Halls of Residence in which they are resident. Parking is on a first-come, first-served basis. Students can park in areas designated for student use only, where applicable.

7.4 Students wishing to use Kingston Hill or Roehampton Value Outside Core Working Hours only (16:30 to 07:30 Monday to Friday) can do so without the need of an Electronic Permit. Parking is on a first-come, first-served basis.

8.0 Full Electric Vehicles Electronic Permits - Free

8.1 Full Electric Vehicles are encouraged and are eligible to recharge at the University's charge points (subject to availability). Plug-in full electric cars may be parked for charging in designated EV spaces on site. These spaces are clearly signed and may be used, with a valid permit, by staff at any time and students outside of core hours..

8.2 Vehicles should be moved once charging has ceased to allow the charging facility to be used by other vehicles. A telephone number is requested from Full Electric Vehicle Permit holders for this reason.

8.3 We regret at this time we are limiting the use of the charging facility to full Electric Vehicles only.

9.0 Motorcycle or Scooter Electronic Permits - Free

9.1 Motorcycle and scooter parking is available on the majority of KU sites and may be used by students and staff. Motorcycles and scooters must have a registered Electronic Permit to park in the motorcycle and scooter bays at any time.

9.2 Motorcycle and scooters that are inappropriately parked, parked in non-marked spaces, or parked outside marked motorcycle bays will be subject to a Parking Charge Notice. Abandoned motorcycles and scooters will be dealt with in the same way as an abandoned car.

10.0 Blue Badge Holders Electronic Permits - Free

10.1 ALL sites provide free accessible parking for students or staff at any time. Blue Badge Holders must apply for a 'KU accessible parking permit' via the online system which will place their vehicle on the 'allowed list'. A scanned copy of the Blue Badge and photo ID must be provided and an interview may be held to ensure all reasonable adjustments are being provided. Valid Blue Badges must be displayed at all times, failure to do so may result in a Parking Charge Notice.

10.2 Where students or staff are not Blue Badge holders and require temporary accessible parking, they will be referred to Student Services in the case of students and to Occupational Health via their Line Manager in the case of staff. . If the application is approved then the member of staff or student will be registered for a 'KU accessible parking permit'. These permits will be for a fixed period.

10.3 Where accessible bays are suspended to accommodate works or for another reason, alternative accessible parking will be identified at each site

11.0 Penrhyn Road Gym

11.1 Members of the University Gym located at the Penrhyn Road campus are able to use the car parks at the Penrhyn Road campus Outside Core Working Hours only, and will need to pay the applicable Charge.

12.0 Fleet Vehicles

12.1 Fleet vehicles should be parked in marked 'Fleet Vehicle' parking bays, these are intended for marked vehicles used to support business functions relating to maintenance, catering, media services and I&TS. Non fleet vehicle parked in 'Fleet Vehicle' parking bays will be subject to a Parking Charge Notice.

13.0 Public Parking

13.1 Members of the public are welcome to park at the Sites Outside Core Working Hours. These Users must pay the applicable Charge.

14.0 Maximum Length of stay

14.1 For Staff and Student Electronic Permit holders, the maximum length of parking stay during Core Working Hours is 24 hours.

14.2 Faculties or directorates can apply in advance for specific staff members with an existing car parking Electronic Permit to be allowed an extended length of stay, where there is a business reason to do so. Advanced email requests can be sent to: Your local site reception.

15.0 Enforcement process

15.1 Users parking without an Electronic Permit or otherwise in breach of these Terms and Conditions

- Where a User: (i) is in breach of the Parking Terms and Conditions or (ii) fails to move their vehicle when requested to do so (iii) parks without a valid Electronic Permit; (iv) does not pay the appropriate Charge Outside Core Working Hours at Penrhyn Road, Knights Park, Avionics and River House; (v) is parked in an Accessible Bay without a valid Electronic Permit AND Blue Badge or Temporary Accessible Permit; (vi) is parked on double yellow lines; (vii) is in a KU fleet bay; (viii) is parked over more than one bay or when parked so as to cause an obstruction, including parking on kerbs; (ix) is parked on a marked emergency access, hatched area or in a reserved bay without authority at any time; (x) is parked on the access roads and not in the designated car parks at the Kingston Hill campus; (xi) notwithstanding having a registered valid electronic permit, a driver uses a university site, having been banned from that site; or (xii) is otherwise inappropriately parked, they will receive a Parking Charge Notice of £85 (reduced to £50 if paid within 14 days).
- Parking Charge Notices can be placed on the vehicle and/or sent to the registered keeper of the vehicle at the address held by the DVLA.

16.0 Appeals process

16.1 There is an appeals process for Users wishing to appeal their Parking Charge Notice directly with Horizon. No member of University staff can be contacted in relation to an appeal.

16.2 Contact details and the procedure on how to appeal against the PCN are printed clearly on the reverse of each Parking Charge Notice and on the signs at Site, the details are below:

Horizon Parking Limited

Finitor House
2 Hanbury Road
Chelmsford CM1 3AE
01245 392 289
contact@horizonparking.co.uk

16.3 Horizon will acknowledge an appeal within 14 days of receipt and a response will be sent by Horizon within 35 days of receipt of the appeal.

16.4 In line with the British Parking Association and International Parking Community Code of Practice, Horizon cannot accept verbal appeals.

16.5 Appeals are considered by an experienced team, who have expertise in the field, in an unbiased manner based upon a set cancellation policy. The cancellation policy provides consistent criteria upon which Horizon can base their decision. Decisions are, therefore, impartial and external to the University, thus ensuring no conflicts of interest exist and the process is compliant with specific industry regulations and legislation.

16.6 If the appeal is rejected, then a Notice of Rejection is sent to the User. The Notice contains full instructions of the options that are open to the User. Users can appeal the Notice further with Parking on Private Land Appeals (POPLA, details available here: <http://popla.co.uk/>) and a verification code will be provided for that purpose. The verification code will be valid for 28 days from issue. Alternatively, Users can appeal the Notice further with the Independent Appeals Service (IAS, details available here: <https://www.theias.org/>). The User has 21 days from the date of the Notice of Rejection to appeal to the IAS.

17.0 Annual administrative fee:

The cost of parking to the University is now passed on to those staff members that it most benefits. In an attempt to share these costs equitably amongst those wishing to access the limited University car parking the administrative fee has been distributed amongst staff in the following annual administrative bands:

- £100 for Grade 5 and 6 staff – daily equivalent excluding annual leave and bank holidays is 46p.
- £150 for Grades 7 and 8 – daily equivalent excluding annual leave and bank holidays is 69p.
- £200 for Grades 9 and 10 – daily equivalent excluding annual leave and bank holidays is 92p.
- £400 for senior executive and contract (non-payroll staff) – daily equivalent excluding annual leave and bank holidays is £1.83.
- Part-time staff can pay pro-rata for specified working days only – We ask that part-time staff only park at the University during the week at the times they are working, in consideration of other staff.
- Free for Grades 4 and below.
- Free for those working nights or early mornings during those specified times as confirmed by line managers and HR.
- Free for blue badge holders.
- Free for electric vehicle drivers.
- Free for students, where applicable (Kingston Hill if main site of study, halls if resident, Outside Core Working Hours at Penrhyn Road and Knights Park).

18.0 General Data Protection Regulations

18.1 Kingston University recognises the value of the personal data that we process and the need to collect, use and dispose of it appropriately and securely. The University endeavours to comply with the principles set out in the General Data Protection Regulation (GDPR) and the Data Protection Act 2018 and aims to inform, as transparently as possible, enquirers, applicants, students, staff, alumni and members of the public about the purposes for which their personal data may be processed. Please see the University's [Data Protection Policy](#) for further information.

19.0 Further Information

19.1 If having read in detail these Parking Terms and Conditions you have any remaining queries please refer to the Frequently Asked Questions (FAQs).

<https://staffspace.kingston.ac.uk/dep/sustainability/travel/Documents/Introduction%20of%20Car%20Parking%20Permit%20Charges%20from%20September%202018%20-%20final%20webpage%20version.pdf>

If there are any remaining queries, please direct these to carparking@kingston.ac.uk You will receive an automated response and we shall respond to your query within 10 working days, though often this is much sooner. Please ensure you read the Frequently Asked Questions first.