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## Car Parking Policy

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FAC/GL/15	5	06/1994	09/2012	09/2015	Yes	Alan Brooks Helen Bagby

### Approved By:

Non-Clinical Risk Management Committee – September 2009

<b>For use in (clinical area)</b>	Trustwide
<b>For use by (staff groups)</b>	All staff
<b>For use for (patients/staff/public)</b>	Patients/Staff/Public
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## Key messages

- The purpose of this policy is to offer guidance to both staff and visitors on charges, procedures and responsibilities in relation to car parking on the hospital site.
- The public are advised that payment is made at the end of their visit, a system known as “pay on foot”.
- The staff are reminded to park in the designated staff areas and not in areas allocated to the public. Where possible, the car-parks have been configured to allow the easiest access for our patients to clinics and wards.
- All disabled spaces are provided at locations nearest access points to the hospital and users are reminded that only blue badge holders are authorised to use these spaces.
- Our parking policies and procedures are in keeping with national and local authority guidelines and actively promote carbon reduction initiatives.

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## 1.0 Introduction

### 1.1 Site Car Park Plan

Milton Keynes Hospital has purpose built car parking provision for its visitors and staff throughout the site. To add to the car park capacity to keep the facilities adequate and fit for purpose, a Multi Storey Car Park opened in September 2007 providing an additional 983 car parking spaces to the site.

To remain compliant with the policies of Milton Keynes Council, the number of spaces on site is limited. The main reason for this is to demonstrate consideration to "carbon reduction" issues. All employers within Milton Keynes are expected to take seriously the requirement to reduce traffic pollution by encouraging all visitors and staff to reduce the necessity to travel by car.

The car park provision at Milton Keynes Hospital has been awarded the "Park Mark Safer Parking Scheme" national award.

In the visitor areas, most "Pay and Display" areas have been replaced with a "Pay on Foot" system during 2008. There are only two "Pay and Display" car parks remaining which are located in front of the Campbell Centre and the Urgent Care Centre.

The Car Park/ CCTV control office is situated off the hospital Main Reception area, where the car park staff / security staff are based. This is the focal point for the issue of permits and general customer service. The office also houses CCTV monitoring and recording equipment covering the car parks and areas within the hospital.

Included with this policy is a car park site plan, **Appendix A**, this plan will be revised as the site develops. The plan issued with this revised policy is titled REVISION B and identifies the various car parks and parking areas across the site and their designated use.

## 2.0 Scope of document

The policy should be applied to all staff and visitors to the Trust site. The scope of the policy will also provide information for all users of the Trusts car parks.

## 3.0 Roles and responsibilities

The Chief Operating Officer has overall responsibility for the security and car park strategy's.

The Risk Manager shall be responsible for the management of the security incident reporting database and shall advise on Health and Safety matters relating to this policy.

Security and Car Park Manager shall be responsible for the daily management of staff, reviewing and implementing this policy to ensure as far as practicable, the safety of all users of the car parks.

The overall responsibility of this document is the Security and Car Park Manager and the Deputy Director of Facilities.

## **4.0 Visitor and Patients Parking (see Appendix A for location)**

### **4.1 Location of Visitor & Patient Parking**

Appendix A details the location of all visitor and patient parking spaces. Where ever possible, the location of these spaces has been allocated nearest to the entrances most frequently used by visitors and patients for ease of access. It is not possible to have car parking provision at all entrance points, however, the provision of spaces is reviewed on a regular basis and with the consultation of patient forums.

Particular attention is made to the provision of "disabled" parking spaces at main entrances to the accident, main outpatient areas and cardiology. These areas are considered "premium" spaces and therefore abuse of disabled bays is monitored by car park staff.

The provision of "drop off" points at certain prime locations has also been provided in consideration to the most urgent, immediate access required by patients.

### **4.2 Payment Conditions - all visitor and patient parking areas**

Parking charges apply seven days a week, including Bank Holidays.

Tickets are available from the dispensing barriers or payment machines.

*Tickets are not transferable.*

Charges for car parking apply to patients and visitors to the site (see appendix B for charges) with the exception of registered disabled drivers who are entitled to free parking see section 4.6, inpatients (patients staying over night) and certain long term treatment patients see section 4.7.

### **4.3 Use of "Pay on Foot" Areas**

See appendix A for the location of "pay on foot" areas.

Users of these areas collect a ticket, dispensed by the barrier, on entering the car park area. This ticket must then be retained by the user and taken with them into the hospital premises. On leaving the building and before returning to their vehicle, the user validates this ticket by placing it into a payment machine (see appendix A for location of payment machines), and paying the appropriate fee. This validated ticket is then used to raise the exit barrier of the car park area.

### **4.4 Use of "Pay & Display" areas**

Users of these areas, park their vehicle, pay the appropriate fee at the ticket dispensing machine and display this ticket on the windscreen of the vehicle.

It is the user's responsibility to ensure:

- a) The correct fee is paid and does not expire during the course of their visit
- b) The ticket is displayed in the front window of the vehicle

The Trust cannot accept responsibility for failure to comply with these terms and for users to then receive a penalty for failure to comply.

#### 4.5 Use of Disabled Bays

Registered disabled drivers displaying the official badge are entitled to park free of charge on site. Premium spaces for disabled drivers are located adjacent to:-

- Emergency Department Entrance
- Main Hospital Entrance
- Adjacent to Milton Mouse
- Out-Patient Department
- Child Development Centre
- At rear of hospital, adjacent to car park 1
- Eaglestone Health Centre (front & side)

In the event of these premium places being occupied, a disabled driver may park free of charge in any Pay on Foot or Pay and Display area. In "pay & display" areas, once parked the blue badge holder must display the blue badge in the window of the vehicle. In "pay on foot" areas, the blue badge should be carried by the holder and taken to the car park office or main reception for validation of the car park ticket to allow free exit at the exit barrier.

Misuse of Disabled Bays by able bodied drivers is strictly prohibited. There is signage to this effect and compliance is regularly monitored by security staff.

#### 4.6 Use of "Drop off" Points

Where these exist, vehicles may pull in, drop off the patient and leave to park in the approved car parks only. Parking for any length of time is prohibited and vehicles using these areas are monitored by car park staff.

Taxis using "drop off" areas to collect or deliver their fares do have access to these areas but are limited to a maximum of 15 minutes.

#### 4.7 Inpatients and Patients Receiving Long Term Treatment (Renal & McMillan)

Free parking will be given to the following categories of patient as a validated "pay on foot" ticket to allow exit at the exit barriers:

- Inpatients who have driven themselves to hospital and have subsequently been admitted.
- Relatives staying all day with paediatric day surgery patients or over-night on paediatric wards, if authorised by the nursing staff and parents / carers of paediatric inpatients.

- Patients receiving long term care with regular hospital attendances to the Renal and McMillan units.

If the patient or relative meets the above criteria, the ward nursing staff should notify the car-park office. The respective patient / driver should then attend the car-park office to have their car-park ticket validated.

#### **4.8 Assisted Health Costs**

Some patients may be able to claim travel costs back for NHS treatment under the care of a consultant, or through a referral by a doctor or dentist. This can include car parking fees. Advice on these claims can be found on Form HC11 *Help with health costs*, or on the internet at, [www.dh.gov.uk/helpwithhealthcosts](http://www.dh.gov.uk/helpwithhealthcosts) or from staff at the hospital General Office.

#### **4.9 Next of kin of deceased patients**

Free parking will be given to next of kin attending the hospital to view the deceased or attending appointments with the bereavement officer. In certain circumstances, the next of kin may be eligible for a further parking cost refund.

### **5.0 Staff Parking**

#### **5.1 Issue of Permits**

All staff working within the Trust (including those employed by the Primary Care Trust PCT) are entitled to apply for a parking permit.

Different coloured permits are issued for application to the vehicle windscreen, which denotes the different categories of holder.

The categories are:

- Standard Permit  
Issued to staff paying by pay roll deduction
- Annual Permit  
Issued to staff paying annually in advance
- Weekly Permit  
Issued to agency staff and student nurses
- Guaranteed Space  
Issued to staff paying by pay roll deduction requiring a guaranteed space
- Residents Parking  
Issued to residents of the staff accommodation facility
- Volunteers Permit (free)  
Issued to voluntary service workers

The permit must be displayed on the vehicle, adjacent to the tax disc, whenever the vehicle is parked on the hospital site.

Staff requesting a permit should complete an application form, see **appendix C** and produce evidence that they work at the hospital.

Application forms are available on the Intranet or from the Security and Car Park office situated off the hospital Main Reception area.

## **5.2 Permit Charges / Charging Reviews / Cancellations**

Permit holders pay by weekly or monthly mandate, see **appendix C**, dependant on their method of payment. The level of fee is based on an individuals' wage/salary. The current fees are set out in **appendix B** or can be ascertained from the security & car park office extension 3920.

Bank / casual staff will be deducted the minimum monthly charge by pay roll deduction each month that they are paid by the Trust. Substantive staff that also have bank positions will only pay once for car parking through their substantive pay roll.

Staff will be given at least one months notice in writing of any increase in the fee payable. A review of car park charges takes place annually.

Staff must give at least one months notice in writing of their intention to cancel car-park payments (this applies to permanent or temporary cancellations). Annual permits are non-refundable once purchased.

Volunteers working on the Trust site are entitled to free parking.

## **5.3 Car Sharing**

Staff may make arrangements to lift share with colleagues, and in support of this a reduction in monthly car-parking charges will be made. One access card will be issued for use between the sharers, but each individual sharing will be charged half the normal monthly staff fee as per salary dictates.

## **5.4 Staff Car Parks (see Appendix A for locations)**

Staff with Standard annual and weekly passes are permitted to park in any of the designated staff car parking areas as shown on the attached location plan. However, the acquisition of a permit does not guarantee a parking space.

Use of patient / public spaces by staff is strictly prohibited, in order to comply with planning regulations and protect the interests of our patients and visitors.

Staff paying for the privilege of a reserved space may only park in the designated Reserve Car Park. Holders do not have individually identified spaces, but may park in any available parking space within the guaranteed car park.

## **5.5 Resident Parking**

Residents will be issued with a red coloured permit which will allow them to park within the residential areas as well as the staff designated areas on site. The normal salary charges will apply.

## 5.6 Voluntary Services

Volunteers may park in any area using either a swipe card in staff car parks or a validated public car park ticket.

## 5.7 Staff Permits - Conditions of Use

Staff park on site at their own risk. The Trust does not accept liability for any theft or damage which may occur within the Hospital grounds.

Permits issued to employees of Milton Keynes Hospital NHS Foundation Trust are valid, provided the fee is paid by way of a deduction through payroll or an annual payment in advance (non refundable) at the time of issue.

Permits issued to non-Trust staff are issued on an annual basis and will expire on *31<sup>st</sup> March each year*.

The Permits contain a serial number which enables car park staff to identify the owner of the permit and the cars it applies to.

Permits are not transferable. Notification must be given of vehicle changes so that the database can be officially amended by the car parking office. However, staff have the facility to have two cars registered on the same permit. Only 1 permit is issued therefore the permit must be clearly displayed on whichever car is in the car park.

Should the permit holder need to use a replacement vehicle, at any time, the driver is to temporarily transfer the permit to the other vehicle and inform the car park office.

New staff are informed of the parking facilities in their letter of appointment.

**If a permit is lost, the permit holder will be required to pay an administration fee to cover the issue of a new permit and the cancellation of the previous permit.** Where a permit holder changes his/her vehicle during the year, the database record will be amended free of charge.

No user is allowed to have more than one permit.

Our access system to staff uses the identity badge; therefore it is strictly prohibited for anyone other than the named badge holder to use the swipe access to gain entry to car parks.

## 6.0 Non Trust Staff

### 6.1 CME (Continuing Medical Education) Permits

The CME members can apply for annual permits which are valid in the hospital Pay on Foot car parks only.

Annual permits are renewable on 1<sup>st</sup> April each year.

Conditions of use are detailed in 5.6

## **6.2 Ministers of Religion**

Ministers of religion, when authorised by the hospital chaplain, will be issued with a swipe card on application, allowing them to park staff car park areas.

## **6.3 Contractors**

The Estates Office based next the facilities building, will issue laminated & serial numbered parking permits for use by contractors. The permits are re-usable. They are issued when the contractor reports for instructions, keys and ID badge; and returned on completion of work on a daily basis.

This applies to ALL contractors working on site for any length of time.

The permit is provided free of charge.

## **7.0 Other parking provisions**

### **7.1 Cycles / Motorcycles**

A secure storage area for staff members' cycles is available. A key is issued to staff who return a completed application form to the Security and Car Park office. The details contained on the form are entered on a database maintained in the Security and Car Park Office. No charge is made for this facility. Application forms are available from the Security Car Park Office.

Cycle storage for visitors is available at the Multi Storey Car Park, main entrance and at ward 16 entrance.

Staff and Visitors using motorcycles may park on the Hospital site at no charge. Parking facilities are available near to the Hospital Main Entrance, Multi Storey Car Park and rear of Ward 16.

### **7.2 Emergency Services**

All emergency services – Police (both marked and unmarked), Fire and Ambulance will be exempt from all procedures and restrictions when used for duties within the hospital grounds.

### **7.3 Delivery Vehicles/Hospital Transport**

Vehicles making deliveries to/collections from the hospital may only park at the delivery points and are exempt from charges, provided the vehicle is removed immediately after the delivery/collection is made. Hospital transport vehicles are exempt from charges.

## **8.0 Special or Restricted Areas**

**8.1 Stores Delivery Area**

Only loading and unloading vehicles are allowed in this area.

**8.2 Rear Entrance - Phase II (Ward 16 entrance)**

There is no parking allowed in this area, other than for ambulance vehicles, dropping off and collecting patients and emergency deliveries/collections.

**8.3 Estates Workshops/Boiler Houses**

Parking is not permitted in these areas, other than for Estates delivery/collection purposes.

The hospital Estates vehicles must park in the dedicated spaces identified in the area to the rear of Cook Chill.

**8.4 Ambulance Station**

There is no Hospital parking allowed in this area. This area is under the control of South Central Ambulance NHS Trust.

**8.5 Pharmacy Loading Bay (by Ambulance Station)**

Pharmacy delivery vehicles only are permitted to use this area.

**8.6 Mortuary (entrance /slip road)**

Only vehicles with business at the Mortuary e.g. Undertakers, Coroners Officers, Police, and visiting Pathologists may park in this area. Their contact details must be available with Mortuary staff at all times.

**8.7 Trust Pool Car Parking (Car park 9)**

Trust Pool Cars will be parked at all times in the designated bays provided in car park 9. Staff using the Pool Cars may park their private vehicles in the space provided whilst using the Pool Car. The staff members must have a current paid up staff permit displayed in their vehicle. They will also display the Trust Pool Car pass identifying the pool car they are using at the time.

**9.0 Penalties and Enforcements**

The Trust reserves the right to enforce its parking rules using in-house or contracted security officers. Parking enforcement may include fine inducing tickets, labelling vehicles, clamping, de-activation of swipe cards, or any other enforcement techniques that the Trust deems necessary and appropriate to enforce this policy.

**10.0 Hospital Liaison**

In order to resolve any day to day problems which may arise, the responsible officers empowered to authorise car parking policy on behalf of the Trust are:-

Security and Car Park Staff

Extension number 3920

Security and Car Park Manager

Extension number 3708

## **11.0 Other Associated Documents**

Security of People and Premises Policy  
Lone Worker Policy  
NHS Lockdown Guidance  
Policy for the Issues and Control of ID Cards  
CCTV Code of Practice  
Incident Reporting Policy and Procedure

## **12.0 Statement of evidence/references**

None

## Appendix 1: Equality Impact Assessment

This document has undergone an Equality Impact Assessment. No detailed action plan is required. Any specific issues raised relating to equality will be appropriately addressed through the monitoring processes which oversee the implementation and effectiveness of this document in practice.

<b>Impact</b>	<b>Age</b>	<b>Disability</b>	<b>Race</b>	<b>Gender</b>	<b>Religion or Belief</b>	<b>Sexual Orientation</b>
Do different groups have different needs, experiences, issues and priorities in relation to the proposed policy?	No	No	No	No	No	No
Is there potential for or evidence that the proposed policy will not promote equality of opportunity for all and promote good relations between different groups?	No	No	No	No	No	No
Is there potential for or evidence that the proposed policy will affect different population groups differently (including possibly discriminating against certain groups)?	No	No	No	No	No	No
Is there public concern (including media, academic, voluntary or sector specific interest) in potential discrimination against a particular population group or groups?	No	No	No	No	No	No

## Appendix 2: Compliance with Regulatory Bodies

### Care Quality Commission

Area	Definition/Evidence
<b>Safeguarding and Safety</b>	Meets Outcome 10 'Safety and suitability of premises' by providing the Trust with comprehensive and established processes that ensure the security and safety of staff and visitors and their vehicles on the Trust site. 5 car parks now hold the 'Park Mark' accreditation for safe & secure car parks

**Appendix 3: Audit and Monitoring Criteria**

<b>Audit Criteria</b>	<b>Tool</b>	<b>Audit Lead</b>	<b>Frequency of Audit</b>	<b>Responsible Committee</b>	<b>How changes will be implemented</b>	<b>Responsibility for Actions</b>
Monitoring of trends in: a) Number of each permit type issued b) Usage of both visitor and staff parking c) Incidents/ crimes in car parks d) Review of Policy	Statistics and report	Security and car park manager	Annual review	Health, Safety and Security Forum (and Hotel Services CSU CIG)	Monitored by Hotel Services CIG	Security and car park manager

## Appendix 4: Document and Consultation History

### Document History

Version	Date	Author	Reason
1	June 1994	Geoff Callan	
2	August 2004	Alec Benson	
3	July 2006	Alec Benson	Change to Ticket Enforcement
4	July 2009	Alec Benson	Change to Pay on Foot
4.1	April 2010	Kimberley Smith	Removal of Appendix 6
5	September 2012	Helen Bagby Alan Brooks	Review of document

### Consultation History

Stakeholders Name	Area of Expertise	Date Sent	Date Received	Comments	Changes Made
Facilities Governance Group	Responsible for Management of Estates	17 July 2009	27 <sup>th</sup> July 2009	Approved. No changes	N/A
Facilities Governance Group	Responsible for Management of Estates	8 Aug 2012	8 Aug 2012	Approved. Minor Changes	1. Car Park charges table (Appendix B) 2. Audit process (Appendix 3) 3. Compliance (Appendix 2)
				Appendix A out of date	Drawing updated

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## Appendix A: Site Parking Layout Plan



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**Appendix B: Parking Charges****Public parking charges May 2012**

0-15minutes	– Free
0-1 hour	- £2.20
1-2 hours	- £2.70
2-3 hours	- £3.20
3-4 hours	- £3.70
4-6 hours	- £4.20
6-8 hours	- £4.70
8-11 hours	- £5.20
12-24 hours	- £8.20
Lost ticket	- £8.20

Weekly Tickets for visitors - £20 per week available Monday-Thursday 9am - 1pm & 1.30pm - 4.30pm and Friday 9am - 1pm & 1.30pm - 4pm

Blue Badge Holders must present their parking ticket and badge to Car Park Office for validation before exiting the car park for free exit. Badge holder must be present at time of validation.

**Table showing Staff car-parking Charges Effective May 2012**

<b>Salary Range</b>	<b>New Annual Amount May 2012</b>	<b>Monthly Amount May 2012</b>
up to £5k	£79.70	£6.64
£5k to £9k	£90.05	£7.50
£10k to £14k	£102.47	£8.54
£15k to £19k	£117.99	£9.83
£20k to £24k	£129.38	£10.78
£25k to £29k	£142.83	£11.90
£30k to £39k	£156.29	£13.02
£40 to £49k	£171.81	£14.32
£50k to £69k	£188.37	£15.70
£70k & above	£207.00	£17.25
Guaranteed space	£414.00	£34.50

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**Appendix C: Car Parking Application Form**

**Car Parking Application Form**

Please complete in Capital Letters

<b>Application Category</b>	<u>Acute Trust Staff</u> <input type="checkbox"/>	<u>PCT Staff</u> <input type="checkbox"/>
Please tick (☐) the appropriate Box		
<b>Standard Permit</b>	<input type="checkbox"/>	<b>Weekly Staff</b> <input type="checkbox"/>
<b>Guaranteed Space</b>	<input type="checkbox"/>	<b>Volunteer</b> <input type="checkbox"/>
<b>Residents</b>	<input type="checkbox"/>	<b>Minister of Religion</b> <input type="checkbox"/>
<b>Annual Pass</b>	<input type="checkbox"/>	<b>Other – Please state</b> _____

**Personal Details**

**Last Name** \_\_\_\_\_

**First Name** \_\_\_\_\_

**Job Title** \_\_\_\_\_

**Department/ Ward** \_\_\_\_\_

**Vehicle Details**

<u>First Car</u>	<u>Second Car</u>
<b>Registration</b> _____	<b>Registration</b> _____
<b>Make</b> _____	<b>Make</b> _____
<b>Model</b> _____	<b>Model</b> _____
<b>Colour</b> _____	<b>Colour</b> _____

Please issue me with a Parking Permit in accordance with the Trusts Car Parking Policy. I agree to the Trust deducting the appropriate fee from my salary/wages over 12 months/52 weeks, whichever is my method of payment. I understand the Trust will provide me with written confirmation of any increase in the fee payable at least one month before the effective date.

I can agree to cancel this agreement by giving one months notice in writing to the Security & Car Park Office

**Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Car Park Use Only**  
 Permit Number: \_\_\_\_\_ Date Issued: \_\_\_\_\_

Amount Paid: \_\_\_\_\_

**Payroll Use Only** Standard Permit Guaranteed Permit

Salary Band: \_\_\_\_\_

Guaranteed Space Car Park \_\_\_\_\_

Rate Due: \_\_\_\_\_

Rate Due: \_\_\_\_\_

Commence Week/Month: \_\_\_\_\_