

I HAVE A NEW CAR, WHAT DO I NEED TO DO?

No problem. Just visit the Customer Service Desk or call 01452 338933 and amend your car number plate.

WHEN I TRY TO DRIVE OUT OF THE CAR PARK, THE BARRIER WON'T LIFT. WILL I END UP PAYING MANUALLY?

The system works through Automatic Number Plate Recognition, so please ensure you have the relevant car registered. The barrier should lift for the registered number plate, however there can be instances where the camera is unable to read the number plate and so it will not recognise your car. In this instance please press the intercom and our team will be happy to help.

I HAD TO BRING A DIFFERENT CAR IN. CAN YOU CONFIRM IF I CAN USE MY ACCESSIBLE PARKING SCHEME, RATHER THAN PAY THE NORMAL TARIFF?

In order to access to park using the Accessible Parking Scheme you will need to be in the vehicle registered to your Accessible Parking Pass. Should you be in an alternative vehicle you will need to follow the Blue Badge parking process and bring your Blue Badge to the Customer Service Desk to have your ticket validated and leave your clock displayed. For further information on Blue Badge parking, please visit the website <https://www.gloucesterquays.co.uk/car-parking/>

IS THERE ANY RESTRICTION ON HOW LONG I CAN LEAVE MY CAR IN THE CAR PARK WHEN USING MY ACCESSIBLE PARKING PASS?

All Blue Badge parking within Gloucester Quays is free for the first 4 hours only. As there is a time restriction you need to display the Blue Badge Clock to show your time of arrival. You must display your clock on the vehicle's dash board or facia panel so that the time can be seen clearly through the windscreen. The clock should be set to show the quarter hour period during which you arrived.

ARE MY PERSONAL DETAILS SAFE?

Yes, all customer details are protected in accordance with our privacy policy. [Click here to access our Privacy Policy.](#)

HOW LONG CAN I PARK WITH MY ACCESSIBLE PARKING SCHEME?

The Accessible Parking Pass is only valid for the car registration you provided upon signing up to the scheme. As there is a time restriction of 4 hours, you need to display the Blue Badge Clock to show your time of arrival. You must display your clock on the vehicle's dashboard so that the time can be seen clearly through the windscreen. The clock should be set to show the quarter hour period during which you arrived.

WHAT IF I ENTER THE CAR PARK MULTIPLE TIMES IN ONE DAY?

Each visit to our car park will be free for those signed up to the Accessible Parking Scheme. For Blue Badge holders not signed up to the Scheme, the first 4 hours will be free upon validating your ticket at the Customer Service Desk, even if the visits happen in the same day. Please note, there is no guarantee of a parking space.

WHY IS AN ADMIN FEE CHARGED?

In order to process your registration we will take a £5 admin fee at the Customer Service Desk. This is to cover admin expenses incurred by Gloucester Quays on the processing of the Accessible Parking Scheme details.

When you sign up to the Accessible Parking Scheme, you will need to register contact information so that we can contact you should this scheme change. Without contact information we cannot validate your Accessible Parking Scheme and so cannot accept entry to the scheme.

WHY DOES MY ACCESSIBLE PARKING PASS EXPIRE AFTER 12 MONTHS?

In order to ensure we have up to date details for all customers wishing to sign up to this scheme we will automatically ask existing Accessible Parking Scheme members if their details are still the same and if they wish to renew their pass. As we understand people change vehicles, houses and locations, we believe this is the most efficient way we can ensure we keep only accurate data. Please note charges will apply for renewals.

WHAT DO I DO IF WANT TO LEAVE THE ACCESSIBLE PARKING SCHEME?

We hope you won't want to but if you do wish to cancel your Accessible Parking Scheme, you can do so at any time at the Customer Service Desk, via phone on 01452 338933 or via email; CServices@peel.co.uk. Please note admin fees are non-refundable.

WHO DO I CONTACT IF I CAN'T FIND AN ANSWER TO MY QUERY?

Send us an email at CServices@peel.co.uk and a member of our team will be in touch shortly.

Please note, that standard Gloucester Quays Car Park Terms and Conditions still apply. Registration for the Accessible Parking Scheme can take up to 72 hours to process.