

Workspace
The Biscuit Factory
100 Clements Rd
London, SE16 4DG

workspace.co.uk

The Combined Service Provider Ltd

8th Floor
York House
Empire Way
Wembley
Middlesex, HA9 0PA

Phone: 020 378 03070
Email: workspace@gotocsp.com
gotocsp/workspace

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THE BISCUIT FACTORY CAR PARK MANAGEMENT POLICY

The Biscuit Factory, 100 Clements Road, London, SE16 4DG

THE BISCUIT FACTORY PARKING PLAN



- P** MAIN CAR PARK: PERMIT HOLDERS
- V** VISITOR PARKING
- ♿** BLUE BADGE HOLDERS ONLY
- ⬆️⬆️** ENTRANCE & EXIT



The Combined Services Provider

INTRODUCTION

The Combined Services Provider Ltd (CSP) have been appointed by Workspace Group to provide Car Park Management Services at designated locations throughout its portfolio.

Working in partnership, both parties have set out to implement a car park management solution, embracing the latest technology, to provide a positive experience for all customers, visitors and car park users.

The car park management solutions are designed to be as user friendly as possible, using Automatic Number Plate Recognition (ANPR) cameras at each entrance/exit of the Car Park removing the need for barriers, codes or fobs. The overall aim is to ensure that each Car Park is well managed and provides parking facilities for Workspace Customers and their visitors' needs.

Workspace and CSP will strive to improve the car parking environment and the professional way in which the car parks are run. CSP's chosen management providers are members of the British Parking Association (BPA) and Approved Operator Scheme (AOS).

The purpose of this Car Park Management Policy is to clarify the parking arrangements, regulations, restrictions and enforcement for the benefit of its users including but not limited to Workspace staff, customers, visitors and contractors.

This policy is applicable at the following Workspace managed property:

The Biscuit Factory
Tower Bridge Business Complex
100 Clements Road
London, SE16 4DG

The parking restrictions and regulations detailed within this document applies to the owners of all motor vehicles using the Car Park located at the above address and are enforced 24 hours a day, 365 days a year.

CSP Contact details:
The Combined Service Provider Ltd
8th Floor,
York House
Empire Way
Wembley
Middlesex
HA9 0PA

Phone: 020 378 03070
Email: workspace@gotocsp.com
gotocsp/workspace

Car parking provision

The Car Park facilities located at the Car Park stated above consists of the following:

A map of the Car Park layout is provided opposite and outlines where each category of spaces is located.

Category	Spaces	Allocation	Space numbers	Colour code
Disabled	1	For Blue Badge Holders only	59	Blue
Permit Holders	79	For Permit Holders only	6-50, 56-68, 80-104	Red
Visitors	15		51-55, 70-79	Green

CUSTOMER PERMIT PARKING

Owning a Permit to park at the Car Park listed on page 2 of this Agreement will provide the owner with the ability to park their registered vehicle* within their designated permit spaces 24 hours a day for the full term of the permit.

Full details are provided within the Policy forthwith.

To express an interest in obtaining a new permit

Customers should contact CSP either via email to **workspace@gotocsp.com** detailing your company information and unit number, or via the web on **gotocsp.com/workspace** and completing the online application form, or by telephone on 020 3780 3070.

In the event that demand exhausts supply, then Customers will be placed on a waiting list held by CSP. As and when spaces become available, CSP, on the approval of the Workspace Centre Manager, will contact the person at the top of the list who will be given the option to purchase a Permit. Workspace Customers will be given priority.

Car Park Permits are only valid at the applicable Workspace Centre chosen at the time of purchase. The vehicle details for each permit will be uploaded to the parking management system and approved for use of the applicable Car Park in the allocated permit bay.

Once issued with a Permit, holders must only park within the space specified at point of purchase. If no specific space is allocated, then Permit Holders should park in any of the spaces designated for Permit Holders within the Car Park.

Permit charges

Income from Permit parking charges covers the management cost of operating and maintaining the car parking system as well as for future car park improvements.

In agreement with Workspace, the annual permit costs will be as shown below. This is to be paid monthly in advance by Direct Debit. If payment is not received then the permit will become invalid and offered to the person at the top of the waiting list.

Annual Permit £1,000

Permit notes

- 1. All permit fees are exclusive of VAT.
- 2. Permits can be cancelled with one months' notice by CSP.
- 3. Any space allocated to a Permit Holder can be amended to an alternative space with one months' notice.
- 4. The annual cost of the Permit can be amended by CSP in agreement with Workspace. Any change will become applicable to existing Permit Holders at the point of renewal.
- 5. Frequent misuse of the Car Park by a Permit Holder may result in the Permit being cancelled.

* Up to two differing registration plates can be allocated to the permit at any one time, and a maximum of three registration plates for the duration of the permit term.

Permit Holder Vehicle Registration Scheme

Permit Holders are permitted to register a maximum of two vehicle registration numbers (VRNs) as part of their Permit application provided that the second vehicle is a second family or business vehicle.

Permit Holders will only be permitted to use one of the registered vehicles per day.

It is recognised that Permit Holders may use other vehicles from time to time (for example – if their normal car is off the road). Therefore the Permit Holder may amend either of the vehicles registered. Any change of vehicle registration number (VRN) must be made online at **gotocsp.com/workspace**

Please note that a change of vehicle licence may take up to 48 hours to process, therefore where possible, VRN information should be provided in good time.

The designated Permit Holder spaces at the Car Park are shown in the map provided on page 1 of this policy.

Permit renewals

Permit Holders will receive a letter from CSP 45 days prior to their permit expiring. Within the letter will be details on renewal. Permit Holders will be given 30 days to renew their Permit and make payment. Should the Permit Holder not renew their licence in the renewal period then the Permit will be cancelled on the date of expiry and will be offered to the persons on the waiting list. If the outgoing Permit Holder continues to use the Car Park without a valid Permit or make payment as a visitor, then the enforcement as detailed in this policy will apply. The Direct Debit must be cancelled by the Permit Holder.

Cancelling a Permit

In the event of a request from a Customer to cancel their Parking Permit, whilst remaining a Customer of Workspace, then 30 days' notice must be given in writing. Notice must be issued in writing to:

The Combined Service Provider
8th Floor
York House
Empire Way
Wembley, HA9 OPA.

The Direct Debit must be cancelled by the Permit Holder.

VISITOR PARKING

All visitors to the Car Park may only park in the designated visitor bays. These are displayed via the local signage and detailed on the parking plan on page 1.

Free 30 minutes parking

So as to provide as much available space for our customers' needs, free parking is made available for the first 30 (thirty) minutes following arrival at the Car Park with an hourly and day tariff applicable thereafter.

PaybyPhone

A PaybyPhone facility will be in place to make paying for visitor parking straight forward.

PaybyPhone can either be downloaded as an app (for iOS, Android and Blackberry), via the web paybyphone.co.uk or via phone on **0330 400 7275**. Payment can only be made using debit and credit cards. The unique account number for this Car Park that should be quoted or entered at point of purchase is **89090**.

Car Park tariffs

In agreement with Workspace the visitor parking tariff is as in the table below.

Topping up credit

A visitor can choose to request to receive a text message letting them know when they are about to run out of parking credit. They can then top up their parking credit from their mobile should they need more time – there's no need to return to their car.

Visitor tariff	Conditions	Fee
Waiting period	0–30 minutes	Free of charge
Short stay	30 mins–2 hours	£3.00
Mid stay	2–4 hours	£6.00
Same day visitor	Valid from arrival until 00.00hrs	£10.00
PCN (Penalty Charge Notice)	If paid within 14 days	£60.00
	If paid after 14 days	£100.00

Inform your visitors of parking restrictions

It is expected that Workspace Customers will inform their visitors prior to their journey that car parking cannot be guaranteed and will provide information on nearby parking options so that if required the visitor can allow sufficient time to find alternative parking prior to their attendance.

Visitors should also consider other forms of travel to Workspace sites and further travel information can be found at tfl.gov.uk/plan-a-journey

The designated visitor spaces at the Car Park are shown in the map provided on page 1 of this policy.

A separate visitor parking guide will be sent to all Workspace Customers for distribution to their visitors informing them of where visitor bays are located and how they may pay for their parking.

Workspace only has a finite amount of car park spaces and cannot guarantee there will always be space available. Therefore if upon arrival a visitor cannot park within the visitor allocated spaces, they will need to leave the Car Park and find alternate parking elsewhere.

*Fee shown is exclusive of VAT.
*Exclusive of PaybyPhone charge of £0.20p per transaction.

OTHER PARKING ARRANGEMENTS

Moving in/out

Any Customer who is moving in or out must request free parking authorisation by emailing workspace@gotocsp.com at least 48 hours in advance.

Event parking

Requests for parking for organised events, seminars and conferences will be processed separately. Organisers should forward their request via email to workspace@gotocsp.com and spaces will be allocated where space is available. Space availability to support such events will fluctuate at different times of the year and cannot be guaranteed.

Disabled parking

All disabled parking spaces are reserved 24 hours a day 7 days a week for use by Blue Badge Holders.

Persons making use of these disabled parking spaces are subject to the same parking restrictions and regulations set out in this document and as such are required to purchase a parking licence and/or pay the visitor parking tariffs detailed within this document.

Motorcycle parking

Motorcycles may park free of charge in the designated motorcycle area as shown on the parking plan on page 1. Motorcycles parked outside of this area are subject to the same rules and regulations as other vehicle users as detailed in this Policy.

Bicycle parking

The use of bicycles at The Biscuit Factory and the storage of bicycles on the premises are not covered by this document.

Deliveries

In order to support our customers, the Car Park management will accommodate the frequent deliveries to the Business Centre. As per visitor parking, a free 30 (thirty) minute period has be introduced. Any deliveries lasting longer than 30 minutes will be required to use the PaybyPhone facility and purchase additional time.

Contractor parking

In ad-hoc scenarios where a Workspace Customer maybe moving in or out of their unit, or where a contractor working on the premises requires parking for logistical purposes, these will (where possible) be accommodated via CSP.

All requests for contractor parking must be submitted at least 48hrs in advance of arrival and sent to workspace@gotocsp.com. The following information is required:

- Nature of business
- Name of service providers company name
- Vehicle registration number, make, model and colour of vehicle
- Contact details (name, phone number, company name, email address and unit number).

All requests will be subject to the approval of centre management.

Any contractors not approved will be subject to the visitor parking tariff.

Workspace staff parking

Where spaces are dedicated for Workspace employees who are eligible for a car parking permit, these will be managed in line with the general permit processes detailed in this policy.

Permits will be surrendered when leaving employment, or where car parking rights are relinquished in agreement with Workspace.

PARKING REGULATIONS

Parking restrictions

All users of the Car Park are expected to pay for their parking as per the applicable Car Park tariff detailed in this policy. The parking management system will accurately identify any vehicle that has not paid and will automatically generate a Parking Charge Notice (PCN) that will be sent in the post to the registered owner of the vehicle.

- Visitors parking over the grace period.
- Failing to purchase visitor parking via PaybyPhone.
- Permit Holders parking a 'non-registered' vehicle.
- Permit Holders parking in a space for which a permit is not valid.
- Any parking on double or cross-hatched yellow lines.
- Parking without a valid and visible disabled blue badge or Workspace accessibility permit in a space dedicated for disabled users.
- Parking in a location which causes an obstruction for example outside emergency exits, plant rooms or loading bays and main Car Park entrances/exits.
- Unauthorised parking in a reserved space or in an area clearly marked as temporarily or permanently allocated for use by visitors or, for example, in connection with maintenance on construction work.
- Parking other than in a designated space.

It is a requirement of the Car Parking Policy that all users strictly observe the above parking restrictions. This ruling applies to all areas within the Car Park. Contravention of these restrictions will lead to the issue of a Penalty Charge Notice.

Parking regulations

These regulations apply to all users (Permit Holders, Visitors and approved vehicles) of the Car Park who are deemed to have read, understood and agreed to abide by them. Anyone contravening these regulations will be issued a Penalty Charge Notice.

1. All motor vehicles parked in the Car Park listed on page 2 of this policy must have been permitted to use the facilities by either:
 - (a) Purchasing a Car Park Permit
 - (b) Making payment for Visitor parking
 - (c) Being an approved vehicle.
2. All vehicle users must comply with the highway code.

3. All users must abide by the local traffic signs and notices within the Car Park (whether permanent or temporary) and any instructions given by parking attendants.
4. The speed limit within any Workspace Car Park is 5mph and drivers must proceed with caution. This limit must be adhered to at all times due to the high volume in number of pedestrians.
5. Vehicles must not tailgate the vehicle in front when entering or exiting the Car Park. This is dangerous and could result in damage to property, vehicles or persons. Where vehicles are caught tailgating, licences may be withdrawn and or vehicles banned.
6. Motor vehicles must be parked in the appropriate designated parking area and in a clearly marked parking space. No vehicle must occupy more than one space.
7. All information provided on applications for a Car Park Permit must be true and accurate. Where false information is found to have been provided, this will result in withdrawal of the licence.
8. Licence Holders must immediately inform CSP of any changes to their motor vehicle details (for example following the purchase of a new car)
9. It is prohibited to park in a disabled space without a valid and visible disabled blue badge or Workspace accessibility permit.
10. It is prohibited to exceed the stipulated waiting time where parking waiting times are in force i.e. 30 minutes waiting time for visitors.
11. It is prohibited to cause an obstruction
12. It is prohibited to park on areas marked with either red or yellow lines (also identified on some paving and kerb edges) and/or cross-hatched areas.
13. It is prohibited to park in a location in which a notice prohibits any parking, for example outside emergency exits, plant rooms or delivery zones.
14. It is prohibited to park in an area marked as allocated for use in connection with maintenance or construction work.
15. It is prohibited to park outside of a designated parking space for example on grassed verges or pavements
16. It is prohibited to transfer a Car Park Permit to another vehicle unless that vehicle has been registered through the Permit Holder Vehicle Registration Scheme.

Parking enforcement

Workspace Management Limited (WML) have the authority to direct traffic within their centres, regulate entry to car parks, exercise control over parking and ensure compliance with the above car parking regulations.

WML empowers its Car Park Management Service Provider, to issue Penalty Charge Notices to motor vehicles parked in contravention of the parking regulations.

CSP will primarily monitor the parking regulations through the use of Automatic Number Plate Recognition (ANPR) cameras, however CSP's car park attendants are also empowered to issue PCNs to any motor vehicles parked in contravention of the parking regulations.

Penalty Charge Notice payment

Payment should be made online at PCNpayment.com by debit or credit card, cheque, postal order or direct bank transfer.

Payees should have the PCN ticket number and credit/debit card details available. In the event of non-payment, additional charges will result from further action being taken. If applicable, this could also lead to the withdrawal of a Car Park Permit.

Crime prevention

All vehicles are parked on Workspace sites at the owner's risk and neither Workspace or CSP accepts liability for the security of such vehicles. Most car crime is opportunist and can put thieves off with vigilance and taking the simple precautions:

- Never leave a car door unlocked or a window/sun roof open
- Do not leave any belongings on display in your car (lock them in the boot)
- If you have a Satellite Navigation device, ensure you not only remove the device but also remove any tell-tale ring mark from your windscreen
- Do not leave credit cards or cheque books in the glove compartment

To help maintain a safe environment, persons should immediately report any suspicious persons or incidents to the Workspace Centre team and/or to the Police depending on the potential danger to the persons, private property, etc.