

WORKSPACE

Car Park Management - Frequently Asked Questions

General

Why is Workspace introducing this system?

Workspace are introducing this system to ensure our Car Parks are well managed and provide a trouble free experience as much as possible for all of our Customers and Visitors.

How do I contact CSP?

CSP can be contacted on:

☎ 020 3780 3070

🌐 www.gotocsp.com/workspace

✉ workspace@gotocsp.com

Can I park at weekends and in the evening?

Yes you can; the Car Park is in operation 24hrs a day, 365 days a year. The local parking tariffs and Terms and Conditions still apply at these times.

I am a Pure Gym Customer; do I have to pay to use the Car Park?

Visitor parking bays are available to all Pure Gym Customers. All visitors to the Car Park who stay longer than the 30 minute grace period must pay the relevant Visitor tariff.

I'm moving in/out, do I have to pay for parking?

Any customer who is moving in/out must request free parking authorisation by emailing workspace@gotocsp.com at least 48hrs in advance. These requests will be authorised by the Centre Manager before approval is granted.

I have a Motorcycle, where can I park?

Your registration number is automatically recognised as a Motorcycle and is free of charge provided the rules and regulations highlighted in the Parking Policy are followed.

How will Blue Badge Parking work?

All disabled parking spaces are reserved for Blue Badge Holders only and is free of charge. Persons making use of these spaces are subject to the same Regulations as highlighted in the Parking Policy.

How do the ANPR cameras work?

These cameras work by capturing Vehicle Registration Numbers (VRN) as they enter and leave the Car Park. The sophisticated technology will compare the VRNs against the list of Permit Holders, the authorised vehicle list, and those that have paid the Visitor tariff. Should the registration number not correspond to any VRN on those lists, a PCN will be issued if they stay over the 30 minute grace period.



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Visitors

Do visitors have to pay for parking?

Visitors must pay for parking if they park over the 30 minute grace period. The parking tariff can be found on local signage as displayed in the Car Park or on the CSP website www.paybyphone.co.uk.

How will I know where to park?

The visitor bays are clearly marked on the signage displayed in the Car Park. A downloadable map is available on the CSP website, a copy of which is also included in the Parking Policy which can be requested by contacting CSP.

How do I pay?

CSP uses the PaybyPhone system; you can pay for parking by calling 0330 400 7275, by visiting www.paybyphone.co.uk or via the PaybyPhone downloadable app. You will need to enter the unique location code as per below.



I've never heard of PaybyPhone, tell me more about what they do.

PaybyPhone make paying for parking hassle free; no more searching for coins or having to walk miles to find a pay machine. They offer simple payment solutions via an app, the web or by phone. There's a great video on YouTube you can watch which explains how easy it is to set up an account and how to pay, you can view it [here](#).

Is the 30 minute grace period included in the tariff? As an example if I have to stay for an hour do I just pay for half an hour?

No; the 30 minutes is not included in the payable tariff. If you are going to park for longer than half an hour you need to pay the full applicable fee.

I do not have a phone available, how do I pay for visitor parking?

Free parking is available for the first 30 minutes of your arrival. This will allow you enough time to see the person you are visiting who will be able to provide you with access to one of the three payment options detailed above.

I am a visitor and there are no Visitor spaces available. What do I do?

Workspace only has a finite amount of car park spaces and cannot guarantee there will always be space available. If no spaces are available you will need to leave the car park and find alternate parking elsewhere.

Can I park in an empty space not allocated for Visitors?

No. As a visitor you are only able to park in the designated Visitor spaces. Permit bays are for Permit holders only.

My meeting may over-run, if it does can I top up without having to leave?

Yes you can, you will need to top up by calling 020 3780 3070, by visiting www.gotocsp.com/workspace or via the PaybyPhone downloadable app.

I left the Car Park and forgot to pay for my parking. Can I pay retrospectively?

No. Parking must be paid for before you leave the Car Park.

Permit holders

How do I purchase a Permit?

Permits can be purchased by contacting CSP on the information given above. In the event that demand exhausts supply, then Customers will be placed on a waiting list. As and when spaces become available, the person at the top of the list will be contacted and given the option to purchase a Permit. Workspace Customers will be given priority.

How do I pay for a Permit?

Permits are paid for in advance by Direct Debit only, you will need to fill out a Direct Debit Mandate at point of registration. Failure to make payment will result in the Permit being cancelled and Penalty Notices issued for any non-compliant parking.

Will I have a designated Bay?

Yes you will, details of this will be included in a Welcome pack that will contain:

- Permit
- Terms and Conditions
- A map highlighting where your bay is (great to give to Visitors)
- A visitors guide so they know how to find you and how to pay
- FAQ's

I share my space with other drivers, is this allowed?

Yes, however you must ensure all vehicles are registered as an authorised by emailing CSP on the above address. Failing to do this will result in a PCN being issued. You can register 2 vehicles at one time, and a total of 3 for the year. Registered vehicles cannot be on site at the same time unless you have multiple permit bays. The ANPR cameras will recognise the discrepancy and issue a PCN.

How long does a Permit last for?

Permits are sold on an annual basis and will need to be renewed directly with CSP at time of expiry. As Permits are paid for in advance this gives flexibility if you wish to cancel your Permit prior to expiration.



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Do I have to display my Permit?

No, your Vehicle Registration Number will be recognised as an authorised vehicle via the cameras at the entrances and exits of the Car Park.

I would like to buy more than one Parking Permit, can I get a discount?

Parking spaces are in high demand at every Workspace location and therefore Workspace want to give equal opportunities to all of our Customers to purchase a Permit. No discounts will be given on multiple Permit Purchases.

Someone has parked in my space. What should I do?

Should this happen we advise you to park in one of the allocated visitor bays (you will not be charged as your vehicle will still be recognised as an authorised vehicle). Please report the infringement directly to CSP who will investigate. Provided there is supporting evidence the owner of the non-compliant vehicle will be issued with a PCN.

I will not use my space regularly – Can I lend my space to someone else?

In theory yes, but you will need to register the other vehicle as an authorised user and keep in mind that you are only able to register two vehicles at one time, with a maximum of three over the course of a year.

How do I cancel my Permit?

You can cancel your Permit by serving 30 days' notice which must be given in writing. Notice must be issued to The Combined Service Provider, 8th Floor, York House, Empire Way, Wembley, HA9 0PA.

How many Vehicle Registration numbers can I register to my Permit?

You can register two vehicles at any one time with a maximum of three different registrations in total for the year. Should you wish to add an extra vehicle; you should do so by emailing CSP with the vehicle details.

Can I use my Parking Permit at other Workspace buildings?

No; Permits are only valid at you chosen site at point of purchase.

Will my Permit still be valid after a year?

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 fails to make payment as a visitor, then the enforcement as detailed in this policy will apply.