

Student Parking Frequently Asked Questions

Why does Bournemouth University operate a parking enforcement and management system?

In order to provide an improved experience for car park users, BU contracts UK CPM to enforce and manage BU car park sites, to deliver the following core benefits:

1. To provide a robust parking enforcement service, discouraging non-permit holders and thus making it easier for permit holders to find a space
2. To enable the operation of a virtual parking permit system. This eliminates the need for a physical permit to be displayed on permit holder vehicles. The system offers reduced administration and cost savings, as well as improving the parking experience for valid permit holders (no requirement to display a physical permit in vehicle windscreens).
3. The collection of car parking data (for example, peak times and number of people per car), which will inform the university's transport strategy going forward
4. Allows the university to charge non-BU permit holders for use of Lansdowne parking sites in the evening and at weekends in order to support the provision and enhancement of university parking and sustainable travel facilities.

How will the automated car parking enforcement system affect me?

UK CPM use Automatic Number Plate Recognition (APNR) technology to validate vehicles authorised to park in university car park sites. Permit holders will be required to register up to two vehicles to a virtual e-parking permit (instead of displaying a physical paper parking permit in their vehicle).

Any student parking in a BU Talbot Campus car park during enforcement hours (Mon to Friday, 7am to 4pm) will need to be registered to park. Un registered vehicles will be issued Parking Charge Notice (PCN).

What is an e-parking permit?

This is a virtual electronic permit. When a student applies for an annual parking permit, they will be able to register up to two vehicle registration plates to an e-permit. Automatic Number Plate Recognition technology is being used to validate if a vehicle is authorised to park in BU car parks.

How do I apply for a Student e-parking permit?

Students can apply for a e-parking permit via the [student online permit system](#).

Who can apply for an annual student e-parking permit?

Student parking permits are available for Talbot Campus site taught students that meet one of the following criteria:

- Students living at an address, during term time, more than 10 miles from Talbot Campus by road transport.
- Students with a child aged 12 or under at the time of application. Evidence of this will be required.
- Registered disabled students with a blue badge.
- Students without a blue badge but who have a medical condition that would mean not parking at Talbot Campus would impede their studies. Medical referrals will be required to complete an additional form on application.
- Students who are registered carers. Evidence of this will be required.

Please note that **parking permits are not available for Lansdowne Campus based students**, nor can Talbot Campus permit holders utilise the Lansdowne Campus car parks.

When can I apply for an annual student e-parking permit?

You can apply for a parking permit [online](#) . Applications open on **01 September** each year. Please be aware that there are a limited number of parking permits available for students taught at Talbot Campus.

I applied for an annual student e-parking permit but the system says there are no permits available, what do I do now?

Bournemouth University has a limited number of student annual e-parking permits available for Talbot Campus taught students who meet the student parking permit eligibility criteria. If you are informed by the system that there are no permits available, you will need to [consider alternative travel arrangements](#) .

Whose responsibility is it for updating information about changes in circumstance affecting my e-parking permit?

It is the individual permit holder's responsibility to inform the University of changes in circumstance affecting their e-parking permit. If you need to update your vehicle details. This can be done [online](#)

If I am a registered Blue Badge Holder will I need a student e-parking permit to park on campus?

Yes, you will need a BU student e-parking permit. Please apply [online](#). Blue Badge Holders will also need to display a current and valid Blue Badge when parked in an accessibility bay in BU car parks. Blue Badge holders will not be charged for their student e-parking permit.

What happens if I need to park a temporary vehicle which is not registered to my e-parking permit?

It is the individual permit holder's responsibility to update any changes in circumstances affecting their e-parking permit; this includes the vehicle registration details. If you need to update your vehicle details, this can be done [online](#). Any updates to vehicle registrations need to be made prior to parking the vehicle on site. If you have an emergency situation e.g. the use of a short term hire car or courtesy car, and you can't update online prior to arriving in a BU car park, you will need to register the temporary vehicle as soon as possible at a BU reception point. You will have a maximum of 24 hours to register a temporary vehicle. Failure to do so may result in a PCN being issued.

What happens if I just want to drop off/pick up equipment with a vehicle and I don't have a student parking permit?

Non-permit holders are able to enter BU car park sites for the purposes of picking up/dropping off equipment, **providing they exit the car park site within 30 minutes of entering the car park**. Non-permit holder vehicles will be issued with a PCN if they overstay the 30 minute duration. Please be aware that the 30 minute threshold does not apply to the pick/drop off area at Talbot Campus (behind the library). This area has a 10 minute waiting time limit, and is for picking up dropping people only.

I want to pickup/drop off equipment, but I need more than the 30 minutes to do this?

Please contact your course leader in advance to discuss this requirement. If appropriate your course leader will need to contact parkingservices@bournemouth.ac.uk at least one day before you need to park to make a request on your behalf. Please be aware that it may not be possible to grant a request.

How does the Talbot Campus pick up/drop off zone work?

The university has a vehicle pick up/drop off zone at Talbot Campus, situated behind the library. This facility can be used by vehicles with the sole purpose of dropping off/picking up BU students, staff, and visitors.

Drivers will be permitted to park in this zone for up to a maximum of 10 minutes (at all times). This time limit is enforced, please refer to signage on site. Drivers of any vehicle parked in this area must switch off the vehicle engine while stationary and remain with the motor vehicle at all times

This area is also used as a Pre-booked private hire coach/mini bus pick up/drop offs for BU users.

This facility operated as a 1 way system. Drivers therefore need to access the zone by approaching from the Fern Barrow Roundabout direction (see below)

Talbot Campus vehicle pick up/drop off zone



Can I park in BU car parks outside of the enforcement hours?

This varies for different car park sites. Please refer to car parking enforcement signs within car parks for confirmation, or contact parkingservices@bournemouth.ac.uk

Parking Enforcement and Parking Charge Notices (PCNs)

What are the current parking restrictions on campus?

Please refer to the [BU Terms and Conditions of Parking](#) .

What is a Parking Charge Notice (PCN)?

Any vehicle parked in a BU Car Park which is in breach of the [BU Car Parking Terms and Conditions](#) may receive a Parking Charge Notice.

Will I receive a warning before I receive a PCN?

Breaches of [BU Car Parking Terms and Conditions](#) may result in the issue of a PCN. A warning system will be in operation during the soft launch of the new parking system in May 2019. From 1 June 2019, **there will be no warnings issued for vehicles breaching BU Car Parking Terms and Conditions.**

If I receive a PCN, what do I do next?

There will be details of how to pay the PCN on the PCN notification. If you need to query the PCN, you can contact UK CPM.

How do I contact UK CPM?

You can [contact UK CPM](#) by:

Telephone: 0345 463 5050

E-mail: info@uk-carparkmanagement.co.uk

If I receive a PCN, how much will I need to pay?

Where a PCN is imposed, this means that a parking charge of up to £70 is payable in relation to the vehicle in addition to any payment already made through purchase of a permit or ticket.

If payment of the PCN is made within 14 days of issue the PCN charge is reduced to £40. If payment is not received within 28 days of issue, action may be taken to enforce the PCN and recover the full cost of the additional parking charge plus any other reasonable costs incurred, including County Court costs. Such action will be taken by the University's contractor (UK CPM).

How do I pay a PCN?

There are a number of ways to pay a PCN issued in BU car parks:

- Telephone: A free of charge 24 hour payment line is available: 0345 463 40 40. You will need the Parking Charge Reference and the Vehicle Registration Number of the vehicle that received the PCN.
- Post: You can pay a PCN via postal order. You need to complete the slip on the reverse of the issued PCN and send along with payment to:
Appeals and Enquiries,
CPM
PO Box 3114
Lancing
BN15 5BR.
- Online Payment: www.paymyticket.co.uk . You will need the Parking Charge Reference and the Vehicle Registration Number of the vehicle that received the PCN. Please ensure all information is correct.

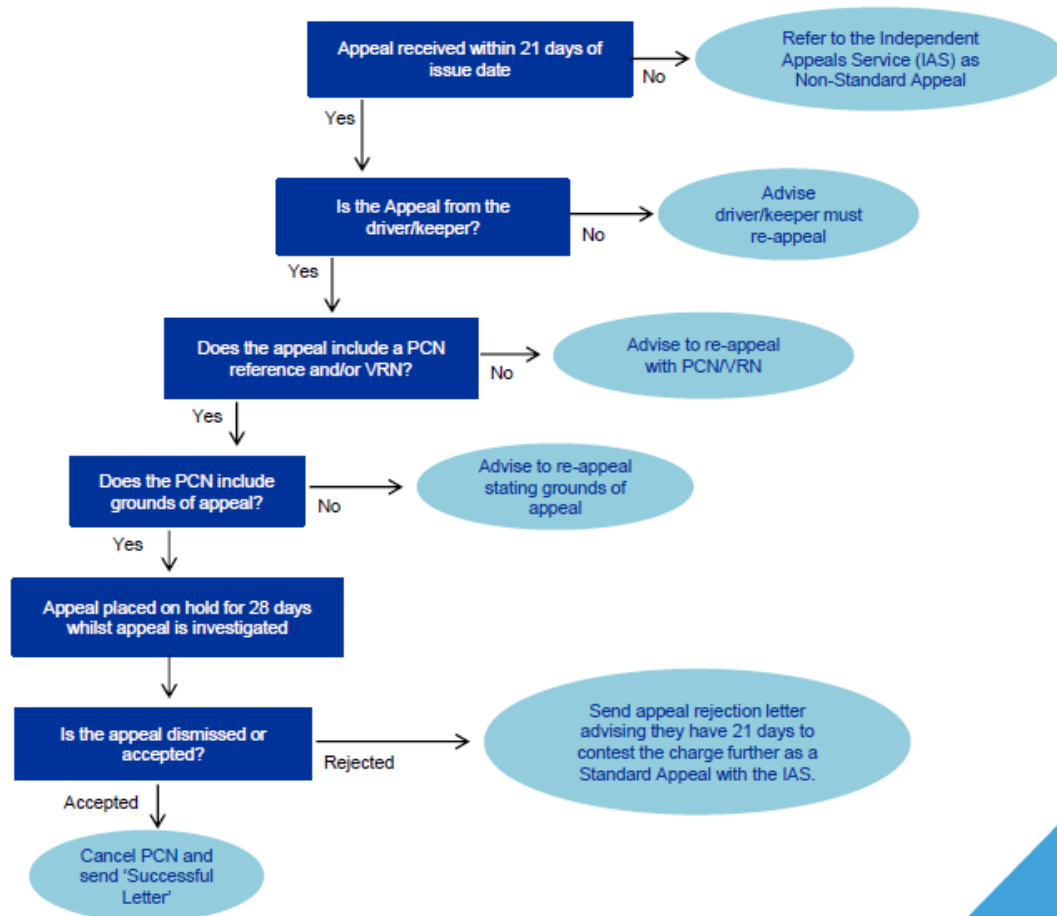
Can I appeal a PCN?

Yes, please use the following link for full details on how to make an appeal:

<https://www.uk-carparkmanagement.co.uk/appeals-centre>

How long after receiving a PCN can I make an appeal?

You have up to 21 days from the 'PCN issue date' to make an appeal. The UK CPM appeals process can be viewed below:



Other FAQs

What are the alternatives to car travel?

BU is fully committed to providing and promoting sustainable travel alternatives to car use with the aim of reducing the numbers and proportions of people driving to Campus. These opportunities are delivered through the Travel Plan (TP). For more information on alternatives to car travel, please see:

<https://staffintranet.bournemouth.ac.uk/aboutbu/sustainability/sustainabletravel/>

Can I leave my vehicle overnight?

Permission to park overnight is at the discretion of [Parking Services](#). In deciding whether to grant permission, Parking Services will consider all relevant factors, including the reason for the request and the impact of the overnight parking in light of scheduled campus works, scheduled BU events and parking capacity generally. Permission may be granted subject to conditions, including conditions as to the duration of the parking or the location in which the car may be parked.

How do I get permission to park my vehicle overnight?

Permission for overnight parking should be requested by contacting parkingservices@bournemouth.ac.uk. Requests should usually be made no later than 3

working days in advance of the date on which the parking period would commence. Parking Services will respond to requests within 2 working days.

Will I be guaranteed a parking space once I have purchased an e-parking permit?

The issue of a BU e-permit or daily e-permit code does not guarantee a parking space or confer any rights other than to park temporarily in a designated car park or other authorised area in accordance with these Terms and Conditions if space is available. It is the University's policy to maximise use of the car parks by issuing more permits or permit codes than there are spaces available. It reserves the right to refuse permit holders access to any spaces, including designated lift sharing spaces, in a car park from time to time, in order to accommodate bona fide visitors and special events. Drivers of motor vehicles and permit holders are advised that pressure on University car parks is particularly acute in Autumn and Spring Term and often on any term-time weekday, they are frequently full by 10.30am - 11.00am, and on Open Days.