



Royal Holloway University of London

Traffic and Car Parking Policy

NB. This policy is available on the Royal Holloway website and it should be noted that any printed copies are uncontrolled and cannot be guaranteed to constitute the current version of the policy.

| POLICY SCHEDULE | |
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| Policy title | Traffic and Car Parking Policy |
| Policy owner | Michael Berry, Director of Estates |
| Policy lead contact | Simon Davis, Head of Security |
| Approving body | Planning and Resources Committee |
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| Related Guidelines, Procedures, Codes of Practice etc. | Royal Holloway University of London Travel Plan |
| Review interval | Annual |
| Last Updated | Last reviewed and updated July 2018 |

Traffic and Car Parking Policy (continued)

1. Introduction

Royal Holloway, University of London (the College) owns and operates a number of sites in and around the main Egham campus. The following traffic and car parking policy applies to all College sites. Any motor vehicle, including motorcycles and scooters, are subject to this Policy.

This policy is designed to manage traffic movements and parking in a responsible manner that enhances the campus estate from a health, safety and environmental perspective and has been developed to support the College's development ambitions as outlined in the Masterplan. It reflects the British Parking Association's Code of Practice for Control and Enforcement of parking on private land under their Approved Operator Scheme and the Higher and Further Education Parking Charter.

Access to College sites is by permission of the College, which retains the right to refuse entry to car parks or to require vehicles to be removed from College property. College sites are managed and controlled by Security. This includes the enforcement of the terms and conditions of parking as set out in this Policy. A British Parking Association (BPA) approved Parking Service Operator administers the issuing of Permits and Parking Charge Notices. The College provides appropriate road signage and road markings outlining users' responsibilities under these terms and conditions within car parks, along access routes, and at entrance points to College property.

College reserves the right to amend this policy at any time.

2. Definitions

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| Automatic Number Plate Recognition (ANPR) | A specific camera technology used to manage, control and enforce parking on private land |
| Blue Badge | National Disability Permit |
| College sites | Main campus, north A30, Kingswood, Huntersdale and Sports Centre |
| Motor vehicle | Any motorised two or more wheeled vehicle |
| Parking Charge Notice (PCN) | A penalty notice of a charge levied for breaching these regulations. The charge is currently £60, reduced to £30 if paid within 14 days. |
| Parking Permit/Registrations | Annual Permits which allow parking on College sites and which are issued subject to meeting the required criteria. Staff parking permits – available to all staff. Student parking permits – available to all students resident over 1.5 miles from College. Students in College managed accommodation are not eligible for permits with the exception of Kingswood residents and those with |

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| | exceptional circumstances or needs when supported by the Student Support Team. Visitor parking registration - required for stays over 1 hour Contractors registration – logged via the on-line visitor registration system |
| Parking Service Operator | Persons authorised to act on College’s behalf with respect to parking |
| Warning notice | Issued at the College’s discretion for a first minor breach of the parking conditions, no charge levied against the user. Warning notices will remain live for 12 months from the date of issue and any further breaches will automatically incur a Penalty Charge Notice. |

3. Traffic Regulations

- 3.1 Users should comply with all rules of the Highway Code when driving on College sites. The roads on College land are regarded as public roads for the purposes of the Road Traffic Acts. Vehicle/motor cycle owners must not contravene any of the requirements of the Acts, in particular those relating to driving or being in charge of a motor vehicle with an alcohol concentration above the prescribed limit, driving without due care and attention or while under the influence of drugs or medication, using mobile phones, and also including the provisions relating to registration, insurance and licensing.
- 3.2 The speed limit of 15mph or 5mph at certain locations on College sites must be observed by all vehicles.
- 3.3 Unserviceable vehicles left for a period of one month and apparently abandoned will be removed and action taken to recover any costs that arise from the vehicle owner.
- 3.4 With the exception of Emergency Road Side Assistance, repairs to vehicles and engine testing must not be carried out on College sites.
- 3.5 It is prohibited to leave any animals in vehicles that are parked on campus.
- 3.6 Caravans must not be brought onto College sites. Camper vans may be brought onto site, but only when they are used as a means of transport. It is not permitted to bring camper vans onto College sites for the purpose of living or sleeping.
- 3.7 The Security Team or contracted Traffic Management Team are authorised to direct traffic on College property, regulate entry to car parks, exercise control over parking and ensure compliance with the Traffic Regulations and Car Parking Policy.

4. Parking Regulations

- 4.1 Parking on College sites is entirely at the owner’s risk. The College accepts no liability in respect of any loss, theft, accident, damage or injury suffered or inflicted by users or motor vehicles.

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4.2 Unless otherwise authorised by the College, all staff and student motor vehicles parked on College sites must display a valid Royal Holloway Parking Permit, which can be:

- Staff parking permit
- Student parking permit

Eligibility for and conditions of each Permit type are outlined below.

Permit registration authorise the holder to park on College property, but do not guarantee a parking space. The College does not allocate parking spaces to individuals. Exceptions apply to spaces allocated to drivers with temporary mobility or medical conditions, spaces allocated to College vehicles, or certain visitors. They are eligible for 12 months from the date of issue and must be displayed clearly in the front windscreen of the vehicle. For the avoidance of doubt, it is the driver's responsibility to display a valid permit. If any part of the Permit is obscured so that the information contained on it or the validity of the Permit is unclear, then the vehicle shall be treated as not displaying a valid Permit. Alterations or changes made to Permits will render them invalid. Changes must be notified to the College's Parking Service Operator via the Parking Admin Team for amendment or replacement. Copies of Permits are invalid and, if used, the vehicle will be subject to enforcement as detailed in section 5.

4.3 Vehicles must only be parked in dedicated parking spaces shown on the campus plans, or as otherwise signed by the College, and observe the rules that apply in each car park. Motorcycles or scooters should be parked in designated motorcycle parking areas or, if space is unavailable within these, in general car parking bays in the appropriately designated car park.

4.4 College may occasionally extend the period of stay for non-permit holders for some or part of the required period, which will be communicated in advance, for example, to allow unloading and loading at the start and end of the academic terms.

4.5 College recognises that on limited occasions individuals may have exceptional circumstances where a Parking Permit may be issued to those who fall outside of the below criteria. Exceptional student circumstances will be considered by the Disability and Dyslexia Services and exceptional staff circumstances will be considered by The College's Human Resources Department.

4.6 Only one permit is printed per applicant, the permit must always be displayed in the primary use vehicle. All additional vehicles must be registered on the data base but do not need to display a permit.

a. Staff

For the purpose of this policy, staff are defined as persons employed by the College and have a college or SU email address. They can either be permanent, temporary, fixed term or casual contract, employed via an employment agency or SU staff.

Third party service providers i.e. Bank Staff, Campus based Contracted Services employees vehicles must be placed on the College Data base for the period of the

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permit year of the application by the College's administrator of that Contract/Service.

Contractor owned vehicles must be placed on the data base for the duration of the contract up to a maximum of 3 years by the College's administrator of that Contract/Service.

Student employees are only entitled to a Parking Permit in accordance with the Student Parking Permit terms and conditions in section 4b, however if their works requires them to remain on site beyond the scheduled time of the last college bus service their line manager can register them via [the visitor and contractor vehicle system online](#) .

All College staff are eligible to apply for an annual Staff Parking Permit, via the online Parking Permit Portal, which permits them to park in all College car parks. Following an application, a 'Permit Applied For' voucher will be issued via email, this needs to be displayed in the vehicle until the permanent permit is received - usually within 14 days. Staff Parking Permits are not transferable except where specifically authorised for shared use. Staff must register all vehicles which they are bringing onto College sites, this includes temporary vehicles such as replacement or hire cars.

The Portal allows staff to register a number of vehicles per permit, although only one vehicle should be on site at any one time. Staff who no longer require a Parking Permit can return it to the Security Control Office in Founder's Building and de-register their vehicle(s).

b. Students

For the purpose of this Policy, students are those who are attending the College on a programme of study. Students must live outside a 1.5 mile radius of the College to be eligible to receive a Student Parking Permit, with three exceptions:

- i. Residents of Kingswood may register a vehicle at the Kingswood Hall reception desk which allows the use of Kingswood car parks only.
- ii. Students who have a disability or medical condition may apply for a Parking Permit which will be issued subject to approval from the Disability and Dyslexia Services Office - this entitles the holder to park in the designated student car parking areas. Student Permit holders with a Blue Badge may park in the designated disabled bays anywhere on campus.
- iii. Students who are a sports STAR and require a vehicle in order to facilitate their activity – the request must be supported in writing by the Sports Development Team.

Students should apply for an annual Parking Permit via the Online Parking Permit Portal. Students should collect their permit within 14 days from the first day of term from the advertised pick-up area and must produce original copies of the following:

- A valid driving license (provisional driving licenses are not acceptable)

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- Vehicle registration document (accompanied by a letter of authorisation to drive the vehicle if in a different name from the applicant)
- A valid certificate of insurance
- Proof of student identity and term-time address

Student Parking Permits allow the user to park in designated car parks, currently car parks 4, 7, 8, 9, 13, 14 and 14a.

c. Disability Parking Permits

Dedicated parking bays for Blue Badge drivers are provided within each main car park or adjacent to key buildings. Vehicles parked in these bays must display a blue badge alongside a staff, student permit or registered by their host.

d. Visitors

Any visitor without a permit who wishes to park must be registered by their host. It is the responsibility of all hosts to register their visitor's vehicle for the duration of their visit via [the visitor and contractor vehicle system online](#). Visitor Parking Registrations are valid in any non-allocated parking space.

Arrangements for large events including Open Days and conferences are to be made by the host via [the visitor and contractor vehicle system online](#) and information on where to park provided to visitors prior to their arrival. These will normally include a pre-designated parking location; there are no designated Coach or Minibus Parking Areas on any College sites; pre-arrival notification of such vehicles must be submitted by the host via [the visitor and contractor vehicle system online](#)

Residential Student Visitors

Those visiting residential students for more than 1 hour and up to a maximum stay of 8 hours can register their visit at the Founder's, Hub, Kingswood and NA30 Hall Reception Desks

Hub Guest House Visitors

Guests staying in The Hub accommodation must register their vehicle via The Hub Reception Desk and display a valid visitor parking hanger.

Unpaid, Retired Staff and Authorised Library Users

The visitors Host or a member of the Library Team can register the vehicle details via [the visitor and contractor vehicle system online](#)

Sports Centre users

College members using the sports centre car park must display a valid Parking Permit. Visitors to the Sports Centres not in possession of a Parking Permit may park for up to 2 hour, after which they should register their car at the Sport Centre reception.

Conference and Event Visitors

Hosts are responsible for providing conference and event visitors with parking information. This will involve either a dedicated visitors parking area or the host/organiser registering their visitors on line. Open Day and Application Visitor Days will normally be provided with parking information by their hosts and will be allocated parking in dedicated parking areas.

Contractors/Deliveries

All Contractors must register their vehicle through their host, the host will then log the vehicle details along with the time and date of the visit via [the visitor and contractor vehicle system online](#) the contractor vehicles must be registered or they will be issued a PCN.

The Maintenance Service Contractor Registration is available via their host who will register their vehicles via [the visitor and contractor vehicle system online](#)

Please note that Contractors' vehicles must be fitted with reverse sounders if they have a maximum gross weight of more than 2000kg. If no sounders are fitted, reversing can only take place if there is a second person positioned behind the vehicle to assist and guide.

5. Enforcement

- 5.1 Parking Enforcement operations on College sites are undertaken in accordance with the BPA code of practice.
- 5.2 Any breach of the following traffic and parking conditions leaves the driver of the vehicle liable to the issue of a PCN by either a member of Security or by a member of Staff permitted to issue PCNs, or by the Parking Services Operator:
 - Failure to register your vehicle and/or display a **valid** parking permit
 - Parking on pedestrian crossings and in the marked zig zag areas
 - Parked outside of marked parking bays
 - Parked on double yellow lines
 - Parked on double red lines
 - Expired college parking permit or registration
 - Parked causing an obstruction/danger
 - Not parking in a designated space
 - Parked in a disabled bay without displaying a valid blue badge or college issued temporary disability permit
 - Invalid permit for vehicle registration number
 - Permit not clearly displayed
 - Parked for longer than permitted (currently 1 hour)
 - Incorrect permit for car park
 - Invalid/expired registered visit
 - Entering and or Parking on any college site in breach of a Campus Restriction Order

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- 5.3 A PCN is payable at the rate of £60 and must be paid no later than the 28th day after the PCN is issued. A discounted rate of £30 will be accepted if payment is made within 14 days from the date the PCN is issued. The PCN will give the driver details of the breach and an opportunity to discharge the debt (the Parking Contravention Charge) by payment to the nominated Parking Service Operator. Although a PCN may be issued by nominated College and Security Staff, all follow-up action, including payment collection and appeal management, is dealt with by the College's nominated Parking Services Operator, details of which can be found on the PCN and via the website. Charges recovered by the College will be used to supplement the administration/ upkeep of parking facilities and to support sustainable transport initiatives. The College and its nominated Parking Enforcement Contractor reserve the right to contact the DVLA to obtain the registered keeper's details of any vehicles parked on College property. Should the driver of a car issued with a PCN not be identifiable, then the PCN will be issued to the vehicle owner.
- 5.4 College uses ANPR (Automatic Number Plate Recognition) camera technology to manage, control and enforce parking on its sites. They are governed under guidelines from the Information Commissioners Office on the use of CCTV and ANPR cameras and conform to the Data Protection Act 1998 and EU General Data Protection Regulations.
- 5.5 The College reserves the right to affix a 'Warning Notice' (to any vehicle) for any breach of the offences listed in this policy. The warning will remain live for 12 months. On a second breach of the regulations, the vehicle will be automatically issued with a PCN and for any subsequent offences.
- 5.6 Please note that the College will not tolerate any person(s) acting aggressively or demonstrating inappropriate behaviour towards the Security Enforcement Teams. Such behaviour will be dealt with in accordance with the appropriate disciplinary policies.

6. Appeals

In the event of a dispute over the issue of a PCN, the driver has a right of appeal via the nominated Parking Enforcement Company. Full details can be found on the PCN.

7. Contacts and Further Information

The issue of permits, management of University car parks and issue of Parking Charge Notices is currently managed by First Parking LLP. They can be contacted at: www.firstparking.co.uk

Any correspondence relating to the issue of a PCN must be directed to First Parking LLP. This is not dealt with by the University. If you are dissatisfied with the issuing of a PCN you can appeal to First Parking LLP. If you are not satisfied with the response from First Parking LLP, you can appeal to the national Independent Appeals Service. Details of this will be provided with the PCN.

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If you have any other queries about this policy please contact Premises Administration in the first instance. They can be contacted by email: premisesadmin@royalholloway.ac.uk

Parking Charge Notices for Academic Year 2017-18

The following charges will apply for PCNs:

| Charges | Amount |
|---|---------------|
| Warning Notice | No Charge |
| Parking Charge Notice | £60 |
| Discounted Parking Charge Notice when paid within 14 days | £30 |

Review Arrangements for this Policy

A review of this Policy, including car park charges, will be conducted annually (normally in March, in advance of the start of the new academic year) or as otherwise required.