

Avery Hill Car Park Changes: Frequently Asked Questions

Q1 Why is parking changing?

A. The pay and display machines were over 15 years old and had reached the end of their life and only accepted coins. Cameras are a more efficient way of managing parking.

Q2 What is different?

A. Several things have changed:

- You now pay at the end of your stay. The new machines are cashless accepting card payments only.
- The Paybyphone app has been replaced by Trust app specially designed for use in car parks with Automatic Number Plate Recognition (ANPR) cameras.
- We have added a vehicle message sign at the exit from Southwood. This will read your vehicle registration check your payment status and display if you need to pay after leaving (by midnight on Trust app).
- We have also replaced the entry and exit barriers at Southwood and all the car park signage.

Q3 Are the charges changing?

A. The pay as you go charges remain the same and apply during the same periods Monday to Friday 9am to 5pm (except bank holidays and university closures). The maximum daily fee is £3. You can still pay for 1-week or 4-weeks either at the machine or on Trust app.

Permit prices for 25/26 have increased by 3.4% (CPI).

Parking Tariff

Pay at the end of your stay

| | |
|-----------|--------|
| 2.5 hours | £1.00 |
| 5 hours | £2.00 |
| 8 hours | £3.00 |
| 7 days | £12.00 |
| 28 days | £40.00 |

Charges apply Monday to Friday 9am to 5pm except bank holidays and university closures.

If you don't have a permit you must pay the charge the end of your stay. You must input your vehicle registration and have a bank card to pay. Either by machine at the Mary Seacole building entrance, or using [Trust](#) App by midnight.

Available on the App Store | ANDROID APP ON Google play

Q4 Is my pre-existing permit still valid?

A. Yes, all permits on the [Nexus Platform](#) remain valid until they expire. If you try to pay at the machine or on Trust app it will show that no payment is due.

Q5 What do I need to do to use the car park?



A. Drive up to the entrance barrier. You may be asked by security for identification or the purpose of your visit. You must then find a space and park wholly within it. There is no barrier at Sparrows Farm.

If you have stayed during the charge period you will need to pay before leaving either at the machines outside Mary Seacole, or using Trust app.

Student residents, staff, and disabled drivers are eligible for a permit. [Apply here](#).

Applications for permits or [visitor parking](#) will need to be approved before you leave the car park but ideally ahead of your arrival.

Q6 What is the app called to pay for parking?

A. The app is called [Trust app](#) and is available to download on Google Play or the App Store. **Please create an account with your private email address.** Do not replicate your UoG login details on an external website or system.



Q7 When it comes to payment for parking, how does the app ensure security?

A. Payments are securely processed using a payment service provider. Trust does not store your card details, and the payment service provider processes the transactions using secure payment tokens, so your details are never exposed to Trust or the parking site.

Q8 Can I conveniently extend my parking session remotely using the app?

A. There is no need! If you have set up autopay in the Trust app, we'll calculate the payment amount based on when you drove in and out of the location. If you don't have autopay enabled, simply log in and pay for your session via the app before you exit and if you forget, then pay by midnight on the day of parking, so you don't need to worry about any additional charges!

Q9 Can I easily access my parking history and receipts through the app?

A. Following all transactions, an email receipt is sent to the email address set up with your Trust account. Additionally, you can view your parking history in the History tab in the Parking section of the app.

Q10 What kind of support can I expect if I encounter any issues or need assistance while using the app?

A. We have support available through the location intercoms, email appsupport@trustglobal.io & Twitter @TrustappUK.

Q11 Will I still be charged if I can't find a space?

A. Our car parks can get busy during term time. If it is difficult to find a space, you have 30 minutes to park inside a bay or leave. If Southwood Site is full try Sparrows Farm (off Avery Hill Road at the end of Sparrows Lane).

Q12 Where do I pay on site?

A. You can pay anywhere with an internet connection using Trust app or at a machine outside the Mary Seacole building.

Q13 How will I know what to pay?

A. You simply input your vehicle registration at the machine or on Trust app. The machine will show an image of your vehicle for you to select. The payment due will then appear.



Q14 How will the disabled bays be managed?

A. Sodexo staff will continue to patrol the car parks to check that vehicles in disabled bays are displaying a Blue Badge. Non-compliant vehicles will be affixed with a Parking Charge ticket to their windscreen.

Q15 How will parking on double yellow lines be managed?

A. Patrols will continue to monitor vehicles for parking inside of bays and not causing obstructions. Non-compliant vehicles will be affixed with a Parking Charge ticket to their windscreen.

Q16 What if I want to leave my car overnight?

A. The system will know that you have not left the car park and so will calculate your charge based on how long you stayed between 9am and 5pm on the day you arrived and aggregate this with the day you leave. You will need to pay this when you leave.

Q17 What happens if I leave the car park and return the same day?

A. The charge will be aggregated but will not exceed the daily maximum fee.



Q18 What if I forget to pay?

A. At Southwood a vehicle message sign will remind you to pay at the exit. By displaying your vehicle registration with 'Fee Paid' or 'Fee Due'. You have until midnight to pay using Trust app.

Alternatively, you can enable the autopay function in the vehicle section on Trust app. This synchronises with the cameras and collects the payment due via your registered bank card every time you visit shortly after you leave.

Otherwise, failure to pay on the day you leave the car park will result in a Parking Charge of £30 being sent to the vehicle registered keeper address, normally within 10 days. If paid within 14 days of issue the charge is reduced to £15. If the Parking Charge remains unpaid after 28-days, it will increase to £100.

Q19 Will parking tickets still be issued in the car parks?

A. Parking charge tickets will only be issued onto parked vehicles for contraventions relating to use of bays. Non-payment contraventions will be issued by post.

Q20 Who is CP Plus?

A. [CP Plus Ltd](#) provide car park management services to the university under their trading name Group Nexus. They manage the parking machines, cameras, barriers, and are responsible for sending parking charges by post and the collection of parking revenue.

Q21 What if I change my vehicle?

A. If you have a permit or use autopay on Trust app you must keep your vehicle details up to date. You must login to the [Nexus Platform](#) and go to 'Applications' or access Trust App to update your vehicle.

If you input the wrong vehicle at the machine or on Trust app it may not be able to find your vehicle parking session to accept payment.

If you buy a 7-day or 28-day ticket you will not be able to change your vehicle. Please contact travel@gre.ac.uk if the vehicle you bought the ticket for is no longer available.

Q22 Is the process for booking visitor parking changing?

A. The process will remain the same using <https://visitorparking.gre.ac.uk>.

Q23 What about deliveries and drop-offs?

A. Vehicles will have 30 minutes to complete a delivery or collection. If you are aware of a longer delivery, please email travel@gre.ac.uk on the same day with details. Special arrangements can be made for regular known vehicles. Any large commercial vehicles or emergency services should be filtered out when images are checked of non-compliant vehicles.

Q24 What are the arrangements for contractors?

A. Please notify travel@gre.ac.uk with details of any regular contractor works vehicles so an exemption can be made. There is validation tablet for ad hoc contractors to register their visit at the FM Office Flat 46 Aragon Court (for vans only). Otherwise, payment is required.

Q25 I live in the halls on campus do I get a discount for parking?

A. Yes please apply for an annual permit on the [Nexus Platform](#). Cost for 12 months is £170.50.

Ends