

Car Park Permits – Frequently Asked Questions

Applicable to All	
Question	Response
What are the car park permit options and fees?	Car parking permit options are shown on the UW pages for both staff and students. https://uniworcac.sharepoint.com/sites/service-site-estates-facilities/SitePages/Carparking.aspx
Are there any discounts for regular car sharers?	This is not something that is in our current policy.
I am a Blue Badge holder do I need to apply for a parking permit? Can I park in short stay car parks?	Official Blue Badge holders should display a UW parking permit which can be ordered free of charge. You will need to apply using the online application process. Evidence of your blue badge must be shown when you collect your permit. Official Blue Badge holders are welcome to use any Blue Badge parking bay available.
Do I need to buy a permit for a motorcycle?	No, motorcycles / bicycles are permitted to park free of charge on the condition they do not occupy a designated car parking space. There are designated motorcycle parking bays in car park G (Binyon) and in front of Chandler West halls.
How many vehicle registrations can I have on one permit?	The system will allow you to input details for two vehicle registrations however you will be issued with one permit which must be displayed in the vehicle you are using. Photocopying a permit is not permitted and may result in a parking charge notice.
How do I change my car details?	You can change your registration details by returning to the permit order page and once logged in selecting the 'my permits' option. From here you will see your active permit listed, select the link on the right-hand side titled 'my vehicles' this will take you to a page where you are able to amend them. For Associate/Partner staff, you can change your registration details by going to the Permit order page and once logged in selecting the 'amend vehicle registration(s)' link on that page.
My car is being serviced/repaired, I have a courtesy car for the day, what should I do?	Contact carparking@worc.ac.uk to provide vehicle registration and parking location to avoid the issuing of a parking charge notice.
Will I be able to cancel my parking permit?	If you are in possession of a 26/27 parking permit, you can cancel your permit at any time throughout the academic year. Contact carparking@worc.ac.uk to request its cancellation. Once you cancel your parking permit, you will not be able to re-apply until August 2027.
Can I get a rebate for 'unused' months when I cancel my permit?	Rebates are not available for permits that are purchased through the 'one-off' payment option. For permits that are paid for through salary deduction, payments will not stop until you return your parking permit to the Car Parking Team – Hines Building.
Do the letters on the permit define where I can park?	No – the letters on permits relate to the type of permit purchased. E.g. A = staff annual permit

What do I do if my car park permit is lost?	<i>A replacement permit can be purchased on the Permit order page. Once logged in follow the 'purchase a permit' link and select the option 'Replacement Card for lost/ stolen/damaged permit 26/27', you can then collect your replacement permit from the same collection point as your original.</i>
Why have I received a fine without a warning?	<i>For most contraventions, warning notices are issued on two occasions before a parking charge notice requiring payment is issued. However, this is down to staff discretion and incidents that could affect the health and safety of others may result in a parking charge being issued without a warning first. Parking charge notices can also be sent directly through the post to your registered address.</i>
I have had an injury; can I arrange for more accessible/reserved parking?	<i>Students: Please contact DDS who will liaise with Car Parking Staff: Please contact HR who will liaise with Car Parking</i>
What CCTV is available in the car parks?	<i>Please refer to the UW CCTV page https://uniworcac.sharepoint.com/sites/service-site-estates-facilities/SitePages/CCTV.aspx. As a reminder and in accordance with our T&Cs, drivers park at their own risk.</i>
Why are the overflow (grass) car parks not open, I have paid for a permit, but I cannot get a space?	<i>Our overflow car parks are weather dependent, therefore cannot be opened when the ground is extremely wet. Please refer to our T&Cs that state a parking permit does not guarantee you a parking space.</i>
Somebody has bumped into my car, what action can I take?	<i>You will need to report this through your insurance company or the police.</i>
How do I contact the Car Parking Team?	<i>Email only: carparking@worc.ac.uk. The Car Parking Team are out in the car parks for the majority of the day, so please send your enquiry via email and they will get back to you in due course.</i>
Staff	
Question	Response
Do the arrangements apply to all University staff?	<i>Yes.</i>
What options do I have if my office is based on St Johns, but I teach on another campus?	<i>A full parking permit is valid on all campuses.</i>
Is there a pro rata reduction in charges for part-time staff?	<i>This is not possible with the current system.</i>
Is there a pro rata reduction in charges for staff who are doing blended working pattern (working from home a number of days)	<i>This is not possible with the current system. Staff parking permits continue to provide value for money in comparison to using the pay & display option.</i>

Do I have the option to pay monthly if I am obtaining a semester only permit?	<i>Semester permits are only available through single payment in full at time of application.</i>
If I purchase an annual permit later than August, using the 'one-off' payment option will it be valid for 12 months?	<i>No – all permits expire on 31 July 2027, regardless of the date of purchase. You can explore whether a Semester permit option suits you better or use pay and display.</i>
What if I am not on campus until September or later in the semester and my old permit has expired.	<i>You can apply online prior to September and collect your permit on your first day on campus (collection details below).</i>
Where do I collect my car park permit?	<i>When you complete your online application, you will be asked to select your collection point. This is then stated in your confirmation email. You must bring your staff card with you for identification, and you may not collect permits on behalf of another staff member.</i>
I'm a new member of staff starting part way through the academic year. If I purchase the Staff Annual permit through salary deduction, will I pay the full amount?	<i>No, the full cost of the permit will be divided by 12, you will then have that amount deducted from your salary each month from the point of order until the permit expires.</i>
Students	
Question	Response
Do I need to buy a permit if I am living at Oldbury House, Fern Hall or Mary Seacole Halls?	<i>Yes, you will still need to purchase a University of Worcester parking permit.</i>
I have applied for a Semester 2 permit, but the start date doesn't commence until a couple of weeks into the semester, am I unable to use it? Why do they not match the semester dates?	<i>The permit dates are set so there is a crossover period where both permits are valid. You can purchase a Semester 2 permit from Monday 16th January.</i>
I have a Semester 1 permit, why can't I apply for my Semester 2 permit yet? (In the upcoming weeks to Semester 2 starting)	<i>You will be able to apply for a Semester 2 permit from Monday 16th January onwards.</i>
I have temporarily or permanently withdrawn from the University. Can I get a refund on my permit?	<i>We do not issue refunds for one-off payments.</i>
I have changed my mind; can I cancel my permit and receive a refund?	<i>We will only allow this within the first 2 weeks of Semester 1. Please be aware that if you cancel your permit you cannot re-apply until the next academic year.</i>