

# Terms and Conditions of Parking

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These are the Terms and conditions which are referred to on the South Western Railway website. Copies of these publications are available from ticket offices or on our website: [www.southwesternrailway.com](http://www.southwesternrailway.com). These Terms and conditions to apply to any vehicles entering South Western Railway Limited owned or leased land for any purpose.

## Parking Motor Vehicles

- ï If you are in charge of any motor vehicle, bicycle or other conveyance you must not use it on any part of our property in contravention of any traffic sign.
- ï If you are in charge of any motor vehicle, bicycle or other conveyance you must not leave or place it on any part of our property:
  - a) in any manner or place where it may cause an obstruction or hindrance to South Western Railway or any person using the premises; or
  - b) otherwise, than in accordance with any instructions issued by South Western Railway (or other person on our behalf).
- ï Twenty-minute bays' and 'set down & pick up areas' are only to be used by those on railway business and for no longer than twenty minutes from entering the car park.
- ï Designated disabled bays can only be used by vehicles that are displaying an official government issued Blue Badge. There is no charge for Blue Badge holders provided they register at <https://bluebadge.apcoa.co.uk> before 23:59 on the day of parking.
- ï You should find a space before you pay to park.
- ï Vehicles are limited to a 28-day maximum period for continuous parking. All vehicles must vacate the car park for a minimum of 24 consecutive hours in each 28-day period.
- ï Vehicles may only remain in the car park for the purpose of parking the vehicle, while the motorist and other occupants are pursuing activities away from the vehicle. Occupying vehicles for extended periods, overnight, or using the car park or vehicle as a place of residence, including sleeping or cooking is strictly prohibited.
- ï From time-to-time complimentary parking may be made available to specific individuals or vehicles. Any complimentary parking must be approved in writing by South Western Railway prior to entering our property, showing the vehicle registration number, location(s) and dates.

## Car Parking Tickets

### 1. General Information

- ï If you are in charge of any motor vehicle, bicycle or other conveyance you must not park where charges are made for parking without paying the appropriate charge at the appropriate time in accordance with instructions given by South Western Railway.
- ï Any motor vehicle, bicycle or other conveyance used, left or parked in breach of this condition may incur liability of a payment of a Parking Charge.
- ï Motor vehicles, bicycles and other conveyances may be parked only if parking space is available. Motor vehicles, bicycles and other conveyances must be parked in the designated bays/areas. Motor vehicles, bicycles and other conveyances must not be parked out of bay.
- ï If you need to park your vehicle for more than one day you must pay for the required number of days.
- ï You can pay for parking at South Western Railway stations by downloading the RingGo app. You can also pay

for parking online through the RingGo website or by calling RingGo on 01256 80 28 04.

- ï Payment is also available by scanning QR Codes displayed at most locations using the APCOA ScanPay service.
- ï Any queries regarding payments made using RingGo or APCOA should be made using the contact details provided by the payment provider. Terms and Conditions of purchase are set out and displayed at the time of making payment.
- ï Daily and weekly parking tickets are also available from self-service ticket machines at most South Western Railway stations.
- ï Refunds are only payable in the event of non-use of parking and may be subject to an administration fee of up to £10.
- ï 2. Car Parking Monthly or longer Season Payment at Staffed South Western Railway stations:
  - ï Your season ticket can be used until its expiry date.
  - ï Holding a car park season does not guarantee that a parking space will be made available.
  - ï You can register up to three vehicle registration numbers on one car park season, but only one can be parked at any one time.
  - ï Any change in the address of the holder of the car park season must be advised promptly, at any staffed station, where their record will be updated.
  - ï If you move house or change job which necessitates travelling from an alternative station, you may apply for a refund at the station from which it was purchased and apply for a new car park season at the station from which you will be travelling.
  - ï Customers must advise the ticket office of any change of vehicle (including temporary changes) no later than the time of parking the new vehicle for the first time.
  - ï If you no longer require your car parking season you can apply for a refund at the ticket office from which it was purchased. Any refund will be calculated from the date of application. You will be charged for the period that the car parking season has been valid at the rate which would have been available for that period at the time of original purchase, with the remainder being refunded to you. Refunds are not calculated on a pro rata basis. In case of illness the car park season should be refunded and a new one purchased when returning to work.
  - ï Car parking season refunds are not made for a period of non-use, for example, weekends and holidays.
  - ï Extensions to car parking seasons are not given.
  - ï If you surrender a rail season ticket for refund at the same time as your car parking season you will only be required to pay a single administration charge.

## South Western Railways' liabilities

- ï South Western Railway Limited does not undertake to provide a secure or attended car park and accepts no liability for:
  - a) any loss or mis-delivery of or damage to the motor vehicle, bicycle or other conveyance its contents or accessories however caused except in so far as damage to the motor vehicle, bicycle or other conveyance its contents or accessories is caused by the negligent act (as opposed to the omission) of the company, its staff or agents.
  - b) any injury to any driver, vehicle, occupant or rider however caused except in so far as such injury may be caused by negligence of the company, its staff or agents.

South Western Railways Limited does not undertake to provide a secure or attended bicycle park and accepts no liability

for any loss, removal of, limitation of access to, or damage to any bicycle, its parts or accessories or property deposited with it unless this was caused by the neglect of South Western Railways Limited, its staff or agents.

## Acceptance of parking Terms and conditions

Every person accepting these Terms and Conditions of parking also accepts them on behalf of all other persons sharing ownership or use of the motor vehicle, bicycle or other conveyance.



South Western Railway Limited. South Bank Central 4th Floor, 30 Stamford Street, London, England, SE1 9LQ.