

# Conditions of parking Motor Vehicles and Bicycles

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These are the conditions which are referred to in the National Rail Conditions of Travel booklet and the South Western Railway Season Tickets leaflet. Copies of these publications are available from ticket offices or on our website: [www.southwesternrailway.com](http://www.southwesternrailway.com)

## Parking Motor Vehicles

- 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.
- 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).
- Twenty minute bays' and 'set down & pick up areas' are only to be used by those on railway business.
- Designated disabled bays can only be used by vehicles that are displaying the blue disabled badge. The tariff poster will state whether charges apply to blue badge holders.
- You should find a space before purchasing a car parking ticket.
- Overnight camping is strictly prohibited

## Car Parking Tickets

### 1. General Information

- 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.
- Any motor vehicle, bicycle or other conveyance used, left or parked in breach of this condition may incur liability of payment of a penalty and may be clamped or removed. The owner of the vehicle, bicycle or other conveyance shall be liable to South Western Railway for the cost incurred by South Western Railway in clamping, removing, storing or disposing of it.
- 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.
- Car parking tickets are not transferable.

- If you need to park your vehicle for more than one day you must purchase the required number of tickets in advance from the ticket office, or (if possible) from the Pay & Display machine. Some Pay & Display machines can issue tickets for up to 3 days. Where available customers may use 'RingGo' the cashless payment of car park tickets (no tickets will be issued). Customers must clearly display multiple tickets in the windscreen area of your vehicle. Weekend tickets are only available from the ticket office.
- You must clearly display your car parking ticket in the windscreen area of your car, even if you purchased the ticket from the ticket office, in order that the ticket can be visually inspected.
- If you purchase a Peak Daily ticket in error and require an Off Peak ticket, a refund can be made at the ticket office providing the request is made on the same day. If the ticket office is closed or there is no ticket office, please contact our Customer Service Centre on 0345 6000 650 to arrange a refund.
- Tickets show an expiry date, with an expiry time of 2359. Tickets remain valid until the last train arrives at the station.
- 2. Car Parking Season Tickets
- Your season ticket can be used until its expiry date.
- You cannot transfer your season ticket to another person.
- Holding a car park season ticket does not guarantee that a parking space will be made available.
- Season tickets are only available for the parking of one motor vehicle at any one time at the station shown on the ticket, however the season ticket may be endorsed with up to two vehicle registration numbers.
- Any change in the address of the holder of the car park season ticket must be advised promptly, at any staffed station, where their record will be updated.
- If you move house or change job which necessitates travelling from an alternative station, you may surrender your car parking season ticket for a refund at the station from which it was purchased and apply for a new car park season ticket at the station from which you will be travelling.
- If you do not have your car parking season ticket with you, you must inform the ticket office staff who will keep a record of your details for the day. If there is no ticket office or it is closed, call the Customer Service Centre for advice (call 0345 6000 650, open 0600 – 2200 Monday – Sunday). This will ensure that you are not wheel clamped or subject to a penalty.
- If you no longer require your car parking season ticket please hand it in at the ticket office from which it was purchased. Any refund will be calculated from the date the ticket is surrendered. You will be charged for the period that the car parking season ticket has been used 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 back to work.
- Car parking season ticket refunds are not made for a period of non-use, for example, holidays.
- Extensions to car parking season tickets are not given.
- Refunds are not normally made on duplicate car parking season tickets. Consideration will, however, be given on production of written evidence of redundancy or prolonged illness.
- If you surrender a rail season ticket for refund at the same time as your car parking season ticket you will only be required to pay a single administration charge.

- Should you lose your season ticket or have it stolen, this should be reported immediately to the ticket office where it was issued. If you or we cannot recover the lost or the stolen ticket we will then consider application for a duplicate ticket, provided the original was issued for a period of one month or more. There is an administration charge when a duplicate season ticket is issued.
- Only one duplicate will normally be issued in any twelve month period. However, a second application within twelve months following the first duplicate issue will be considered if the first and/or second loss arose from theft, fire or similar circumstance which can be confirmed by the Police, Fire Service or appropriate body or if the ticket which was lost on the first occasion was found and returned to the issuing office within one month of its loss. No more than two duplicate car parking season tickets will be issued in any twelve month period. See earlier for details of refunds on duplicate season tickets.
- A refund (without any administration charge) will be made on car park tickets purchased while you are waiting for a duplicate to be issued, provided these tickets are handed in.
- If the tickets start to fade, or becomes illegible, you must obtain a free replacement from the ticket office where it was issued. If you do not replace a faded or illegible ticket, you may be subject to a penalty charge or wheel clamp.

## South Western Railways' liabilities

- First MTR South Western Trains 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.
- First MTR South Western Trains 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 West Trains Limited, its staff or agents.

## Acceptance of parking conditions

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