

new car park procedures

frequently asked questions

Q) What is Parking Eye?

A) Parking Eye uses ANPR technology to manage the car park usage. ANPR stands for Automatic Number Plate Recognition and is used to detect vehicle number plates. It is typically used in car parks using ANPR cameras to monitor and record vehicle activity.

Q) Why is Parking Eye being put in place in the car park at Ringwood Health and Leisure?

A) With limited parking available Parking Eye has been installed to ensure parking is prioritised for the RHL customers.

Q) Where is there information regarding what parking tariffs apply?

A) RHL will have/has notices inside the building detailing the terms and conditions for parking and there will be notices posted throughout the car park.

Q) I am a customer visiting Ringwood Health and Leisure - how do I register my vehicle and is there a charge for parking?

A) There will be/two terminals available at Reception for customers to register their vehicle. Customers must enter their full correct vehicle registration on arrival for three hours free parking.

Q) What happens if my activity lasts for more than 3 hours?

A) You will need to speak to the team at reception on arrival who will verify your activities and will extend your stay in the car park as required.

Q) What about parking if the Centre is closed?

A) There is no parking available when the centre is closed. The car park is secured and any car left in the car park overnight will receive a Penalty Charge Notice (PCN).

Q) If I drive in and am unable to park will I get a penalty charge?

A) No. There is a very limited period of time where anyone who enters the car park can leave again and won't receive a Penalty Charge Notice (PCN).

Q) How much is the parking fine if I park without complying with the terms and conditions?

A) Failure to comply with the terms and conditions will result in a parking charge of: £100 this is reduced to £60 if paid within 14 days. This money does not go to Ringwood Health and Leisure, but goes to Parking Eye management company.

Q) I am a blue badge holder – can I still park without penalty?

A) Blue Badge parking is only for Ringwood Health and Leisure customers, and you will still need to enter your registration upon arrival.

Q) How will I be notified/pay my PNC

A) This will be sent to you in the post directly from parking eye.

Q) How do I contest a PNC

A) You will need to follow the parking eye appeals process, no staff at Ringwood Health and Leisure have the ability to cancel fines.

Q) Can I use the car park to drop off / collect my child from school?

A) The car park is for centre users and staff only.

Q) Can I use the car park to visit Ringwood School?

A) The car park is for centre users and staff only. Visitors to Ringwood School should contact them with any queries around parking.

Q) I am a Sixth Form student at Ringwood School and usually park in the centre car park. Can I no longer do this?

A) Please speak with the school directly to discuss parking options.