

**Contact the event, group organiser FIRST. With any parking issues, queries and PCN Numbers. 'Our customer' will then speak with the Hub to assist.**

Will I get free parking when I attend my class each week?

Yes we offer free parking to all users of the hub regardless on the duration by entering your registration in the tablet.

Will the tablet recognise my parking from a previous visit?

No- we ask each time you park to enter your registration.

**I have forgotten to put my registration in when I attended my (Group, class, event). How do I stop the fine?**

**Contact the event, group organiser. 'Our customer' should then let us know regarding which event said person attended, car registration / PCN ref**

I want to use the children's playpark; do I need to pay to park?

No we offer a two-hour FREE window. If you wish to stay longer you can pay at that point. Refer to signs for more information.

I am here all day for a group, class, event. Will I receive free parking?

Yes all users of the hub regardless on the duration will receive free parking.

Do I need to enter the registration of the car that dropped me off to the Hub?

No. We ask for all users of the hall that have parked to enter their registration in. All passing cars will not be charged, due to the two-hour grace period.

I want to drop some donations off. Do I need to enter my registration?

No we offer a two-hour FREE window

I'm not sure if I will be in the hub longer than two hours, shall I still enter my registration?

Speak with the event, group organiser. We suggest if your unsure and to save any unnecessary charges and worry for you please enter the registration.

Where do I enter my registration?

There will be a terminal in the main entrance as you enter the Hub. We also have QR codes in all our rooms. You can scan on your smartphone and enter your registration. If someone in your group does not have a smart phone you can enter their car registration.

I don't have a smartphone. How do I enter my registration?

We have a terminal in the lobby as you enter the hub this is a simple touch screen.

I am not sure if I have entered my details correctly?

If you think you have entered the wrong registration, please try again to avoid unnecessary charges

I need assistance and the office is closed?

In the event the office is closed speak with the event, group organisers to assist. 'Our customers' will then contact us with any relevant information.

I want to pay to pay to park and looked on the App but all spaces are showing as unavailable. When I arrived, there is still spaces. Can I still park?

No- The Hub can control how many available spaces will show up. If we have a large event or the Hub is busy, and all spaces are needed that day

If you are paying to park and not attending an event onsite. Non-Hub users will **not** be able to use our car park. If you choose to still park and not pay you will be fined.

**All App related FAQ's please head to [YourParkingSpace](#) website for more information**