



Royal Holloway University of London

## Traffic and Car Parking Policy

***NB. This policy is available on the Royal Holloway website and it should be noted that any printed copies are uncontrolled and cannot be guaranteed to constitute the current version of the policy.***

<b>POLICY SCHEDULE</b>	
Policy title	Traffic and Car Parking Policy
Policy owner	Michael Berry, Director of Estates
Policy lead contact	David Middlehurst, Deputy Director (FM)
Approving body	Executive Board
Date of approval	
Date of implementation	
Version no.	7
Related Guidelines, Procedures, Codes of Practice etc.	Royal Holloway University of London Travel Plan
Review interval	Annual
Last Updated	Last reviewed and updated 16 <sup>th</sup> July 2024

## Traffic and Car Parking Policy (continued)

---

### 1. Introduction

Royal Holloway, University of London owns and operates a number of sites in and around the main Egham campus. The following Traffic and Car Parking Policy applies to all University sites. Any motor vehicle, including motorcycles and scooters, are subject to this Policy.

This Policy is designed to manage traffic movements and parking in a responsible manner that enhances the campus estate from a health, safety and environmental perspective and has been developed to support the University's development ambitions as outlined in the Masterplan. It reflects the British Parking Association's Code of Practice for Control and Enforcement of parking on private land under their Approved Operator Scheme and the Higher and Further Education Parking Charter.

Access to University sites is by permission of the University, which retains the right to refuse entry to car parks or to require vehicles to be removed from University property. University sites are managed and controlled by Security. This includes the enforcement of the terms and conditions of parking as set out in this Policy. A British Parking Association (BPA) approved Parking Service Operator administers the issuing of Permits and Parking Charge Notices. The University provides appropriate road signage and road markings outlining users' responsibilities under these terms and conditions within car parks, along access routes, and at entrance points to University property.

The University reserves the right to amend this Policy at any time.

### 2. Definitions

Automatic Number Plate Recognition (ANPR)	A specific camera technology used to manage, control and enforce parking on private land
Blue Badge	National Disability Permit
University sites	Main campus, north A30 and Sports Centre
Motor vehicle	Any motorised two or more wheeled vehicle
Parking Charge Notice (PCN)	A penalty notice of a charge levied for breaching these regulations. The charge is currently £60, reduced to £30 if paid within 14 days.
Parking Permit/Registrations	Annual Permits which allow parking on University sites and which are issued subject to meeting the required criteria. Staff parking permits – available to all staff. Student parking permits – available to all students resident over 1.5 miles from the University. Students living within the 1.5 miles radius but not in University managed accommodation can apply for a Student Out of Hours Parking permit, which allows parking from 6pm until 4am in car parks four and fourteen.

## Traffic and Car Parking Policy (continued)

	Students living in University managed accommodation are not eligible for permits apart from those with exceptional circumstances or needs when supported by the Student Support Team. Visitor parking registration - required for stays over 1 hour Contractor's registration – logged via the on-line visitor registration system
Parking Service Operator	Persons authorised to act on the University's behalf with respect to parking
Warning notice	Issued at the University's discretion for a first minor breach of the parking conditions, no charge levied against the user. Warning notices will remain live for 12 months from the date of issue and any further breaches will automatically incur a Penalty Charge Notice.

### 3. Traffic Regulations

- 3.1 Users should comply with all rules of the Highway Code when driving on University sites. The roads on University land are regarded as public roads for the purposes of the Road Traffic Act 1991. Vehicle/motor cycle owners must not contravene any of the requirements of the Act, in particular those relating to driving or being in charge of a motor vehicle with an alcohol concentration above the prescribed limit, driving without due care and attention or while under the influence of drugs or medication, using mobile phones, and also including the provisions relating to registration, insurance and licensing.
- 3.2 The speed limit of 15mph or 5mph at certain locations on University sites must be observed by all vehicles.
- 3.3 Unserviceable vehicles left for a period of one month and apparently abandoned will be removed and action taken to recover any costs that arise from the vehicle owner.
- 3.4 With the exception of emergency roadside assistance, repairs to vehicles and engine testing must not be carried out on University sites.
- 3.5 It is prohibited to leave any animals in vehicles that are parked on campus.
- 3.6 Caravans must not be brought onto University sites. Camper vans may be brought onto site, but only when they are used as a means of transport. It is not permitted to bring camper vans onto University sites for the purpose of living or sleeping.
- 3.7 The security team or contracted traffic management team are authorised to direct traffic on University property, regulate entry to car parks, exercise control over parking and ensure compliance with the traffic regulations and car parking policy.

### 4. Parking Regulations

- 4.1 Parking on University sites is entirely at the owner's risk. The University accepts no liability in respect of any loss, theft, accident, damage or injury suffered or inflicted by users or motor vehicles.

## **Traffic and Car Parking Policy (continued)**

---

4.2 Unless otherwise authorised by the University, all staff and student motor vehicles parked on University sites must have a valid Royal Holloway parking permit, which can be:

- Staff parking permit
- Student parking permit
- Student out of hours parking permit

Eligibility for and conditions of each permit type are outlined below.

Permit registration authorises the holder to park on University property, but does not guarantee a parking space. The University does not allocate parking spaces to individuals. Exceptions apply to spaces allocated to drivers with temporary mobility or medical conditions, spaces allocated to University vehicles, or certain visitors. They are valid from the date of issue until the following September 30<sup>th</sup> when they automatically expire. For the avoidance of doubt, it is the driver's responsibility to obtain a valid permit. Changes to a permit must be notified by the driver to the University's parking service operator via the University's parking administration team for amendment or replacement.

4.3 Vehicles must only be parked in dedicated parking spaces shown on the campus plans, or as otherwise signed by the University, and observe the rules that apply in each car park. Motorcycles or scooters should be parked in designated motorcycle parking areas or, if space is unavailable within these, in general car parking bays in the appropriately designated car park.

4.4 University may occasionally extend the period of stay for non-permit holders for some or part of the required period, which will be communicated in advance, for example, to allow unloading and loading at the start and end of the academic terms.

4.5 The University recognises that on limited occasions individuals may have exceptional circumstances where a parking permit may be issued to those who fall outside of the below criteria. Exceptional student circumstances will be considered by the Disability and Dyslexia Services and exceptional staff circumstances will be considered by the University's Human Resources department.

4.6 An applicant can have multiple permits with all vehicles registered on the database. As the university has moved to paperless permits there is no need to display a permit on a vehicle.

### **a. Staff**

For the purpose of this Policy, staff are defined as persons employed by the University and have a college or SU email address. They can either be permanent, temporary, fixed term or casual contract, employed via an employment agency or SU staff.

Third party service providers i.e. bank staff, campus based contracted services employees vehicles must be placed on the University database for the period of the

## **Traffic and Car Parking Policy (continued)**

---

permit year of the application by the University's administrator of that contract/service.

Contractor owned vehicles must be placed on the database for the duration of the contract up to a maximum of 3 years by the University's administrator of that contract/service.

Student employees are only entitled to a parking permit in accordance with the student parking permit terms and conditions in part B. Students below, however if their works requires them to remain on site beyond the scheduled time of the last University bus service their line manager can register them via [the visitor and contractor vehicle system online](#) .

All University staff are eligible to apply for an annual staff parking permit, via the online parking permit portal, which permits them to park in all University car parks. Following an application, a 'Permit Applied For' email will be issued. Staff parking permits are not transferable except where specifically authorised for shared use. Staff must register all vehicles which they are bringing onto University sites, this includes temporary vehicles such as replacement or hire cars.

The portal allows staff to register a number of vehicles per permit, although only one vehicle should be on site at any one time. Staff who no longer require a parking permit can terminate it online.

### **b. Students**

For the purpose of this Policy, students are those who are attending the University on a programme of study. Students must live outside a 1.5 mile radius of the University to be eligible to receive a student parking permit, with three exceptions:

- i. Students who have a disability or medical condition may apply for a parking permit which will be issued subject to approval from the Disability and Dyslexia Services Office - this entitles the holder to park in the designated student car parking areas. Student permit holders with a Blue Badge may park in the designated disabled bays anywhere on campus.
- ii. Students who are a sports STAR and require a vehicle to facilitate their activity - the request must be supported in writing by the Sports Development team.
- iii. Students living within the 1.5 miles radius but not in University managed accommodation can apply for a Student out of hours parking permit, which allows parking from 6pm until 4am in car parks four and 14.

Students should apply for an annual parking permit via the online parking permit portal. Students must produce original copies of the following, as required:

- A valid driving license (provisional driving licenses are not acceptable)
- Vehicle registration document (accompanied by a letter of authorisation to drive the vehicle if in a different name from the applicant)

## **Traffic and Car Parking Policy (continued)**

---

- A valid certificate of insurance
- Proof of student identity and term-time address

Student Parking Permits allow the user to park in designated car parks, currently car parks 4, 7, 8, 9, 13, 14 and 14a.

### **c. Disability Parking Permits**

Dedicated parking bays for blue badge drivers are provided within each main car park or adjacent to key buildings. Vehicles parked in these bays must display a blue badge. Arrangements can be made by staff with Security to use a parking bay close to their place of work, if they have a temporary disability (e.g. for those who use crutches for a period of time) for a short period of time. For anyone seeking the use of a dedicated parking bay on a more permanent basis, the University recommends applying for a blue badge in order to secure a parking bay. Dedicated parking bays are limited, and priority will be given to blue badge holders.

### **d. Visitors**

Any visitor without a permit who wishes to park must be registered by their host. It is the responsibility of all hosts to register their visitor's vehicle for the duration of their visit via [the visitor and contractor vehicle system online](#). Visitor parking registrations are valid in any non-allocated parking space.

Arrangements for large events including Open Days and conferences are to be made by the host to the University's parking administration team by email via [premisesadmin@rhul.ac.uk](mailto:premisesadmin@rhul.ac.uk) and information on where to park provided to visitors prior to their arrival. These will normally include a pre-designated parking location; there are no designated coach or minibus parking areas on any University sites; pre-arrival notification of such vehicles must be submitted by the host by email via [premisesadmin@rhul.ac.uk](mailto:premisesadmin@rhul.ac.uk)

#### **Residential Student Visitors**

Those visiting residential students for more than 1 hour and up to a maximum stay of 8 hours can register their visit at the Founder's, Hub and George Eliot Hall reception desk.

#### **Hub Guest House Visitors**

Guests staying in The Hub accommodation must register their vehicle via The Hub reception desk.

#### **Unpaid, Retired Staff and Authorised Library Users**

The visitor's Host or a member of the Library Team can register the vehicle details via [the visitor and contractor vehicle system online](#)

### Sports Centre users

University members using the Sports Centre car park must have a valid parking permit. Visitors to the Sports Centres not in possession of a parking permit may park for up to 2 hours, after which they should register their car at the Sport Centre reception.

### Conference and Event Visitors

Hosts are responsible for providing conference and event visitors with parking information. This will involve either a dedicated visitors parking area or the host/organiser registering their visitors online. Open Day and Application Visitor Days will normally be provided with parking information by their hosts and will be allocated parking in dedicated parking areas.

### Contractors/Deliveries

All Contractors must register their vehicle through their host, the host will then log the vehicle details along with the time and date of the visit via [the visitor and contractor vehicle system online](#) the contractor vehicles must be registered or they will be issued a PCN.

The Maintenance Service Contractor Registration is available via their host who will register their vehicles via [the visitor and contractor vehicle system online](#)

Please note that Contractors' vehicles must be fitted with reverse sounders if they have a maximum gross weight of more than 2000kg. If no sounders are fitted, reversing can only take place if there is a second person positioned behind the vehicle to assist and guide.

## 5. Enforcement

- 5.1 Parking Enforcement operations on University sites are undertaken in accordance with the BPA code of practice.
- 5.2 Any breach of the following traffic and parking conditions leaves the driver of the vehicle liable to the issue of a PCN by either a member of Security or by a member of staff permitted to issue PCNs, or by the Parking Services Operator:
  - Failure to register your vehicle and/or have a **valid** parking permit
  - Parking on pedestrian crossings and in the marked zigzag areas
  - Parked outside of marked parking bays
  - Parked on double yellow lines
  - Parked on double red lines
  - Expired University parking permit or registration
  - Parked causing an obstruction/danger
  - Not parking in a designated space
  - Parked in a disabled bay without displaying a valid blue badge or University issued temporary disability permit
  - Invalid permit for vehicle registration number
  - Parked for longer than permitted (currently 1 hour)

## **Traffic and Car Parking Policy (continued)**

---

- Incorrect permit for car park
- Invalid/expired registered visit
- Entering and or parking on any University site in breach of a Campus Exclusion Restriction Order

- 5.3 A PCN is payable at the rate of £60 and must be paid no later than the 28th day after the PCN is issued. A discounted rate of £30 will be accepted if payment is made within 14 days from the date the PCN is issued. The PCN will give the driver details of the breach and an opportunity to discharge the debt (the Parking Contravention Charge) by payment to the nominated Parking Service Operator. Although a PCN may be issued by nominated University and Security Staff, all follow-up action, including payment collection and appeal management, is dealt with by the University's nominated Parking Services Operator, details of which can be found on the PCN and via the website. Charges recovered by the University will be used to supplement the administration/ upkeep of parking facilities and to support sustainable transport initiatives. The University and its nominated Parking Enforcement Contractor reserve the right to contact the DVLA to obtain the registered keeper's details of any vehicles parked on University property. Should the driver of a car issued with a PCN not be identifiable, then the PCN will be issued to the vehicle owner.
- 5.4 University uses ANPR (Automatic Number Plate Recognition) camera technology to manage, control and enforce parking on its sites. They are governed under guidelines from the Information Commissioner's Office on the use of CCTV and ANPR cameras and conform to the Data Protection Act 2018 and UK General Data Protection Regulations.
- 5.5 The University reserves the right to affix a 'Warning Notice' (to any vehicle) for any breach of the offences listed in this policy. The warning will remain live for 12 months. On a second breach of the regulations, the vehicle will be automatically issued with a PCN and for any subsequent offences.
- 5.6 Please note that the University will not tolerate any person(s) acting aggressively or demonstrating inappropriate behaviour towards the Security enforcement teams. Such behaviour will be dealt with in accordance with the appropriate disciplinary policies.

## **6. Appeals**

In the event of a dispute over the issue of a PCN, the driver has a right of appeal via the nominated Parking Enforcement Company. Full details can be found on the PCN.



## Traffic and Car Parking Policy (continued)

---

### 7. Contacts and Further Information

The issue of permits, management of University car parks and issue of Parking Charge Notices is currently managed by First Parking LLP. They can be contacted at: [www.firstparking.co.uk](http://www.firstparking.co.uk)

Any correspondence relating to the issue of a PCN must be directed to First Parking LLP. This is not dealt with by the University. If you are dissatisfied with the issuing of a PCN you can appeal to First Parking LLP. If you are not satisfied with the response from First Parking LLP, you can appeal to the national Independent Appeals Service. Details of this will be provided with the PCN.

If you have any other queries about this policy please contact the University Parking Administration team in the first instance. They can be contacted by email: [premisesadmin@royalholloway.ac.uk](mailto:premisesadmin@royalholloway.ac.uk)

#### Parking Charges

The following charges will apply for PCNs:

<b>Charges</b>	<b>Amount</b>
Warning Notice	No Charge
Parking Charge Notice	£60
Discounted Parking Charge Notice when paid within 14 days	£30

#### Review Arrangements for this Policy

A review of this Policy, including car park charges, will be conducted annually (normally in March, in advance of the start of the new academic year) or as otherwise required.