

Campus Parking Procedure

Enabling Policy Statement; Executive Owner; Approval Route:	Our Operations - Chief Operating Officer - Operations Committee
Is the Procedure for internal use only (Non-disclosable)?	Disclosable
Associated Policy Statements:	Our Safety – Chief Operating Officer Our Students – Chief Student Officer Our Colleagues – Chief Operating Officer
Authorised Owner:	Director of Campus Operations
Authorised Co-ordinator:	Head of Governance Services
Effective date:	12/12/2024
Due date for full review:	12/12/2027
Sub documentation:	Parking Capacity Plan

Approval History

Version	Reason for review	Approval Route	Date
1.0	Migration to POPP template	Operations Committee	12/12/24
1.1	Minor amends agreed at Ops Com, following new permit round for September 2025.	Operations Committee	23/07/25

1. Purpose

This procedure outlines the University approach to parking on University of Surrey sites. Our aim is to provide parking facilities which are appropriate for campus users and administered in an efficient manner. The limited parking capacity means that restrictions are necessary, and these restrictions must be appropriate and fair. The University Car Parks are primarily intended for University of Surrey users, however there are pay and display car parks available for those who wish to park but do not have business at the university. Parking enforcement is required to ensure compliance with accessible bay usage, pedestrian and fire safety as well as capacity management. These procedures are intended to enable an efficient parking system, suitable for all the various activities that occur on campus; and thus, require flexibility as well as a rules-based approach.

2. Scope and Exceptions to the Procedure

- 2.1. This procedure applies to any user wishing to park their vehicle (including bicycles) on any University of Surrey campus, and includes car parks leased to third parties.
- 2.2. With the exception of the Kate Granger Building, the Surrey Research Park is not included in this procedure. The Surrey Research Park has its own procedures in place for their private clients and tenants.
- 2.3. Surrey Sports Park are also not covered by this procedure
- 2.4. As well as a staff and student permit system, there is also a pay to park option. These car parks along with their terms and conditions are clearly signposted.
- 2.5. The permit system is open to all staff and students with a valid @surrey.ac.uk or @gsa.surrey.ac.uk email address. However, not all staff and students will be eligible for a permit. Certain criteria must be met, and these are outlined in Section 4 of this procedure.
- 2.6. The permit application process and the associated administration is handled by an external supplier appointed by the University. ANPR cameras are used to automate this system to ensure compliance this procedure.

3. Definitions and Terminology

3.1. Accessible Bay

A designated parking spot denoted by a wheelchair icon, for use by drivers who have a national "Blue Badge" or a University provided "Purple Badge". University purple badges are given to drivers after their application for accessible parking has been agreed by the University Disability and Neuro-Inclusion department (for students) and Occupational Health (for staff). Applicants do not need to have a Blue Badge in order to qualify for a Purple Badge.

3.2. Bicycle

Electric powered bicycles are included in our definition of bicycle.

3.3. BPA

The [British Parking Association](#), whom the University is required to be a member of in order to comply with the BPA code of practice.

3.4. Capacity plan

The plan which sets out the rules of eligibility for access to permits, including (when applicable) which addresses are excluded from permit eligibility and what circumstances are appropriate for appeals.

3.5. Exemption / Exemption List

The list of car registrations that are exempt from charges, and the process of adding registrations

to that list.

3.6. Parking provider

The company contracted to the University to provide parking services, including for example:

3.6.1. Automatic Number Plate Reader (ANPR) cameras used as part of the parking system.

3.6.2. Permit system

3.6.3. Parking Charge Notice (PCN) issuing

3.6.4. Pay to park infrastructure

3.7. PCN

Parking Charge Notice, which is commonly referred to as a “parking ticket”.

3.8. Parking Permit

A Parking Permit enables a user to park in university permit car parks.

3.9. PTP

“Pay to Park” commonly known as “Pay and Display”, however as tickets are no longer issued, there is nothing to display. Payment is made via a mobile phone app.

3.10. Roads

The roads on our campuses are private. All roads on University of Surrey land are accessible at some time by the public, and are therefore roads as defined in the Road Traffic Act 1988 which means all motoring laws apply to the drivers and vehicles using University roads.

3.11. Speed Limit

The speed limit for all University roads is 20mph.

3.12. University Vehicle

Any vehicle that is owned, leased, or hired by the University.

3.13. VRN

Vehicle Registration Number, the vehicle number plate.

4. Procedural Principles

4.1. University of Surrey Parking Permits

4.1.1. All members of the University (registered student, SISC student, staff, emeritus staff), and staff associated with tenant organisations are entitled to apply for a parking permit, within the parameters of the capacity plan.

4.1.2. There are different types of permits available depending on the applicant’s circumstances. Permits available are Staff and Student Pay as You Go, Staff and Student Residential and Accessible parking.

4.1.3. All Blue Badge holders are eligible to park for free on campus, in an accessible bay. This is approved on a 12-month basis and requires individuals to register with the University.

4.1.4. The right to hold a permit may be removed via the appropriate university regulated disciplinary processes.

4.2. Appeal against refusal

4.2.1. Any permit applicant who is refused a permit may appeal on the following grounds:

4.2.1.1. Medical need.

Evidence shall be either a valid Blue Badge, or medical need assessed as valid by the

University Disability and Neuro Inclusion department (for students) or Occupational Health (for staff)

4.2.1.2. Childcare or caring commitments

Evidence by way of the applicant stating this need on their application.

4.2.1.3. Work requirements

Requirement for access to a parking space due to unsociable hours. Evidence shall be determined by job role or approval of Line Manager.

4.2.1.4. Course requirements

Any student registered on a course with short placements built into the academic year, will be eligible for a parking permit. Applicants must state the placement type in the permit application.

4.2.1.5. Dual Career athletes

For any student that is part of the University's Dual Career program, set out by Surrey Sports Park, they are eligible for a parking permit.

4.3. Pricing

4.3.1. The income from parking is a recognised source of revenue for the University and is intended to contribute to the overall University budget.

4.3.2. Permit pricing shall be cheaper than pay to park, and where possible, favour

4.3.2.1. Staff who have no alternative to attending campus each day.

4.3.2.2. Those residing in University accommodation who require to keep a vehicle due to their course or medical need.

4.3.3. Pricing will not vary based on any other factor other than 4.3.2

4.3.4. Pay to park pricing shall be comparable to prices set in local Guildford Borough Council car parks.

4.3.5. Pricing will be set for a 12-month minimum period, and any amendments will be agreed by the Operations Committee.

4.4. Exemptions and non-charging

4.4.1. Access to the exemption list will be provided to staff across the University who have an administrative responsibility for managing visitors or contractors to the University.

4.4.2. Campus Services management may exempt certain individuals for administrative purposes.

4.4.3. Examples of appropriate use of the exemption list are as follows:

- Contractors
- Visitors to pre-arranged appointments
- New staff who have yet to have applied for a permit
- Conference visitors
- Event attendees
- Event volunteers
- Emeritus staff
- Tenants with agreed free parking

4.4.4. Examples of inappropriate use of the exemption list are as follows:

- Permit holders wishing to park in non-permit car parks
- Exempting yourself for events (granting free parking)

4.4.5. For a small number of significant University events, e.g. Open Days, Campus Services Management may enable non-charging for all or part of a day. This will result in no PCN's being issued.

4.4.6. For smaller events it may be appropriate for "charging on, PCN off" which will mean any permit holder will still be charged, however any visitor will not receive a PCN.

4.4.7. The Director of Campus Operations will agree these events with relevant stakeholders.

4.5. Enforcement

- 4.5.1. Car park enforcement ensures fairness and accessibility for all users by preventing abuse and ensuring spaces are available for those who abide by this procedure.
- 4.5.2. Enforcement will be undertaken across the entire campus, both for Stag Hill and Manor Park. ANPR cameras at the entrance and exits will automatically generate a PCN if ineligible motorists are on site for more than 60 minutes. This will have no impact on motorists with a valid permit or guests correctly paying in the Pay and Display car parks. Manual enforcement is still an option if required.
- 4.5.3. All vehicles and bicycles are brought into the University grounds at the owner's risk and the University takes no responsibility for their safety or security. No responsibility or liability is accepted by the University, its employees or agents for loss or damage to any vehicle or bicycle or its contents whilst on University property.

4.6. Abuse of parking system

- 4.6.1. Vehicles (including bicycles) should only be parked in designated parking areas. Vehicles should not be left outside of those areas unless express prior permission has been received from the Campus Safety team.
- 4.6.2. Drivers with Blue Badge and /or University Medical permits are required to comply with all other provisions in relation to parking. Disabled badge concessions to park on single or double yellow lines do not apply in any location on the University's sites.
- 4.6.3. As a condition of having a place in Residence, staff and students who are resident in all Courts (except Hazel Farm and Bellerby Court) may not bring a car or other four-wheeled motor vehicle on to the University grounds and, while in residence, undertake not to keep one on the public roads within the exclusion zone.
- 4.6.4. Vehicles must not be abandoned. Any vehicle found abandoned on a University campus will be reported to the relevant Local Authority for removal, after due notice has been served on the vehicle.
- 4.6.5. Students or staff may not park a caravan, motorhome, vehicle with a trailer or other oversized vehicle at the University without the permission of the Head of Campus Safety.
- 4.6.6. All vehicles parked at the University must have a current Road Fund Licence (tax disc) and be roadworthy. Vehicles without a current Road Fund Licence must not be parked anywhere on University premises, and if so parked are liable to be issued with a parking charge notice.
- 4.6.7. Drivers must comply with all traffic signs and drive in accordance with the Highway Code.
- 4.6.8. All campus visitors are obliged and expected to act with honesty in using the car park system, either via permit of pay to park.
- 4.6.9. Abuses such as obscuring VRNs, evading the ANPR cameras and misusing the Exemption list system (amongst others) are considered to be abuse of the system and this may be subject to disciplinary action.

4.7. PCNs

- 4.7.1. The parking system is enforced through the use of PCN's which are issued by the parking provider.
- 4.7.2. Any motorist receiving a PCN, who feels they have a valid reason for not paying should always contact the parking provider in the first instance who will have a documented appeals process.
- 4.7.3. The Director of Campus Operations may, in exceptional circumstances, cancel multiple PCNs if:
 - 4.7.3.1. There has been a failure of communications to users
 - 4.7.3.2. There has been a system failure which has prevented users from being able to follow the process
- 4.7.4. The Director of Campus Operations may, in exceptional circumstances, cancel an individual PCN for operational reasons, with suitable evidence provided.

5. Governance Requirements

5.1. Implementation: Communication Plan

- 5.1.1. This Procedure will be published on the University's main website, the internal Intranet and the student facing MySurrey website.
- 5.1.2. A notice will be issued via both a Leader's Alert and an accompanying post on SurreyNet.
- 5.1.3. The core messaging around parking procedures will be communicated to the student body via the MySurrey newsletter, with attached links to the MySurrey website for further information.
- 5.1.4. Core tier 1 knowledge will be delivered to all front facing teams including but not limited to: MySurrey Hive, Campus Welcome, Campus Safety, Library and Learning Services, Students' Union, with an understanding of where to find out full details of this Procedure.

5.2. Implementation: Training Plan

- 5.2.1. This procedure will be publicly available and accessible on the University of Surrey website.
- 5.2.2. Staff from the Hives, Campus Welcome, Campus Safety as well as the Library will be updated with any amendments so they can advise other members of staff and students as appropriate if there are any changes or amendments to this procedure.
- 5.2.3. Training will be provided to members of staff who are required to issue PCN's. This training will be provided by the parking system provider and must adhere to all guidelines implemented by the BPA and must be within the law.

5.3. Review

- 5.3.1. A review should be undertaken every three years or if there is a significant change in how parking is provided by the University.

5.4. Legislative Context and Higher Education Sector Guidance or Requirements

- 5.4.1. The University will only work with BPA accredited parking companies. [British Parking Association - Representing organisations in the parking and traffic management industry](#)
- 5.4.2. The University will adhere to and promote the Highway Code, specifically sections 238-252 (Waiting and Parking) [The Highway Code - Waiting and parking \(238 to 252\) - Guidance - GOV.UK](#)
- 5.4.3. The University will be guided by the principles in the Parking (Code of Practice) Act 2019. [Parking \(Code of Practice\) Act 2019](#)

5.5. Sustainability

- 5.5.1. The use of vehicles has a clear impact on the environment and the University has proactively sought to counter this by implementing several measures including the installation of an electric vehicle charging site which is accessible for both staff and students.
- 5.5.2. A bicycle hire scheme is also in operation and open to all users of the university which allows for the hiring of bicycles to travel around campus and between Stag Hill, Manor Park and the wider Guildford area.
- 5.5.3. Car parking is restricted on campus to those who live outside of the GU1 and GU2 post codes. Those who live within these post codes are encouraged to walk or use public transport to come to campus.
- 5.5.4. A University Travel Plan is being implemented to help address the environmental impact of car travel and in particular address the issue of carbon emissions. This plan will continue to be enhanced over the life of this procedure.

6. Stakeholder Engagement and Equality Impact Assessment

6.1. An Equality Impact Assessment was completed on 25/11/2024 and is held by the Authorised Co-ordinator.

6.2. Stakeholder Consultation was completed, as follows:

Stakeholder	Nature of Engagement	Request EB Approval (Y/N)	Date	Name of Contact
Governance	Review of document	N	25/11/24	Kelley Padley
H&S	Review of document	N	25/11/24	Paul Daniells
Sustainability	Review of document	N	25/11/24	Martin Wiles
EDI	Review of document	N	25/11/24	Jo McCarthy-Holland
OSCAR	Review of document	N	25/11/24	Glenn Moulton
Estates and Facilities	Review of document	N	25/11/24	Donna Harding
Legal	Review of document	N	25/11/24	
CSO	Review of document	N	25/11/24	Kerry Matthews
COO	Review of document	N	25/11/24	Will Davies
Accommodation	Review of document	N	25/11/24	Kim Hart
DOFO's	Review of document	N	25/11/24	Deborah Lawson, Marco Holness and Sam Hillage
Campus Safety	Review of document	N	25/11/24	Declan Baker
HR	Review of document	N	25/11/24	Sarah Leggett