

## **1. Introduction**

- 1.1 The information contained in this document outlines the University of Glasgow Traffic, Parking Management and Enforcement Operating Procedures. The purpose of this is to ensure that users of the University's car parks are reminded of their responsibilities under these terms and conditions, and are aware and agree to the sanctions for failing to comply with these conditions.
- 1.2 Vehicles entering the campuses will be actively managed under the Vehicle Management and Parking Enforcement Policy. The University is a member of the International Parking Community, which is an accredited organisation and the accreditation ensures industry standards are achieved.
- 1.3 On all University sites pedestrians have priority at all times and therefore all vehicles entering University sites will be actively managed to ensure compliance with these terms and conditions. Drivers of all vehicles are expected to keep within the relevant speed limits, park only within designated parking bays and have a valid permit.
- 1.4 By entering onto the University property and parking a vehicle on University land, the driver of that vehicle enters into a contract with the University and agrees to comply with the terms and conditions for use.

## **2. Sites where the Policy Applies**

- 2.1 The Operational procedures will apply at the following areas:
  - Gilmorehill Campus;
  - Garscube Campus
- 2.2 The University lease office accommodation at Tay House and a limited number of parking spaces are available through the permit scheme. Staff based at Tay House can apply for a Tay House parking permit and additional conditions for Tay House are covered under section 12.

## **3. Operating Hours and Policy Principles**

- 3.1 The operation hours for the permit scheme will be 0830 – 1700 Monday to Friday. Out with these times, vehicles parking on campus will not require a permit and parking will be free of charge on Gilmorehill and Garscube.
- 3.2 The University site is private land in relation to the entry and movement of vehicles and the University of Glasgow reserves the right to deny any vehicles access to the site. All drivers must conform to the designated traffic regulations and observe relevant signage located across campuses to ensure an orderly flow of traffic and safety for all concerned.

- 3.3 All drivers are expected to comply with the law regarding taxation, licensing, insurance, roadworthiness and reporting of incidents to the police.
- 3.4 All road traffic signs within the campus conform to UK road traffic regulations.
- 3.5 All vehicles issued with a Permit, of whatever permit category, must have a lawful Road Fund Licence (Vehicle Excise Duty) and be roadworthy or the Permit is invalidated.
- 3.6 Vehicles without a Current Road Fund Licence (Vehicle Excise Duty) must not be parked anywhere on University premises, and if so parked are liable to be issued with a Parking Charge Notice (PCN).
- 3.7 Vehicles must only be parked within designated parking areas relevant to their permit type. Parking bays are distinguished with demarcation by white painted lines, stud markers, block paving or other paint mark such as disabled bays.
- 3.8 There are separate parking permits and designated parking bays available for Blue Badge holders, general parking for permit holders, motorcycle bays, visitor bays and bays for service/fleet vehicles. Vehicles must be parked within the parking bays relevant to their respective permit type at all times.
- 3.9 The University reserves the right to reserve and make car parking facilities unavailable on occasion. Advance notice will be given wherever possible.
- 3.10 No responsibility or liability is accepted by the University, its employees or agents for damage to or loss of any vehicle or its contents parked on University property.

## 4. The Parking Scheme

- 4.1 The University operates different permit types for all vehicle users across Gilmorehill, Garscube and Tay House with restrictions applying to certain locations. The permit types are:
  - Permit for Health Reasons
  - Staff Permits
  - Students Permits
  - Affiliate Organisational Permits
  - Visitor Permits
  - Contractor Permits
- 4.2 The University of Glasgow permits are virtual permits (an electronic database aligned with operator's enforcement system).
- 4.3 Permits are issued to an individual for a registered vehicle(s) and only provides permitted parking to a specific campus/location and are not transferable.
- 4.4 Permits are issued to applicants for a particular vehicle. It will be that person's responsibility to advise of vehicle changes/use of temporary vehicles. Failure to do so may result in a Parking Charge Notice (PCN) being issued.
- 4.5 The permit scheme will run on a 12-monthly basis. This period may be subject to review.

- 4.6 The checking of applications will be made by University staff and may include checking of personal information, verification from Line Managers and/or a check by the Occupational Health Unit.
- 4.7 It is the responsibility of the applicant to provide all necessary, correct information at the time of application. Only one application per person can be made per year unless there is a material change in circumstances.
- 4.8 Possession of a valid permit for Gilmorehill or Garscube Campus does not guarantee a parking space but rather the right to access and look for a space. If no space can be found, the driver must leave University property.

## 5. Drivers with Disabilities, Medical Conditions

- 5.1 University Disability Permits will be issued free on application to members of the University community who hold a national disability permit (a 'Blue Badge'). This includes Visitors. Holders of valid Blue Badges must register their vehicle on the online permit portal and proof of the valid blue badge will be required.
- 5.2 Blue Badge holders with a valid permit are expected to park in marked and signed disabled parking bays found throughout parking areas.
- 5.3 Anyone issued with a temporary permit on health grounds will have an individually agreed time limit, up to a maximum of 12 weeks, on their permit. A temporary permit on health grounds can only be issued to staff following a referral by their line manager to the University Occupational Health Unit (OHU). The OHU will determine the time period of any temporary permit on health grounds up to the 12 week maximum. A procedure for a temporary permit on health grounds can be found on the [University's Car Parking webpage](#).

## 6. Visitor Permits

- 6.1 Visitor's spaces must be pre-booked and are only available for Gilmorehill and Garscube Campus. Booking spaces is completed through the online permit portal by registering an account and applying for a permit voucher for the desired day or half day. Spaces are subject to availability and charges will apply.

The following are categories of visitors:

- Conference organisers and delegates;
  - Visitors attending meetings with University staff or students;
  - Consultants retained by the University (while working on University premises);
  - Invited guests of the University at departmental discretion;
  - Members of Court.
- 6.2 The permit must be applied for in advance of visits, as and when the need arises. Permits will be virtual.
  - 6.3 Visitors will be directed to designated visitor parking areas when their permit is issued. For special events, specific arrangements will be made.

## **7. Student Permits**

- 7.1 Student permits are valid for Garscube Campus only other than those with a blue badge permit. Students are eligible to apply for a standard or occasional permit for Garscube.

## **8. Contractors, Delivery Vehicles, Couriers and Taxis**

- 8.1 Delivery vehicles, couriers and taxis making pick-ups and drop-offs should use designated drop off/contractor permit areas for parking up to a maximum of 30 minutes.
- 8.2 These areas are closely monitored and PCNs will be given to any vehicle exceeding the 30 minutes time restriction.
- 8.3 Contractors should be briefed in relation to site car parking restrictions and parking arrangements by the engaging with the University service prior to commencement of contract or work.
- 8.4 Where contractors require to park vehicles on site longer than the maximum time limit in order to fulfil their obligations they should book a contractors permit space of which there is a limited number and subject to availability.

## **9. Failure to Comply with University of Glasgow Traffic, Parking Management and Enforcement Operating Procedures**

- 9.1 University Traffic Enforcement and Security Services staff are authorised to direct traffic on University property, regulate entry to car parks, manage car parking bays, issue parking charge notices and generally ensure compliance with the University's Parking terms and conditions.
- 9.2 The car parks will be regularly patrolled by authorised University Traffic Enforcement staff to monitor that all drivers are complying with the terms and conditions for parking.
- 9.3 In delineated parking areas vehicles must park in designated parking spaces only. Parking Charge Notices will be issued to vehicles failing to comply.
- 9.4 Parking Charge Notices (PCNs) will be issued to drivers who are found to have parked their vehicles in breach of the terms and conditions.

PCNs will be issued for the following reasons (Code Description):

- A. Parked outside or not wholly within the confines of a designated marked bay,
- B. No valid parking permit registered on the system,
- C. Parked in a contractors bay without having the required valid contractors permit on the system,
- D. Parked in a disabled bay without having the required disabled permit on the system,

- E. Parked in a Visitors bay without having the required valid visitors permit on the system,
  - F. Any vehicle other than a motorcycle registered on the system in a motorcycle bay.
- 9.5 A PCN is payable at the rate of £60.00 and must be paid by no later than the 28th day beginning on the date that the PCN is issued. A discounted amount of £30.00 will be accepted as final payment if that payment is received by the University in 14 days from the date of issue of the PCN.
- 9.6 Disabled parking bays are for the use of Blue Badge/EU Model Parking Card Holders only. The Blue Badge/EU Model Parking Card must be clearly displayed on the windscreen of the parked vehicle.
- 9.7 Use of disabled parking bays by non-Badge Holders will not be tolerated and will result in the issuing of a Parking Charge Notice. Persistent offences by a permit holder will result in the cancellation of the permit.
- 9.8 The collection of fees in respect of PCN – the University reserves the right to use an external party to process and pursue monies due for parking charge notices issued to vehicles parked on private University property.
- 9.9 A PCN may only be removed from a vehicle by the driver of the offending vehicle.
- 9.10 Permit holders are expected to behave in a reasonable and responsible manner showing due consideration to other users. Persistent offences may result in the withdrawal of a parking permit.

## **10. Appeal Process Against the Issue of a Parking Charge Notice**

- 10.1 Staff, students and visitors who have received a PCN have the right to appeal against the PCN. It must be received in writing within 21 days of the issue date.
- 10.2 Where, in view of the above, it is decided to overturn the PCN the appellant will be informed in writing and any monies paid in respect of the same will be returned; where a PCN is held to have been correctly issued and there are no circumstances warranting cancellation the appellant will be notified within 14 days and will be provided with a full response within 28 days.

If PCN is found to be correctly issued the discounted rate should be available for 14 days after the date informing of PCN issued correctly.

Any PCN not paid or appealed may be sent to the DVLA for registered keeper details.

The Independent Appeals Service (IAS) is an Alternative Dispute Resolution (ADR) facility authorised by the Chartered Trading Standards Institute. The IAS is legally competent to adjudicate on disputes between parking operators and consumers within the UK parking services industry.

The Independent Appeals Service (IAS) is the UK parking industry's only appeals service mandated by the Chartered Trading Standards Institute, and empowered under the ambit of The Alternative Dispute Resolution for Consumer Disputes (Competent Authorities and Information) Regulations 2015, and The

Alternative Dispute Resolution for Consumer Disputes (Amendment) Regulations 2015.

Parking operators, who are members of the International Parking Community's Accredited Operator Scheme (AOS), are compelled to engage with the Independent Appeals Service (IAS) in disputes pertaining to parking charge notices (PCNs), and, as AOS members, are bound by any decision handed down by the IAS. Because the IAS is an adjudication service, and not an arbitration service, the consumer is not automatically bound by any decision of the Independent Appeals Service (IAS), and is still at liberty to seek redress in court if they see fit.

Further information about the IAS can be found at <https://www.theias.org/>

## **11. Parking at Tay House**

- 11.1 The University provides car parking spaces at Tay House or nearby for successful applicants through the University's Vehicle Management and Enforcement Scheme.
- 11.2 Tay House parking spaces are available for staff who are normally based at Tay House.
- 11.3 Whilst staff not based at Tay House will not be able to apply for a Tay House permit, staff based at Tay House may decide to apply for a Gilmorehill or Garscube permit. Only one permit can be held at any given time.
- 11.4 Tay House permits are Blue Badge and staff standard permits only. No motorcycle or occasional permits are available for Tay House staff.
- 11.5 Successful applicants will be given access to a dedicated car parking space in the Tay House underground car park or at locations nearby.
- 11.6 An annual ballot will determine the location of dedicated car parking spaces for the successful applicants. Blue Badge holder spaces are located in the Tay House underground car park.
- 11.7 Parking rules of the owner organisations of the car parks for Tay House staff apply.

## **12. Review of Traffic, Parking Management and Enforcement Operating Procedures**

- 12.1 The Traffic, Parking Management and Enforcement Operating Procedures laid out in this document are subject to review and change in accordance with national guidance and legislation. The University reserves the right to amend these procedures.