



26 January 2024

Changes to Port of Dover Parking Permit Process from 1 January 2024

Dear Permit Holder,

The current parking permit system is going paperless from 2024, meaning that **you will no longer be issued with a physical permit for display**, and instead you will be registered digitally.

Important – Please note that you will still be required to apply for a parking permit for 2024 and you must ensure you renew your permit annually as normal. Use of any of the Dover Harbour Board's parking facilities by you will be subject to the terms and conditions as referenced in your digital parking permit confirmation.

From 1 February 2024, Dover District Council will no longer be managing Dover Harbour Board's (DHB) car parks located along the seafront (including Harbour House car park, those around the Marina and Union Street) and specific car parks around Lord Warden House. A new contractor, GXS Services Ltd, will take over the management of ALL car parks within DHB's estate, including the Eastern Docks.

Car parks will be monitored using ANPR camera systems. Therefore, vehicles parked in any of DHB's car parks from 1 February 2024 without a valid parking permit or without a valid paid parking session (obtained via the RingGo app), will be issued a Parking Charge Notice by GXS Services Ltd.

In view of the transition, please continue to display your physical 2023 permit throughout January 2024, to avoid receiving a Penalty Charge Notice from Dover District Council who will continue to manage certain DHB car parks until 31 January 2024. Please also be reminded that although more than one vehicle can be registered to a single parking permit, only one of those registered vehicles should be parked in DHB car parks at any one time, to avoid incurring a charge.

Visitors to the Eastern Docks who require a temporary parking permit if visiting or meeting non-DHB personnel, will need to pay for a parking permit from 2024. The rate for this is £5.52 per day.

You can check at any time whether your vehicle has a valid Port of Dover parking permit, by inputting the vehicle registration into the [Online Parking Permit application](#).

We thank you for your understanding and patience as we make this switch over.

Kind regards