



26 January 2024

## Parking FAQ's

**Q. What has changed with the new paperless parking system?**

A. Essentially, everything remains the same as before, except that you will not be issued with a paper permit for displaying in your vehicle. The parking permit will exist digitally. Temporary permits for visitors may be issued to non-POD personnel/contractors and other companies, subject to payment of a charge.

**Q. Will I still have to apply for a permit?**

A. Yes, the application process has not changed.

**Q. How will you know whether my vehicle has a digital permit?**

A. You can check if you have a valid parking permit by entering your vehicle details using this link <https://services.portofdoover.com/car-parking/permit-enquiry>.

Car parks at the Port of Dover will be managed by GXS Services Ltd from 1 February 2024. A Parking Charge Notice will be issued if parked without a valid permit or a paid parking session Via RingGo. Enforcement will be conducted using a mixture of physical patrolling and automated permit reconciliation using cameras.

**Q. What happens if I need to use a different vehicle?**

A. Please contact the Pass Office or if relevant, Harbour House Reception who will update your details for the period required. It is your responsibility to keep your details updated in the system.

**Q. I am expecting a visitor to come to site, how can I ensure that they do not get fined for parking without a permit?**

A. You must contact the Pass Office or, if relevant, Harbour House Reception to request a temporary parking permit. They will require full vehicle details, so that a digital record can be created.

Use of the car parks at the Cruise Terminal by cruise ships' passengers and visitors, and/or for event days will be managed using a separate system, overseen by the Cruise Operations team.

**Q. Will non-DHB visitors have to pay for parking?**

A. Yes, parking charges will depend on where and for long you are parked. See below for applicable charges.

**Q. How will visitors pay for parking?**

A. Parking charges can be paid by using RingGo if paying to use the public car parks, or by attending/emailing the Pass Office or Harbour House Reception if a visitor parking permit is required. Request for a visitor parking permit can be submitted in advance of your visit. Contact details are:

Pass Office -

[Pass.Office@portofdoover.com](mailto:Pass.Office@portofdoover.com)

Harbour House Reception -

[Central.Admin@portofdoover.com](mailto:Central.Admin@portofdoover.com)



If notifying the Pass Office out of hours and you need to pay, you will be sent an automatic email reminder to make payment within 48hours, failing which a PCN will be issued.

- Q. I am not usually based at the Port of Dover and my employer would normally pay for my parking when I am required to attend the Port. How do I arrange for parking in respect of my ad hoc visits at the Port of Dover?**
- A. It is your responsibility to ensure you have a visitor parking permit every time you require parking at the Port of Dover. You will need to liaise with your employer for refund where you have paid directly for the permit. Visitor parking permits are issued by the Pass Office. See details above if you require a visitor parking permit.
- Q. If I receive a parking charge notice (PCN), what is the appeal procedure?**
- A. Appeals are handled directly by GXS Services Ltd. Please contact them at [info@gx-s.uk](mailto:info@gx-s.uk) Neither the Pass Office nor Harbour House Reception will be able to answer queries relating to PCNs.
- Q. What will happen to my personal details that I submit on the parking permit application?**
- A. Please refer to the Port of Dover Privacy Policy.
- Q. Are there any exceptions for parking my vehicle on site without a parking permit or a paid parking session via RingGo?**
- A. No, there are no exceptions. If you do not comply with the Port of Dover parking rules, you will incur a parking charge.