Staff Parking – FAQ Guide

1. How do I request staff parking?

Company Authorised Signatories must follow these steps:
- Submit the Parking Request: Tick the Staff Parking checkbox in ID Gateway during the Staff ID pass application.
- Complete the Registration Form:
  Request the form by emailing staffparking@gatwickairport.com.
- Return the completed form to the same email address.
- **Note:** A valid Gatwick-issued ID pass is required before access to parking can be granted. If the staff member already holds a valid ID pass, only the registration form is required.

2. Car Park Allocation and Map Availability

All new starters will be assigned staff parking in Zone B of the Long Stay South car park. Access is via the main Long Stay barrier, which operates using Automatic Number Plate Recognition (ANPR). Once inside, staff should follow the signs to Zone B.

How to Get There:

By Car
From the South Terminal Roundabout (near the M23), stay in the left-hand lane. Take the second left turn shortly after the roundabout, near the Gridserve electric forecourt. The entrance is clearly signposted. What3Words location: desk.fear.simple

Getting Between the Terminal and the Car Park:

- **Shuttle Bus**: A shuttle service runs every 10 minutes from **Zone B bus stops 3, 4, and 5**, transporting staff and passengers to the **South Terminal upper forecourt**.
- **Walking**: A dedicated footpath connects the car park to the terminal, with an estimated walking time of **approximately 7 minutes**.

A map is attached for your reference.

3. What information is needed for staff allocated to P7 (North Terminal)?

The Company Authorised Signatory must provide the following details:

- Full name
- Company email address
- ID pass number and prefix
- Start date
- This information enables the Staff Parking Team to send the Autopay registration link.

This car park is not accepting new applications at this time.

4. What are staff responsibilities for P7 parking?

Staff members allocated to P7 must:

- Activate the Autopay registration link within 30 days of receiving it.
- Manage their vehicle details (add/remove registration numbers) via their Autopay profile.

5. What happens when a staff member leaves or no longer needs parking?

For Long Stay South Zone B staff, the Company Authorised Signatory must:

- Email staffparking@gatwickairport.com at least ten working days before the final month of parking. Include the following information:
- Full name
- ID pass number and prefix
- Vehicle registration(s) (if registered via ANPR)
- Date parking should end.

For Car Park P7 cancellations, signatories must also include:

- The staff member's email address used to register their account.
- Confirmation that the Autopay profile has been deleted.

For cancellations related to car parks B, H, W, and L:

There is no need to provide the vehicle registration number. Simply email the following details:
- Full name
- ID pass number and prefix
- Date you wish the parking to end.

6. What is the process for Car Park Transfers & Swaps after a staff member leaves the business?

- Transfers may be requested by company signatories after a staff member leaves.
- Requests must be submitted within one month of the staff member's departure date.
- The currently available car park for transfers is Car Park H.
- Mutual swaps between staff members will be considered if they do not disrupt stable car park operations.
- All swap and transfer requests are subject to review and approval.
- Requests should be submitted to staffparking@gatwickairport.com.

7. How much does staff parking cost?

- £64.91 + VAT per person
- Charges apply for a full calendar month or any part thereof.
- Charges are reviewed annually.

8. How is staff parking paid for?

- The full monthly rate is invoiced in arrears to the employing company.
- Gatwick Airport Ltd (GAL) does not invoice individuals directly.

9. If an employee changes car, how are registration details updated?

For Long Stay South Zone B:

- Vehicle registration details must be submitted to the staff parking inbox to be updated.

For P7 North Terminal:

- Vehicle registration details must be updated directly by the staff member via their Autopay profile.
- Staff can add or remove vehicle registrations at any time.
- It is the staff member's responsibility to ensure their Autopay profile is accurate and up to date.

10. What should we do if an employee is on long-term leave (e.g., maternity, or long-term sick leave)?

If an employee is on extended leave, the Company Authorised Signatory must:
- Suspend the employee's ID pass via ID Gateway.
- Notify Staff Parking to ensure parking charges are paused during the leave.

11. What arrangements are in place for staff parking in the South and working in the North Terminal?

- There is a regular transit operating 24/7 near the South Terminal train station that staff can use to travel to the North Terminal.
- The journey time is approximately 2 minutes.

12. Accessible Parking Applications

Staff requiring accessible parking should ask their **company signatory** to request an **application** and guidelines form by emailing staffparking@gatwickairport.com.

- Temporary accessible parking is allocated in blocks of three months, up to a maximum of one year, and must be support by Occupational Health (OH) or GP letter.

- Permanent accessible parking applications must be supported by a valid Blue Badge or a medical letter confirming eligibility.

13. Povey Cross Access

Access through Povey Cross is restricted to help reduce congestion for local residents. Staff may apply if they meet all of the following criteria:

- Live within postcode areas RH1 to RH6
- Have no local bus services aligned with their shift pattern
- Work in the North West Zone of the airport
- Hold a valid airport ID pass and park in a designated airport zone

The company signatory is responsible for requesting the application and guidelines and submitting the completed application on behalf of eligible staff. Access is granted solely for commuting, unless required for operational duties.

14. Parking Violations and Staff Responsibilities

If a staff member fails to display a valid parking permit with their staff ID number clearly visible in the vehicle window, does not adhere to the car park safety rules, or uses the car park while not on duty, it will be considered a breach of the Staff Car Park Terms and Conditions.

- In such cases, the staff member's parking privileges may be suspended, revoked, or reassigned to a different car park.
- Company Authorised Signatories are responsible for ensuring that all staff with an allocated parking space are fully informed of the Staff Car Park Terms and Conditions.

15. Vehicle ID Permit
You can obtain a vehicle ID permit from the ID Centre at the time of ID pass issue, or retrospectively via your authorised signatory, who can collect from the Short Stay South Admin Building or by emailing: staffparking@gatwickairport.com.