

Gatwick Airport Directive

Terms and conditions for the use of Staff Car Parks

Ref Number: MDI/F01/10

Review date: 06/01/2023

This replaces Ref. No. MDI//10 which should now be destroyed

It is the responsibility of all employers to ensure that relevant Airport Notices are brought to the attention of their staff. However individuals remain responsible for their own actions and those who are in any doubt should consult their supervisor or manager.

GENERAL

These terms and conditions of use apply to all Staff Car Parks ("Staff Car Parks") which are owned and operated by or on behalf of Gatwick Airport Limited, ("GAL"), registered office at 5th Floor, Destinations Place, Gatwick Airport, Gatwick RH6 0NP. GAL issues a Staff Car Park pass ("Pass") and Staff Car Park Id windscreen permit ("Permit") to authorised users of the Staff Car Parks.

1. LIABILITIES AND COMPLAINTS PROCEDURE

1.1 GAL's liability for loss or damage to property

GAL, its employees and agents will accept liability in respect of any loss, destruction, damage or theft of or from the vehicle only where the same is proved and to the extent that it is proved to be caused by the negligence, wilful act or default or breach of statutory duty of GAL its employees or agents (other than the Pass holder) or the dishonesty of its employees or agents (other than the Pass holder).

1.2 GAL's liabilities for death and personal injury

GAL, its employees and agents will accept liability in respect of death or personal injury sustained by users of the Staff Car Parks and others only where the same is proved and to the extent that it is proved to be caused by the negligence, wilful default or breach of statutory duty of GAL its employees or agents (other than the Pass holder).

1.3 Complaints procedure

Should your vehicle suffer damage whilst in the Staff Car Park or should you lose the vehicle or any of your possessions from the vehicle whilst it is in the Staff Car Park you must:

Immediately report the matter to a representative of GAL or its agents on:0800 678 3353 quoting the registration numbers of the vehicles concerned; and in the case of theft, immediately inform the police; and immediately inform your insurers.

Failure to comply with the above procedure may prejudice your position.

Feedback and complaints should be directed to: Parking.services@gatwickairport.com.
Telephone: 0330 123 1025. GAL aim to respond within 14 working days.

IMPORTANT CONTACT NUMBERS:

To report an unsafe condition in the car park. Telephone the car park helpline: 0800 678 3353.

Car park faults. Telephone 01293 501111.

Emergency situations. Telephone: 01293 501212.

2. ADMINISTRATION

- 2.1 All Passes and Permits remain the property of GAL and must be shown or surrendered on request to an authorised person. The holder of a Pass and Permit is responsible at all times for their safe custody.
- 2.2 Permits must be displayed on the vehicle to which they relate at all times whilst in the Staff Car Park. Staff Car Park attendants are instructed to refuse admission to a Staff Car Park to any motorist who fails to display a valid Permit on the windscreen of their vehicle.
- 2.3 Lost or stolen passes and Permits must be reported to the ID Centre immediately. This can be initially by telephone on 01293 503636 between 08:30 and 16:30 and must be followed up by a Lost/Stolen Declaration submitted via M-Trust.
- 2.4 GAL reserves the right to terminate the validity of a Pass or Permit upon failure of an Employer to make payment for it; staff car parking is charged for a full calendar month or part thereof, for example a parking request which includes the last day in a month will be charged at the rate for that full month, regardless of whether the space is used on that day.
- 2.5 All staff requesting car parking with a new or renewed ID pass should obtain their allocation from the ID Centre and complete the Staff Car Park Registration form located at: <https://business.gatwickairport.com/b2b/id-centre/faqs/>. The registration form must be returned to staffparking@gatwickairport.com.
- 2.6 Staff ceasing to be employed at Gatwick Airport or changing to a different employer based at the Airport, must return the ID Pass and Permit to the employer who authorised the issue, or to the ID Centre, for cancellation by GAL. Passes and Permits are not transferable.

All cancellation requests relating to Staff Car Parking must be sent to: Staffparking@gatwickairport.com. The notification must be sent not later than ten working days before the last month of allocation and include the staff name and ID pass number. Where staff are allocated to Car Park A the registration number(s) of vehicles to be removed from the Automatic Number Plate Recognition (ANPR) must be provided.

Failure to serve valid notice shall result in the allocation being cancelled in the following month; the additional month or part thereof will be charged for (see clause 2.4 above).

- 2.7 Passes and Permits remain the property of GAL and must be surrendered on request to GAL ID Centre.

- 2.8 Passes and Permits are issued for the personal use of the holder when required to be at the Airport on duty at or from Gatwick Airport and at NO other time.
- 2.9 Authorised Signatories are responsible for keeping a record of all car park passes and registration numbers in their possession. GAL reserve the right to request that a company's records be made available, for the purpose of auditing or where misuse is suspected; if such records are not produced when required all passes authorised by the relevant Authorised Signatory or company, or such number of passes as GAL may determine, may be withdrawn until such records are provided.
- 2.10 Whilst every endeavour is made to ensure there is sufficient space, there can be no guarantee that a car parking space will be available in the Staff Car Parks.
- 2.11 Vehicles may be parked only in the Staff Car Park for which staff car parking access has been allocated by the ID Centre or staff car parking manager unless changed by GAL its employees or agents.
- 2.12 When staff are allocated with a parking space, a transfer to another car park will not be made, except in extenuating personal circumstances. If a transfer to another car park is required the request should be made to the staff car parking manager via the staff member's Car Parks Administrator or Authorised Signatory
- 2.13 The final decision on any request for a transfer of car park remains with the Gatwick Airport staff car parking manager, whose decision is final.
- 2.14 Cycles, motor cycles, scooters and other power-operated two wheeled vehicles must be parked in the areas designated for that use.
- 2.15 Prohibited activities:-
- 2.15.1 Towing of vehicles into or around a Staff Car Park, except for authorised recovery companies
- 2.15.2 Any work (other than permitted emergency work) or cleaning of vehicles.
- 2.15.3 Abandoning any vehicles in the Staff Car Park. Parking allocations will be withdrawn from the owners of abandoned vehicles found in Staff Car Parks and GAL may (but is not obliged to) remove such vehicles and dispose of them as it thinks fit. In addition, the costs incurred by GAL of the disposal of abandoned vehicles shall be passed on to the registered owner of that vehicle, or the Employer of the owner of the vehicle concerned if the registered owner no longer works at the Airport
- GAL may (but shall not be obliged to) affix a notice to a vehicle suspected of being abandoned stating that the vehicle to which it relates is at risk of disposal.
- A vehicle will be considered abandoned when it has been present in a Staff Car Park for more a continuous period of two weeks or more unless the user has been on official business for that entire period of time.
- 2.16 Livered vehicles are not permitted to be parked in Staff Car Parks unless with prior authorisation from the Car Parks Manager.
- 2.17 Authorised Signatories are required to familiarise themselves with the ID Pass Regulations document, located at www.gatwickairport/idcentre. The document is updated annually and provides details of the current staff parking charges.

3. WITHDRAWAL OF PASSES AND PERMITS

- 3.1 GAL will withdraw a Pass and Permit or suspend parking rights from holders of Passes and Permits or (at GAL's sole discretion) from the companies which employ such holders as a result of any of the following acts by or on behalf of holders. The occurrence of any matter referred to in clause 3.1 will be communicated to the authorised signatory & could result in disciplinary action.
- 3.1.1 Tampering with, forging, altering a Pass or Permit or being in unauthorised possession of another Pass or Permit or any other document purporting to be a Pass or Permit.
- 3.1.2 Allowing a Pass or Permit to be used by any person other than the person to whom the Pass or Permit was issued. Passes and Permits are not transferable.
- 3.1.3 Failure to comply with any reasonable request or instruction from any GAL official or any member of staff of the agents appointed by GAL to manage the Staff Car Parks.
- 3.1.4 Offering violence/obstructing or otherwise molesting any member of the staff of the agents appointed by GAL to manage the Staff Car Parks or any GAL official.
- 3.1.5 Forcing or attempting to force entry to or exit from a Staff Car Park - including 'tailgating'.
- 3.1.6 Infringement of the provisions of the Airport Bye-Laws from time to time in force.
- 3.1.7 Infringement of the provisions of Managing Directors Instructions, Gatwick Airport Directives or any other notices.
- 3.1.8 Parking a vehicle, other than those authorised, in areas allocated to disabled drivers. Blue badges must be displayed
- 3.1.9 Parking a vehicle in a bay while not meeting the associated criteria.
- 3.1.10 Parking a vehicle other than in a place marked or set aside for the parking of a vehicle of that type.
- 3.1.11 Parking a vehicle in the Staff Car Park at any time other than when user of that car is on duty or on company business. Any parking of a duration over 24hrs (other than aircrew) should be authorised by the Staff Car Parking manager. The Staff Car Parks should not be used for holiday parking.
- 3.1.12 Failing to display a Permit in a vehicle at all times whilst the vehicle is in the Staff Car Park.
- 3.1.13 Failing to secure a liveried vehicle.
- 3.1.14 Keeping the keys to a secured liveried vehicle on or about that vehicle or in any other location which might result access to the keys being gained by unauthorised persons.

- 3.1.15 Users of the car park must use the correct pedestrian routes (where these are provided in and around the car parks). Not using the correct pedestrian routes, for example walking in the main roadway leading to the car park barriers at staff car park B may result in withdrawal of access to the car park.
- 3.1.16 Parking unroadworthy or uninsured vehicle in a staff car park.
- 3.1.17 Parking in a manner that straddles two or more designated parking spaces, regardless of the size of the vehicle.
- 3.1.18 Without prejudice to the generality of clause 3.1.15, staff are not permitted to use the Hilton Hotel as a cut through to the Terminal from Car Park H and should use the walking route provided.
- 3.1.19 Driving in a staff car park or on Airport Roads at a speed in excess of the posted or permitted speed limit.
- 3.1.20 Using an EV plug in bay but not activating the charging system.
- 3.2 If a car is parked in a Staff Car Park while the owner or operator is on holiday in contravention of clause 3.1.11 then:
 - 3.2.1 the company to whom the relevant Permit was issued or (in the case of GAL employees) the employee that holds the Permit will be charged at the rate applicable to the GAL's short stay car parks (on a non-pre booked basis); and
 - 3.2.2 the Permit may be reapplied to such other Staff Car Park as GAL may determine for such period of time as GAL may determine; and
 - 3.2.3 (in the case of repeated contraventions) the Permit may be withdrawn.

4. USE OF STAFF CAR PARKS

4.1 Securing vehicles.

Please ensure that before leaving the Staff Car Park:

- 4.1.1 the vehicle is securely locked;
- 4.1.2 that all of the windows of the vehicle are securely closed;
- 4.1.3 if the vehicle is fitted with a steering lock or similar device that it is engaged.

4.2 Possessions

- 4.2.1 wherever possible possessions should be removed from the vehicle;
- 4.2.2 if possessions are left in the vehicle do not leave them on seats, or where they are visible;
- 4.2.3 users are reminded that their motor insurance policies may not cover possessions in their vehicles.

- 4.3 Courtesy to other users - Should you damage another user's vehicle you must report the matter immediately to a representative of GAL its employees or agents on: 0800 678 3353, quoting the registration number of both vehicles.
- 4.4 Safety in Staff Car Parks. - All car park speed limits are **10 mph**, please drive carefully in the Staff Car Park and obey all signage and instructions of the Staff Car Park staff.
- 4.5 Moving and relocation of vehicles - GAL reserves the right to move any vehicle within the Staff Car Park to such extent as GAL its employees and agents may in their discretion think necessary to avoid obstruction or to clear an area for maintenance, security or other work. GAL reserves the right to close a Staff Car Park whether permanently or temporarily in whole or part or to evacuate a Staff Car Park in cases of emergency. If you have a valid windscreen Id, reasonable attempts will be made to inform you before the vehicle is moved.
- 4.6 Maintenance of car parks will be communicated in advance (except in emergency) and areas will be marked out accordingly.
- 4.7 The helpline number is advertised in each Staff Car Park - General assistance and security concerns can be addressed by GAL's agents on: 0800 678 3353.
- 4.8 Staff must register to access Plug-in EV charging points located in Staff Car Park B. For an Application form email: staffparking@gatwickairport.com. Allocation is subject to availability. Where demand for dedicated EV plug-in bays exceed supply, staff will be added to a waiting list managed by GAL.
- 4.9 Staff are required to revert to their allocated car park when travelling to work in a non-EV plug-in vehicle and use the standard bays when not actively charging.
- 4.10 Courtesy to other users - Where practicable staff should vacate EV plug-in bays as soon as charging is complete.

5. STAFF BUS SERVICE

Authorised users of Staff Car Parks are entitled to use the appropriate bus servicing the relevant Staff Car Park. Please note that children are not allowed on the Staff Car Park buses.

Only staff displaying a valid Gatwick Airport ID pass or a letter from their employer permitting them to use the bus shall be allowed to board.

All queries relating to ID passes should be addressed to the ID Centre. Telephone 01293 503636.

General questions relating to Staff Car Park allocations or cancellations should be emailed to staffparking@gatwickairport.com in the first instance.

For all other queries relating to staff parking contact:

Dianne Reynolds
Staff Car Parking Manager
Car Parks Team,
6th floor Destinations Place,
Gatwick Airport
West Sussex
RH6 0NP

e-mail -Dianne.reynolds@gatwickairport.com

