

NUH Car Parking FAQs

Paying for your parking

Parking fees apply 24 hours a day, 7 days per week.
Motorcycles are exempt from parking charges but should always be parked considerately.
Parking payments are not transferrable between sites.

How will visitors be expected to pay for car parking?

Pay and display machines are available across all car parks across our site. You will be required to input the fee based on how long you will be visiting the hospital for and you will be issued with a ticket. The ticket should be displayed clearly in your car window.

Our pay and display machines accept coins only. We recommend you bring the right change with you.

Drop-offs and pick-ups

The parking management system at both hospitals allows up to 30 minutes for drop-offs and pick-ups. Visitors using the car parks for this purpose will need to collect a free 30 minute parking ticket from the pay and display machine on site and should display this in their car window.

Please be aware that spending longer than this in a car park without paying the appropriate fee, even if you stay with your vehicle, will result in a parking charge notice.

How does all this affect Blue Badge holders?

Parking charges at our hospitals apply equally to Blue Badge holders. We have new pay and display machines across our site accessible to all our visitors.

What happens if my appointment runs late and I haven't paid for enough parking?

We advise that you select a car parking tariff which allows enough time for you to attend your appointment and make it back to your car and accounts for any delays.

There are also Pay on Foot car parks (barrier controlled) would be the better options if appointments have the potential to go over time or be delayed.

Exemptions / Discounts

Under certain circumstances, patients or visitors may be entitled to discounted parking (concessionary) or Free parking (Congress) - for example, in the event of a patient having to attend regularly (e.g. Chemotherapy). These decisions are made on a case by case basis

and patients and/or their relatives are required to discuss this with ward managers in the first instance. Also those who are in receipt of specific benefits can also claim the parking charge back at the general office (B Floor QMC) or the Finance office (St Francis building) City hospital.

What other travel options are available for those visiting our hospitals?

We will never have enough spaces to meet the demand on our car parks and therefore we continue to work with our partners to maximise the alternative transport options for patients, visitors and staff to help reduce the traffic and congestion at our hospitals.

Other travel options include:

- [Tram](#)
- [Bus \(Medilink\)](#)
- [Cycle routes](#)

Parking Charge Notices (PCNs)

Please note that motorists who fail to pay the appropriate tariff for their stay or otherwise breach the car parking terms and conditions at either hospital may be issued with a PCN by the Trusts contracting partner First Parking. These charges are set at £50 or £25 if paid within 14 days.

If you have received a PCN following your visit to either of our hospitals, you will need to contact First Parking directly to pay the charge. This is done by following the instructions printed on the PCN.

We encourage anyone who feels they have received a PCN unfairly to contact First Parking to lodge an appeal. To raise an appeal you must follow the instructions on the PCN and all the appeals processes are done online.

Additionally, any registered vehicle keeper who has had their appeal rejected by First Parking will have their appeal reviewed further by the Trust, if however the Trust appeal is also rejected a letter will be set via First Parking to communicate the outcome. This rejection letter will also give details of a third and final appeals process which can be raised through the independent body POPLA (Parking on Private Land Appeals) within 28 days.

The only method of appeal is via the First Parking online service.

Who can I contact with any more questions or if I have a problem?

If you have a query or need advice about parking options and charges please contact:

Car Parking Office, City Hospital: 0115 969 1169 ext 52013

Car Parking Office, QMC: 0115 924 9924 ext 62072