Car Parking at Residential Facilities
Managed Car Parks

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1 Introduction and Key Objectives

1.1 Demand for car park spaces at the residences exceed the number of spaces available, a situation which is particularly acute during term time. Therefore, parking controls and restrictions have been implemented to manage the limited supply of car parking spaces and also to ensure the efficient and effective operation of the Residential car parks, whilst ensuring equity and fairness.

2 Overview

2.1 Most of the spaces available are on the site of the Stoke Bishop residences where a regular bus service operates between the main University campus and the Stoke Bishop transport hub, located between Hiatt Baker Hall and University Hall during term-time. Altogether there are fewer than 450 parking spaces available within both residential campuses for all users.

2.2 Residential Facilities Management is committed to encouraging staff and residents to find alternative means of transport to and from the workplace and for inter-site transport. This scheme demonstrates an ongoing commitment to encouraging the use of alternative modes of transport such as walking, cycling, and the use of public transport to support of the University’s aim to reduce single occupant vehicle trips.

2.3 This scheme covers students, staff, contractors and visitors. This document should be read in conjunction with Residential Facilities Management Car Parking Terms & Conditions (Information for Staff; Information for Students).

3 Clause Reference

3.1 None

3.2 Scope

3.3 Sites where the Policy Applies
3.4 The operational policy and procedures will apply at the following sites:
   • Badock Hall
   • Churchill Hall
   • Clifton Hill House
   • Durdham Hall
   • Goldney Hall
   • Hiatt Baker Hall 1 & 2
   • Manor Hall and Annexes (Manor House, Sinclair House, Richmond House)
   • University Hall
   • Wills Hall

3.5 The Policy does not apply in partnership or nomination schemes where Residential Facilities Management does not manage or control the parking spaces or in Car Parks that are part of the University Car parking scheme e.g. The Hawthorns, Winkworth House, Northwell House.

3.6 Revocations
   None

4 Definitions

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<th>Clause</th>
<th>Term</th>
<th>Meaning</th>
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5 Responsibility

5.1 Head of Residential Facilities Management – overall operational responsibility

6 Procedure

6.1 Operating Hours and Principles

6.2 Car parking management will operate on all of the Residences sites covered by this policy 24 hours a day throughout the year.

7 Variations and Management Hierarchy

7.1 All queries or requests relating to Residences Car Parking should be directed to the Residences Car Parking Coordinator at residences-carparking@bristol.ac.uk in the first instance who will then escalate these as necessary.

7.2 The suspension or alteration of enforcement activity will be considered ONLY in the event of an emergency or Campus Wide requirement; and will require the authorisation of the Associate Director of Campus Operations or Head of Residential Facilities Management.

8 Charges & Permits

8.1 Charges for the permits are outlined in the Residential Facilities Management Car Parking Terms & Conditions Information for Staff and will be subject to
annual review -these can be viewed at: 
http://www.bristol.ac.uk/accommodation/parking

8.2 Permits are allocated against a vehicle’s Registration Number and are accessed digitally by a Number Plate reader. Permits will be automatically activated on the completion of the application process and acceptance of the permit offer and will remain active until Residences Car Parking receive a request to surrender the Permit, Cancel the Permit or the expiry date of the Permit. Vehicles authorised by a valid virtual Permit must abide by the Terms and Conditions of use displayed clearly in all car parks, breach of these may lead to the issue of a Parking Charge Notice (PCN).

8.3 Annual Permit Application and Allocation Procedure

8.4 Staff, Students and Residents (living or working) within an eligible Residence are entitled to apply for an Annual Permit by registering for an account and applying via our online system PermitSmarti.

8.5 Staff and Students who do not meet ALL eligibility requirements may still apply, however the application will be escalated to the appropriate member of the Residential Facilities Management Senior Management Team and may not qualify for placement on Waiting Lists.

8.6 The application process is detailed in Residential Facilities Management Car Parking Terms & Conditions (Information for Staff; Information for Students).

8.7 There are three possible outcomes to an application:
• Permit application is successful and a permit is allocated
• Permit application is unsuccessful
• Permit application is successful; however, an allocation is unavailable (see sections 12.8.3 or 12.8.4)

9 User Groups

9.1 Designated parking areas are provided for the following user groups:
• Staff whose primary area of work is in one of the Clifton or Stoke Bishop residences
• Staff and Students in possession of a Blue Badge
• Staff who are Residents of eligible accommodation and meet the criteria for a parking space
• Students who are Residents of eligible accommodation and meet the criteria for a parking space
• Residential Facilities Management Departmental Vehicles
• Campus Division Vehicles – Working within the Residential Estate
• Contractors and those carrying out work on Residences sites
• Visitors - As defined in Visitors (11)
• Motorcyclists
• Cyclists

10 Students

10.1 Students who are Residents of eligible accommodation may apply for a Permit by registering for an account and applying via our online system PermiSmarti. Students can only apply for a parking permit within their halls of residence i.e., a resident of Badock Hall can only apply for a Badock Hall residential parking
10.1.1 Eligible accommodation

- Badock Hall
- Churchill Hall
- Clifton Hill House
- Durdham Hall
- Goldney Hall
- Hiatt Baker Hall 1 & 2
- Manor Hall and Annexes (Manor House, Sinclair House, Richmond House)
- University Hall
- Wills Hall

10.2 Spaces will be allocated on a first come basis upon meeting eligibility criteria.

10.3 In the event of an application being submitted which meets the criteria for a Permit and there is no allocation available at the Student’s Residence, the Student will be placed on the waiting list for their Residence. A Permit for their own Residence will then be issued once an existing Permit is cancelled or surrendered.

10.4 Applications on the waiting lists will be subject to equal criteria and will be prioritised on the grounds of medical evidence ONLY.

10.5 All parking permits allow entry to the residential parking areas, but they do not guarantee a parking space.

10.6 Student Blue Badge Parking

10.6.1 Students who are Residents of eligible accommodation and in possession of a valid Blue Badge will be allocated a Permit on receipt of application - proof of the award of a Blue Badge will be required. There will be no charge for the Permit.

10.6.2 Student Permit holders displaying their Blue Badge and Permit are permitted to park within the designated Disabled spaces available at each Residence in addition to all unmarked parking spaces available in the Residences Car Parks.

10.6.3 Student Permit holders who do not possess a valid Blue Badge may only park in unmarked parking spaces and are not permitted to park in designated Disabled spaces.

10.6.4 Students can apply for a permit by visiting https://www.bristol.ac.uk/accommodation/parking/. Strict criteria will be applied to the allocation of spaces.

11 Visitors

11.1 Visitors must book in via the visitor vouchers on the parking website, or via the PayByPhone app details of which will be given to students and relevant staff on the residential campus.

11.2 Visitors are only permitted to park if they hold a valid virtual parking permit.

11.3 A visiting member of University of Bristol Staff may register for an online PermitSmarti account for the purpose of booking Visitor Vouchers; directions for
use can be found at www.bristol.ac.uk/accommodation/parking/visitor-parking.

11.4 A Visitor invited to enter the campus by a University of Bristol member of Staff may have a Voucher booked on their behalf by the member of Staff using their online PermitSmarti account links to which and directions for use can be found at www.bristol.ac.uk/accommodation/parking/visitor-parking.

11.5 All other Visitors including those visiting Residents must book and purchase a Visitor voucher via the Virtual Pay and Display system located within each car park.

11.6 A visitor is defined as:
- Anyone who wishes to visit the University of Bristol Halls of Residence who is not a member of staff and has been invited to enter the campus by a University of Bristol member of staff.
- A University member of staff not based in buildings associated with the car parks covered in the scope.

11.7 Visitor Parking Restrictions

11.7.1 Visitors may only park in unmarked parking spaces and are not permitted to park in Disabled or Departmental car parking spaces. Visitors parking will be required to pay for their “virtual” visitor permit via the visitors parking website, or via the PayByPhone app and will have to arrange for a space at the appropriate residence.

11.7.2 Visitors who hold a valid Blue Badge may use the designated Disabled spaces available at each Residence free of charge. Visitors who do not possess a valid Blue Badge may only park in unmarked parking spaces and are not permitted to park in Departmental or Disabled car parking spaces.

11.8 Disabled Parking

11.8.1 The policy will provide for a small number of spaces being designated disabled bays, to comply with disability discrimination legislation and good practice. Disabled parking areas will be clearly posted and located in close proximity to residences entrances.

11.8.2 Blue badges must be displayed.

11.8.3 Any vehicle parked in a designated disabled space at any time without displaying a valid disabled blue badge will be subject to a warning notice. Residential Facilities Management reserves the right to request proof of disabled registration from individuals using designated disabled spaces.

12 Staff

12.1 Staff whose primary place of work is within Clifton or Stoke Bishop Residences covered by this Policy are entitled to apply for a permit using the permit application form.

12.2 Staff parking is available on all sites covered by this Policy. Only Staff with a valid parking Permit are eligible to park in Residence car parks. Permit holders may not park in other car parks covered by this Policy other than those to which they are assigned.

12.3 Staff parking permits allow entry to the residential parking areas, but they do not
guarantee a parking space.

12.4 Staff who do not have permits will not be permitted to park on site without the purchase of a Visitor Voucher. Any Staff cars parked without a Permit or Visitors Voucher may be subject to a Parking Charge Notice (PCN).

12.5 For Staff who persistently offend action may be taken under the Disciplinary Policy and Procedure.

12.6 Staff Blue Badge Parking

12.6.1 Members of Staff who are in possession of a valid Blue Badge will be allocated a Permit on receipt of application - proof of the award of a Blue Badge will be required. There will be no charge for the Permit.

12.6.2 Staff permit holders displaying their Blue Badge and Permit are permitted to park within the designated Disabled spaces available at each Residence in addition to all unmarked parking spaces available in the Residences Car Parks.

12.6.3 Staff who do not possess a valid Blue Badge may only park in unmarked parking spaces and are not permitted to park in designated Disabled spaces.

12.7 Residential Life Team and Student Services

12.7.1 Residential Life and Student Services team members whose primary area of work or accommodation is covered by this Policy will be eligible for a Permit provided that they apply using the correct procedure - and the Permit applied for reflects their substantive status within the University i.e., Staff or Student; in the event of no allocation being available the applicant will be subject to a relevant waiting list based on their substantive role.

12.7.2 Where staff are living in residences covered by the policy and have dedicated garages or parking spaces, they would be expected to utilise their allocated spaces.

12.8 Multi-Site Staff Permits

12.8.1 In response to feedback from the 2016/17 period, it was decided to introduce new categories of Multi-Site Permits. All of which will be highly limited in number and require the endorsement of your Line-Manager. All requests will be escalated to the appropriate member of the Residential Facilities Management team. There will be no right of appeal.

12.8.2 **Dual Permits** allow access to a Secondary parking allocation, which will be available from 15:00 (Mon-Fri) and all-day on Weekends. Dual Permits are strictly limited, and the Secondary allocation may be removed and redistributed on Line-Manager request.

12.8.3 **Catered Roving Permits** allow access to Catered Residence car parks ONLY and will be highly limited. Catered Roving Permit holders may be subject to a PCN in all other car parks.

12.8.4 **Catered Roving Permits** will be valid in the following areas ONLY:

- Badock Hall
12.9 New Members of Staff - Waiting list

12.9.1 New Members of Staff who meet the eligibility criteria outlined in Staff 12.1 are entitled to apply for a permit in three Residence Car Parks of their choice; with one assigned upon successful application.

12.9.2 When a member of Staff leaves a post, their Permit WILL NOT automatically become available for the person filling the vacancy. The new Staff member will need to apply for a Permit on appointment.

12.9.3 In the event of an application being submitted which meets the criteria for a Permit and there being no Permits available at the applicants initial choice of Residence, the Staff member will be offered an alternative location before the application is placed on a Waiting List. New permits will be issued when an existing permit is cancelled or returned.

12.9.4 Applications on the waiting lists will be prioritised on the grounds of medical evidence ONLY.

13 Contractors (including Departmental) Vehicles

13.1 Contractor vehicles are only permitted to park in the car parks if they hold either a valid Contactor permit or they have purchased a “virtual” visitor voucher via the Virtual Pay and Display system located within each car park. Contractor parking permits allow entry to the residential parking areas, but they do not guarantee a parking space.

13.2 Contractors may apply for a number of Permits by registering for an account and applying via our online system PermitSmarti.

13.3 Departmental vehicles (including those of Residential Facilities Management that need to park at Residences will be permitted through our online system PermitSmarti.

13.4 Contractors are not permitted to park in Disabled, Departmental or named spaces unless they receive specific permission in advance.

13.5 Contractors should be briefed in relation to site car parking restrictions and parking arrangements by the responsible university sponsor or Residential Facilities Management prior to commencement of contract or work.

13.6 Eligibility

13.6.1 A contractor is a visitor who has been contracted by the University to provide a service and require their vehicle to carry out their duties. Only University contractors that are judged to require the use of a contractor parking permit may park at the University.

13.6.2 Once the application is approved, authorised vehicles are permitted to park on all sites covered by this Policy; however, these vehicles must abide by the Terms
and Conditions of use displayed in all car parks.

13.7 Permit

13.7.1 In order to park, all contractors must have a valid permit or purchase a “virtual” visitor voucher from the visitor parking website.

13.7.2 It is also prohibited to transfer a permit to another vehicle.

13.8 Parking Restrictions

13.8.1 Contractors may only park in marked parking spaces and are not permitted to park in Disabled or Departmental car parking spaces.

14 Blue Badge Parking

14.1 The policy will provide a number of spaces as being designated Disabled bays at each Residence for those undertaking business connected with the University ONLY. Disabled parking bays will be clearly posted and located in close proximity to Residences.

14.2 Any vehicle parked in a designated Disabled Bay at any time without displaying a valid Blue Badge WILL be subject to a Parking Charge Notice (PCN). Residential Facilities Management reserves the right to request proof of Blue Badge registration from individuals using designated Disabled spaces.

15 Loading Bays, Delivery Vehicles, Couriers and Taxis

15.1 Delivery vehicles, couriers and Taxis making pick-ups and drop-offs should use available marked bays for a maximum of 20 minutes and must adhere to the Terms and Conditions of parking at all times. Failure to do so may incur a Parking Charge Notice (PCN). Within some Residences, loading areas and bays are provided; these are also subject to the 20-minute time restriction. All areas are closely monitored and any vehicle exceeding the 20-minute time restriction may be subject to a PCN.

16 Responsibilities of the Permit Holder

16.1 It is the responsibility of the permit holder to ensure:

- all details submitted in application for the permit; including any vehicle registration numbers are correct;
- that the permit is only used by the person to whom it was issued;
- vehicles should have the correct registration tax and MOT details.

16.2 Cars failing to have a valid permit in the above manner may be subject to a Parking Charge Notice (PCN).

17 Multiple Vehicles

17.1 Permit holders who have access to more than one vehicle should apply for a permit for their primary vehicle. If they use a different vehicle, they must update their permit on the online PermiSmarti portal. They should supply details of the alternative vehicles to residences-carparking@bristol.ac.uk, or supply details of...
both vehicles on their application. This will include registration details of each vehicle to which the individual has access and vehicles should have the correct registration tax and MOT details.

17.2 Failure to update vehicle details may leave the Permit holder subject to a Parking Charge Notice (PCN).

17.3 Change of Vehicle

17.3.1 Should a permit holder change their vehicle, or the registration number of their vehicle, the registration details must be amended on their online PermitSmarti account. The Permit holder will then receive notification confirming whether the alteration of the Permit has been successful.

18 Change in Circumstances

18.1 Permit holders who transfer to another Residence must initiate the process via their online PermitSmarti account; Staff members who request a move will require their Line Manager to notify residences-carparking@bristol.ac.uk with confirmation of the request. Authorisation to park at the new location may be subject to a waiting list.

18.2 Permit Holders wishing to cancel/surrender a permit must notify Residences Car Parking at residences-carparking@bristol.ac.uk then process their cancellation through their online PermitSmarti account.

19 Permit Sharing

19.1 Permit sharing is not permitted.

20 Long Term Sickness or Maternity Leave

20.1 Staff who are on long-term sick or maternity leave should surrender their permit. On their return to work a permit will be reissued if the member of staff has returned to the same post/hours that the permit was initially allocated to. Those who choose to return to work on a ‘phased in’ basis will be reissued with a permit.

21 Motorcycles

21.1 Motorcycles should be parked in designated motorcycle parking spaces.

21.2 Motorcycles that are parked inappropriately or in such a way that causes a hazard or obstruction will be issued with a warning notice or removed in arrangement with Security Services where they constitute a safety hazard.

21.3 Motorcycle owners who are Residents or Staff of eligible accommodation should apply for a Permit by registering for an account and applying via our online system PermitSmarti. There will be no charge for the Permit.

22 Bicycles

22.1 As part of its Transport Strategy, the University of Bristol actively encourages staff, students and visitors to utilise bicycles due their environmentally friendly
22.2 Bicycle storage is provided at each site for staff, students and visitors.

22.3 Where secure bicycle storage is available staff and students can be provided with a key on payment of a refundable deposit. Keys are normally available from the Residential FM Coordinators.

22.4 Bicycle racks are provided for staff student and visitor bicycles. Users are required to use their own bicycle lock and use of the facility is at the owner’s risk.

22.5 Cyclists should be considerate of other site users by storing their bicycles in the facilities provided. Cyclists who park their bicycles inappropriately or in such a way that causes a hazard or obstruction may be issued with a warning notice and cycles may be removed by Security Services.

23 Off-Site Parking

23.1 Residential Facilities Management is keen to achieve and maintain excellent relationships with local residents, community groups, City Council, Police and other road users.

23.2 Staff and students are actively discouraged from parking in local residential roads and to demonstrate consideration and courtesy for residents, pedestrians and other road users.

23.3 Staff and students should be mindful of Residents Parking Zones and hours of use. Residential Facilities Management does not condone inconsiderate, illegal, or dangerous parking by members of staff or students.

23.4 Any intimidation or damage directed towards staff or their vehicle whilst parked legally off-site should be reported to the police.

24 Management of the Scheme and enforcement

24.1 Enforcement is undertaken in accordance with the Accredited Trade Association (IPC) “Code of Practice” and managed in partnership with Open Parking.

24.2 Any non-compliance as detailed in the Terms and Conditions of your permit may result in a Parking Charge Notice (PCN) being issued by University of Bristol authorised Open Paring parking staff. The parking enforcement team will regularly monitor all car parks. Although these individuals will always give as much help and guidance as they can, they have been instructed that they must act when they see a vehicle parked in breach of these conditions.

24.3 For vehicles found to be in breach of these terms and conditions, the enforcement policy is to issue a Parking Charge Notice. The charge in 23/24 will be £100 (reduced to £60.00 for early payment).

24.4 Verbal or physical abuse of any member of staff associated with Residential Facilities Management Car Parking Management will not be tolerated and may result in parking rights being revoked.

24.5 Staff or students are liable to disciplinary procedures should they be found to have acted inappropriately towards car parking related staff. University Security
Services may be called to assist in dealing with incidents.

24.6 Any incidences of physical violence used by staff or members of the public will result police reports being made. CCTV images will be used in conjunction with any investigation.

25 Failure to Comply with Residential Facilities Management Car Parking Policy and Car Parking Operational Procedures

25.1 All permit holders are required to conform to the terms and conditions outlined in this document for use of the Residential Campus Car Parks. Parking in the following manner is a breach of the terms and conditions of parking and may incur a Parking Charge Notice: These includes but are not limited to:

- Parking anywhere other than a clearly marked parking space for which the driver has a valid permit.
- Parking on yellow lines, hatched areas, pavements, grass areas or areas marked for “emergency services”.
- Parking which blocks the entry or exit or prohibits the access of any other vehicle or pedestrian.

25.2 Residential parking permits can be withdrawn at the discretion of the Associate Director of Campus Operations or Head of Residential Facilities Management with no further right of appeal.

25.3 Residential parking permit holders may be asked to move their vehicles to a different location on a short-term basis, should access be required for emergencies, planned maintenance or filming works. Not conforming with a request for a vehicle to be moved may incur a Parking Charge Notice, or the permit may be withdrawn at the discretion of the Associate Director of Campus Operations or Head of Residential Facilities Management with no further right of appeal.

25.4 All other vehicles parked in residences parking spaces without a permit will receive a parking warning notice followed by a parking charge notice if the vehicle is not removed within 24 hours.

25.5 Any vehicle deemed to have been abandoned on site will be reported to the police. If the vehicle is not registered as stolen the DVLA will be contacted to ascertain details of the registered keeper (there is an associated cost for accessing DVLA data and this will be passed to the registered keeper of the vehicle). The registered keeper will be sent a warning notice and given 7 days’ notice from the date of letter to remove the vehicle from site.

25.6 If parking spaces are required for large scale maintenance works or filming projects, a minimum of 7 days’ notice request must be given prior to the start of the works/event. Requests must be submitted to residences-carparking@bristol.ac.uk.

26 Parking Charge Notices (PCN)

26.1 Open Parking is the company contracted by the University to pursue and progress recovery of any Parking Charge Notices. They have responsibility for
managing PCNs and any communication in respect of PCNs must be addressed to Open Parking as indicated on the issued notice.

26.2 If you feel that the PCN may have been unfairly issued, you may appeal the notice by filling in the relevant details at https://payments.openparking.co.uk/parking.

26.3 The above rules and notes will be used to reach a decision, and Open Parking may consult with the University. If following the appeal process you are unhappy with the decision taken you may refer to the Independent Appeals Service for parking on private land at www.theias.org.

26.4 It is the responsibility of all permit holders to ensure that accurate and up-to-date details of their vehicles are registered in their online Permit Smarti account.

26.5 Residential parking permits can be withdrawn at the discretion of the Associate Director of Campus Operations or Head of Residential Facilities Management with no further right of appeal.

26.6 In the event of a serious breach of the terms and conditions or multiple breaches occurring at the same time then parking rights may be withdrawn with immediate effect.

26.7 Statutory Limitations

26.7.1 All Residential sites are private in relation to the entry and movement of vehicles and Residential Facilities Management reserves the right to deny any vehicles access to the site. All drivers must conform to the designated traffic regulations and signs to ensure an orderly flow of traffic and safety for all concerned.

26.7.2 All drivers are expected to comply with the law regarding taxation, licensing, insurance, and roadworthiness and reporting of incidents to the police.

26.7.3 All road traffic signs within the site conform to the standards adopted by the Local Authority.

26.7.4 Residential Facilities Management is not responsible for any loss or damage to vehicles whilst on their property. Drivers bring their vehicles onto site at their own risk.

26.8 Exceptional Circumstances

26.8.1 Exceptional circumstances are defined as situations where an individual parks on-site and, for good and proper reasons, cannot park in a way which complies with standard policy procedures, e.g., an emergency or traumatic situation where it may be deemed inappropriate to issue a PCN.

26.8.2 Situations involving exceptional circumstances will be managed locally on an individual basis and will be monitored to ensure consistency and appropriate application.
27 References

27.1 Internal References

27.1.1 Procedures and Policies

27.1.2 None

27.1.3 Other Internal References

27.1.4 Unibus Service: http://www.bristol.ac.uk/transportplan/transport/bus/

27.1.5 Stoke Bishop Transport Hub: https://goo.gl/maps/5klye

27.1.6 http://www.bristol.ac.uk/accomodation/parking/

27.1.7 https://payments.openparking.co.uk/parking/

27.1.8 http://www.theias.org/

27.2 External References

27.2.1 None
28 Appendices

28.1 Failure to Comply with RESIDENTIAL FACILITIES MANAGEMENT Car Parking Policy and Car Parking Operational Procedures

28.1.1 A Warning notice will be issued for the following breaches of contract.

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<thead>
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<th>Action</th>
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<td>Failure to display a valid parking permit</td>
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<tr>
<td>Falsifying or defacing permit</td>
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<td>Displaying out of date permit</td>
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<td>Permit incorrectly displayed</td>
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<td>Parking pattern designed to circumvent time limits</td>
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<td>Drop Zones</td>
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<tr>
<td>Parking in Disabled Bay without Permit</td>
<td>Notice to be issued</td>
</tr>
<tr>
<td>Parking Other Than in A Designated Parking Bay</td>
<td>Notice to be issued</td>
</tr>
<tr>
<td>Non-Bona Fide users Parking in Visitor Areas</td>
<td>Notice to be issued</td>
</tr>
</tbody>
</table>