



New Parking Solution FAQs

1. At arrival, do I always need to show the security personnel proof that I have booked?

No. You can tap your access card for entry and drive through. In instances where the access card declines entry, you would need to produce proof of the booking reference on your mobile device.

2. Do you receive a notification after booking your parking garage?

The system will show a confirmation message and a parking reference once you have submitted your booking. The system will also show you parking bookings for today and in the future.

3. Can I book parking on behalf of someone else?

No, you can only book your own parking as the booking is automatically linked to your access card. We have enabled functionality in the back end for assistants to assist their bosses, however this is only available in concept.

4. Can I change the cost centre that my parking will be billed to?

No, the cost centre that will be billed has been linked to your employee number

5. Can I use my parking booking for longer than originally booked?

No, please be considerate if you stay longer than booked you impact other people's plans and constant abuse will result in escalation. Rather make a second booking for the afternoon slot if your meetings and planned attendance is extended

6. What must I do if I am stuck at the office longer than planned?

Please make another booking for the afternoon slot.

7. Can I book parking for an external visitor the same way I book for myself?

No, you will book parking for an external visitor through visitor system. This process is only for staff parking booking.

8. What if I forget to book, will I hold back the vehicles behind me?

No, security will direct you to park on the side allowing other to pass while you book your parking, but please book in advance parking on the side is still disruptive if many people have not completed their booking as there is only so much space on the side.

9. Will I need to book parking each time I am going into an office?

Yes

10. Can I book parking a week in advance at multiple campuses?

Yes

11. How do I book parking?

Download the app to book parking. To book parking on the banking app you will need to download the latest banking app version and have access to @Work. Then navigate to Bookings @work to complete your reservations

12. What will happen to my existing parking access?

It will be removed on the 1st of July 2023

13. I have made a parking booking on the app although I cannot gain entrance at the boom/entrance?

Show your confirmation reference booking to the security who will check the error on the system and allow you access.

