

Public car parking charges at Kingston Hospital

Frequently asked questions

When will the public car parking charges be re-introduced?

1 September 2021

Where can I park?

Patients and visitors are allowed to park in any of the designated patient and visitor parking spaces.

Have the parking charges changed?

The new tariff rate will introduce a flat rate charge per hour of £2, with a daily rate applying for those who park over 5 hours.

Currently the initial hour is already charged at £2 so the increase will only apply to the subsequent hours (the current tariff is £1.50 for these).

Car parking tariffs at Kingston Hospital:

- Up to 1 hour: £2.00
- Up to 2 hours: £4.00
- Up to 3 hours: £6.00
- Up to 4 hours: £8.00
- Up to 5 hours: £10.00
- Day rate: £12.00

How do I pay?

The hospital's camera-controlled car parking system requires all visitors to enter their vehicle's registration number prior to paying.

The car parking system offers a number of payment options, allowing visitors and patients to pay on exit:

- Machine Payment (this can be by cash or card or contactless payment). Machines are located throughout the public parking areas.
- Telephone Payment; please follow instructions on the parking machines (you will need your credit card details and vehicle registration).
- You can also download the GLIDE parking application which will automatically calculate your parking for you. This is best done in advance of parking.

While you can pay up to midnight on the day of parking we strongly suggest that all payments are made in full prior to leaving site.

The charging period for the public car parks are from 8.00am to 8.00pm, seven days a week.

How will I know how much to pay?

The camera-operated car parking system will record your car registration as soon as you enter and leave the hospital site.

Automatic number plate recognition records the exact time you drive into the hospital. Just park as you would normally, when finished, key in your first three digits of your registration on the meter machine, which will identify your vehicle and inform you how long you have been on site and how much you have to pay.

The car parking system has a grace period designed to ensure that you are not unfairly charged for the time spent finding a parking space or if you are just quickly dropping off or collecting from the site. This grace period is 20 minutes. If you are entering and leaving the site within 20 minutes then no charges will be applicable.

Do staff at Kingston Hospital pay for parking?

In line with national guidance staff do not currently pay to park on the site, but we have a permit system in place, which limits the numbers of staff who can park on site. Staff must park in the appropriate spaces as determined by their permit. They are not permitted to park in the public car parks.

My child will be in hospital for a week and I need to park on site. How do I obtain free parking?

Parking will be free overnight (between 7.30pm and 8am) for up to two vehicles of parents/guardians of child inpatients (please note this means patients under the age of 18). Let the staff on Sunshine Ward know if you are staying overnight and are parked on site.

If you wish to park your vehicle on site during the day you will need to make the appropriate payment.

I am a frequent attender at the hospital. What steps do I need to take to avoid being fined for parking on the hospital site?

In order to qualify for this concession, individuals will need to park for the first 8 times and have to make payment as normal before becoming entitled to the concession after their qualifying visit.

An individual needs to park at least 3 times a 'month' (defined as a 30 day period) for 3 'months' and must then maintain this level of attendance to remain qualified.

Please keep an eye on our website for further information about this process.

Do I have to pay if I am dropping or picking someone up?

Vehicles entering and leaving the hospital within 20 minutes to drop off or collect someone do not need to purchase a ticket.

Can I still park for free if I am a blue badge holder?

All blue badge holders are still fully exempt from car park charges. However, you will need to register your blue badge the first time you use it. If you change your vehicle or other people bring you in their cars you will need to register their car registrations too. To register you will need your vehicle registration and blue badge number.

If you have previously registered your blue badge with the Trust to benefit from the discounted parking rate applicable and it remains in date you do not need to re-register.

Once registered you will only need to re-register when one of the following is relevant

- Your blue badge expires and a new one is issued
- You change your vehicle (or the vehicle which drives you onto site)

I am a blue badge holder – how do I register to park on site?

You can register your blue badge in advance by completing the [online form on our website](#). You will need your vehicle registration, blue badge number and its expiry date. In the event you are unable to use the online form please contact 020 8934 2003.

I'm a blue badge holder and have received a ticket

If you have received a penalty charge and are a blue Badge holder please follow the appeals process on the reverse of the ticket which will explain how you can arrange to have this cancelled. Please note that to get the ticket cancelled you will need to provide information on your blue badge and demonstrate you have registered your vehicle to benefit for the free parking.

I need to speak to someone about parking at the hospital

For any parking queries or concerns please call 020 8934 2003 or email khft.carparking@nhs.net

I have received a parking ticket but wish to appeal

Parking charge notices are generated and issued to those who have parked without making payment for the time they have been parked on site. They may also be issued to vehicles parked inappropriately (for example in restricted areas). In the event you incorrectly enter your vehicle registration number this may also result in a ticket. Should you receive a parking charge you feel is unwarranted or issued in error please appeal (as below).

If you have your ticket or proof of payment then your penalty charge notice will be cancelled.

Parking fine charges are £100, which will be reduced to £50 if paid within the first 14 days.

If you wish to appeal please see the reverse of the ticket you have been issued. If you appeal online you will receive immediate confirmation that your appeal has been received.

If you are appealing please do NOT pay the ticket until you know the outcome of your appeal. While in the appeal process the fine will not increase (assuming you appeal within 14 days).

Do other London hospitals charge for parking?

As a comparison the following charges apply elsewhere:

- St George's Hospital: £2.50/hour (daily rate of £25)
- Epsom & St Helier: £3 for the first hour, £5 for 2 hours (daily rate £17)
- West Middlesex Hospital: £2, £3.50 for 2 hours (daily rate of £12.50)