

Yellow (formerly Perkins) Car Park Pass Holders

Terms and Conditions

Queensgate Shopping Centre has made a number of parking spaces available for Commuters.

Car Park Pass Enquiries:

E-mail: Management@queensgatecm.co.uk

Tel: 01733 311666 Option 1

Full Terms and Conditions for the issue and use of these Queensgate car park passes are listed below:

1. Car Park Pass holders will only be valid for access to the specified Car Park for the term agreed in writing. Parking is limited/restricted to level 6 and above. Payment of the appropriate fee entitles the holder of the Car Park Pass to **One** parking space in the specified car park only and for the relevant hours specific to that Car Park - Monday to Friday, unless otherwise notified by the landlord. After 0930 hrs, Car Park Pass holders are not guaranteed a parking space.
2. The Car Park will open 0530-2330 hours Monday to Friday for commuter parking. Normal parking rates are applicable from Saturday 0900 hours through to Sunday unless otherwise notified by the Landlord.
3. Once the Car Park is closed for the evening, cars will not be available for release until that Car Park re-opens the following morning. (Late releases can be arranged but not on a continual basis).
4. All Queensgate Car Parks are **closed** on **Easter Sunday, Christmas Day and New Year's Day**.
5. At peak trading times i.e. during the period prior to Christmas, we cannot legislate for the demand for parking in the Car Park. Please be mindful of this factor.
6. The holders pass fee is subject to review at the landlord's discretion and any fee reviews will be notified to pass holders in writing from time to time. Failure to renew the pass at the end of the agreed period will result in the pass being cancelled.
7. Payments can be made by:
Cheque and should be made payable to: **DTZ DTL LTD** and posted to: **Queensgate Management Office, Queensgate Shopping Centre, Peterborough PE1 1NT.**
or
Credit and Debit card payments are accepted at our Information Desk located on the Upper floor outside the O2 Store.
or
You can also **pay directly into our bank account** quoting your full name as the reference:
Barclays Bank
Sort Code: 20-67-59
Account Number: 43328414

8. The Car Park Pass is for use only by the Registered User and the Vehicle Registration Number recorded on the database. It is not transferable. Any change in personal details or Vehicle Registration Number should be notified to the Management Office in writing, as soon as this occurs to avoid any risk of cancellation.
9. Our car parks are for domestic vehicles only and the holder of the car park pass should ensure their vehicle complies with the height restrictions set for that particular Car Park **(6' 10" or 2.1m)**
10. The holder of the Car Park Pass must not park their vehicle in a Parent & Child or Disabled designated space unless registered as a disabled driver, in which case a current Blue Badge must be displayed in the vehicle at all times whilst parked. Continual abuse of Parent & Child and Disabled designated bays may result in the Pass being withdrawn. The Pass holder must park within the lines of the parking bays.
11. Car Park Passes must be produced for inspection when requested and surrendered on such request to any representative acting on behalf of the landlord.
12. Passes that are no longer required are to be returned directly to either the Centre Information Desk (located between O2 and John Lewis on the upper Mall) or Queensgate Management Office (address as at paragraph 7).
13. Should the Pass be lost or damaged, the user must notify the Information Desk or email Queensgate Management Office immediately at the e-mail address provided, so that the pass can be cancelled and a new one issued. A replacement will be given subject to the user reporting to the Information Desk or Queensgate Management Office with relevant identification (e.g. recent utility bill or bank statement/driving licence) on payment of a £10.00 administration fee.
14. The landlord may decide not to reissue the parking pass and no reason will be given. The landlord or its representatives may terminate the agreement without notice if it believes there is any misuse, or any fees have remained unpaid.
15. Note: There is an 'anti-pass back' facility built into the pass. This means that once you enter the car park using your pass it cannot be used again to enter unless you have exited first.
16. The landlord takes no responsibility for lack of access due to queuing or other traffic issues that are outside its control.
17. Queensgate Shopping Centre is not obliged to accommodate use of our facilities in the event of matters beyond its control preventing access to the Car Park.
18. Queensgate Shopping Centre reserves the right to close the Car Park for maintenance/safety reasons without notice and whilst endeavouring to provide alternative spaces is not obliged to do so.
19. Vehicles and their contents are parked at the owner's risk and the landlord will not accept liability for any loss or damage however caused.

20. All information relating to the pass, vehicles and eligibility to park in Queensgate Car Parks is stored on computer record under appropriate data protection legislation.
21. Although a space has been offered, and accepted by the registered user, there is no contractual obligation on the part of Queensgate Shopping Centre to continue this and the facility may be withdrawn at any time. However, should this be necessary we would endeavour to give the registered user as much written notice as possible.
22. Please note Terms and Conditions are subject to change at any time.
23. **Privacy Statement:** Please note that the information you provide us with is only used for billing and communication from us regarding Parking Facilities and changes to Terms and Conditions. We will never disclose your personal information to any third parties, except where we are required to do so by law. We maintain physical and electronic safeguards in connection with the collection, storage and disclosure of personally identifiable member information. You can update or remove your personal details at any time by writing to management@queensgatecm.co.uk
24. **The criteria for refunds for a parking pass are as follows:**
 - a. No refunds will be issued for periods of 30 days or less to expiry/renewal.
 - b. Refunds may take up to a minimum of 14 working days to be processed.
 - c. Unfortunately, no refunds can be processed during the months of March, June, September and December each year. Any refund requests received during these months will be processed in the following month.
 - d. Refunds can only be paid direct to a bank account; no alternative option is available.
 - e. Refunds will only be processed following surrender of the barrier pass and receipt of notice to terminate.
 - f. Any refunds due as result of an error by the Car Park Owner will not be subject to a minimum amount and will not be subject to an administration fee.