

IMPORTANT NOTICE

ENTRY TO AND USE OF ALL Q-PARK CAR PARKS IS SUBJECT TO THESE CAR PARK TERMS OF USE

ALL CUSTOMERS ARE REQUESTED TO READ THESE CAR PARK TERMS AND CONDITIONS CAREFULLY AND TO FOLLOW THE RECOMMENDED PROCEDURES. THEY ARE FOR YOUR BENEFIT.

1. DEFINITIONS

1.1. In these Terms & Conditions the following words have the following meanings:

- 1.1.1. **“Operator”** Refers to Q-Park Ltd in the UK and Q-Park Management Ltd in Ireland. The Operator is responsible for providing access to and maintaining the Visitor Portal, as well as managing the associated parking facilities.
- 1.1.2. **“Customer”** Refers to the business entity that has requested the setup of the Visitor Portal. The Customer is responsible for managing reservations within the portal, registering Visitors, and ensuring compliance with the terms of this agreement.
- 1.1.3. **“Visitor”** Refers to the individual who parks their vehicle in a Q-Park parking facility during a time slot reserved on their behalf by the Customer. Visitors do not have direct access to the Visitor Portal and may only utilise the parking facilities as specified in the reservation made by the Customer.

2. SERVICES

- 2.1. The Operator provides the Customer with access to the Q-Park Visitor Portal.
- 2.2. Within the Visitor Portal, the Customer can reserve a parking in the parking facility for a specified time slot for their Visitor. However, availability of parking spaces is not guaranteed and is offered on a first-come, first-served basis. If the car park is full and the Visitor is denied access, the Operator will offer parking at the nearest available Q-Park car park.
- 2.3. The Customer registers the email address of the Visitor who is authorised to use the reservation in the Visitor Portal.
- 2.4. The Visitor will receive a Parking Confirmation via email. The Customer may enter the Visitor’s vehicle registration number directly when booking the time slot. If this information is not available, the Visitor can register their vehicle registration number using a link provided in the email. If the Visitor does not supply a registration number, they can scan the QR code included in the email at the facility entrance and exit. The QR code also provides access to pedestrian doors.
- 2.5. The Parking Confirmation grants access to the parking facility for one vehicle from the reserved start time.
- 2.6. The Customer may cancel a reservation up until the start of the reserved time slot, provided the Visitor has not entered the facility and begun parking.
- 2.7. The Customer is only authorised to offer parking to visitors of their business.

3. RATES

- 3.1. The Customer is responsible for paying the parking fees to the Operator for the entire reserved duration, regardless of actual usage, unless the reservation is cancelled in accordance with Article 2.6. Any parking time exceeding the reserved slot will also be charged to the Customer. No refunds will be issued for unused reservations that are not cancelled in time.
- 3.2. The Operator will provide the Customer with a detailed monthly invoice.
- 3.3. Payment must be made within 15 days from the date the invoice is issued to the following bank details:

UK

Bank: HSBC
Account Name: Q-Park Ltd
Sort Code: 40-27-15
Account Number: 74705793
Address: Q-Park Ltd, 1 East Parade, Leeds, LS1 2AD
Registration Number: 1721817
VAT Number: 708224452

Ireland

Bank: HSBC
Account Name: Q-Park Management Ltd
Sort Code: 99-02-31
Account Number: 35759429
IBAN: IE40 HSBC 9902 3135 7594 29
BIC: HSBCIE2D

4. DURATION OF AGREEMENT

- 4.1. This agreement commences on the date specified in the order confirmation and remains in effect indefinitely.
- 4.2. Either the Customer or the Operator may terminate this agreement in writing with one month's notice.

5. GENERAL PARKING TERMS AND CONDITIONS

- 5.1. This agreement and all use of the parking facility are subject to the General Parking Terms unless expressly stated otherwise in the preceding articles.

5.1.1. UK - [Terms and Conditions](#)

5.1.2. IE - [Terms and Conditions](#)

6. DENIAL OF ACCESS

- 6.1. The Operator reserves the right to deny Visitors access temporarily or permanently to the parking facility if they violate applicable rules, including the General Parking Terms, as reasonably determined by the Operator or its authorised manager.

7. USE OF THE VISITOR PORTAL

- 7.1. The Operator will provide the Customer with an activation email, enabling the Customer to activate and set up login details for the Visitor Portal.
- 7.2. The Visitor Portal may only be used under the terms set by the Operator. The Customer must comply with the Operator's instructions regarding its use.
- 7.3. All intellectual property rights related to the Visitor Portal remain with the Operator. The Customer may not share, disclose, reproduce, modify, or exploit any part of the Visitor Portal with third parties.
- 7.4. Q-Park reserves the right to further develop or modify the Visitor Portal, including adding or removing functionalities.
- 7.5. No rights can be derived from the use of the Visitor Portal.
- 7.6. The use of the Visitor Portal is subject to the Operator's privacy policy, which can be found on the Operator's website:
 - 7.6.1. UK - [Privacy Statement](#)
 - 7.6.2. IE - [Privacy Statement](#)
- 7.7. The Customer may not modify, copy, damage, overload, or hinder the functionality of the Visitor Portal in any way. Information within the Visitor Portal is for personal use only.
- 7.8. The Operator may suspend the use of the Visitor Portal if there is reasonable suspicion of misuse or breach of this agreement and/or the General Parking Terms.