



## Frequently Asked Questions

### 1. How do I contact customer services?

You can call customer services on 0845 050 7080, selecting option 2, option 1 if you're an existing customer with a query, or option 2, option 2 if you are a new customer looking to purchase a season ticket. Alternatively, you can email [spaceadmin@ncp.co.uk](mailto:spaceadmin@ncp.co.uk) with your query.

### 2. What do I do if my ticket does not work?

Press the buzzer on the exit barrier to connect to the National Operations Centre who will be able to assist you to exit the car park.

### 3. Can I use my new space card at any car park?

No, your space card is specific to the car park that you purchased it for and can only be used at that car park.

### 4. What do I do if my ticket does not arrive in time for the start date?

Occasionally, your new space card may not arrive in time for the start date that you selected. Please take a paper ticket on entering the car park and pay at the pay on foot machine when leaving. Once you have your space card send in all your receipts for a full refund.

### 5. I want to setup a direct debit. How do I ensure that the money is debited from my account at a date that is convenient for me?

The direct debit payment is collected between 15 – 17 days before your ticket start date so you need to bear this in mind when setting up your ticket start date.

### 6. Can I change my ticket start date?

Once the ticket is live and working the start date cannot be changed. If you wish for your ticket to start on a different date you will need to cancel your existing ticket and setup a new one.

### 7. What happens if I lose my season ticket?

If you lose your season ticket you need to contact customer services in order for a replacement to be despatched. Please note there is a £5 plus vat charge for a replacement for a lost ticket. You will need to pay the daily rate to continue to park while waiting for your replacement ticket. This is non-refundable.

8. How do I renew my season ticket?

You will be sent a renewal invoice at least 3 weeks before the expiry date of your current ticket. All you need to do is pay the invoice by the due date and your ticket will automatically renew.

9. How do I cancel my season ticket?

In order to cancel your ticket please email our customer services on [spaceadmin@ncp.co.uk](mailto:spaceadmin@ncp.co.uk)

Please refer to the season ticket terms and conditions for further information on cancelling your ticket.

10. What is the alignment charge?

When you select a start date and it is not the first day of the month the system will align your start date to the beginning of the next month. The alignment charge is the charge for the number of days from your selected start date until the beginning of the next month.