

Frequently Asked Questions for Cashless Parking in Croydon

1. Why has the council switched to cashless parking?

Our 'pay and display' machines are reaching the end of their useful life with the imminent removal of 3G connectivity and increasing maintenance costs. Significant capital investment would be required for new machines and given the current financial position of the council, this is not possible. Cashless parking where drivers book time on the RingGo app, over the phone or using the PayPoint facility in some shops, as an alternative system, will ensure the continued viability of the parking service.

2. Can I have more than one parking session on the same day?

Yes. Drivers will be able to obtain free parking sessions in the same parking location but only after a period of two hours after leaving. You will also be able to park for free in other district centre areas in the borough on the same day.

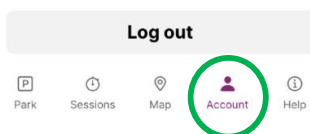
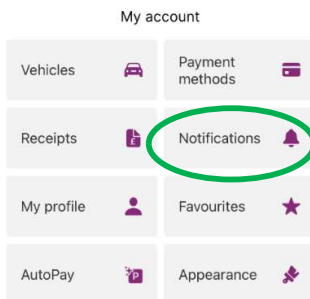
3. Where can I obtain the RingGo app?

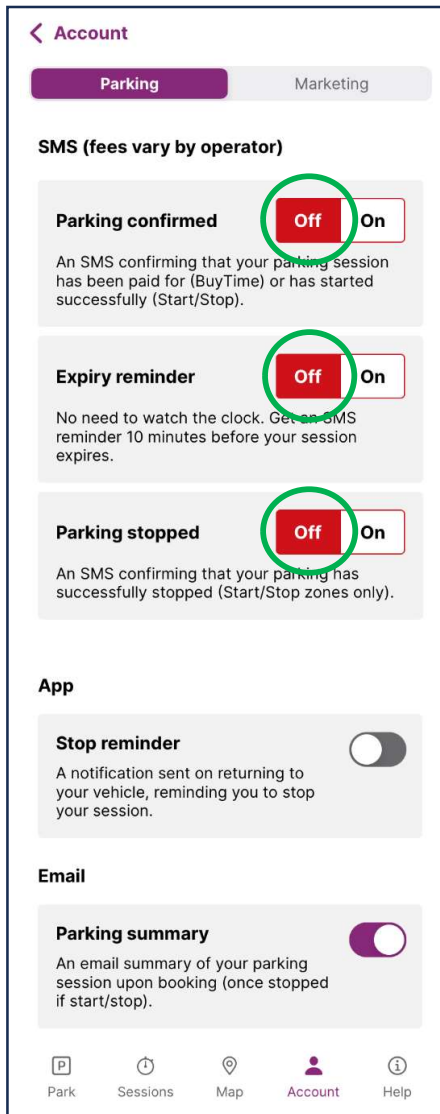
The RingGo app can be downloaded on your Android or Apple mobile phone on-line by visiting <https://ringgo.co.uk> or using the QR code below. This YouTube video explains how to download the app <https://www.youtube.com/watch?v=lozoPbJEyUg> It is advisable to set up the app on your phone whilst at home.



4. Can I opt out of SMS notifications as they charge for these?

Yes, it is possible to opt out of SMS notifications – please see the following screenshots, showing how the notifications can be switched on or off in the RingGo app settings:





5. What if I don't have a smart phone? Can I book a parking session using an old-style mobile phone or landline?

Parking sessions can be booked with an old-style mobile phone by phoning **020 3046 0010** and confirming your details and the RingGo location code, which are indicated on signs. It is easier to register your details on-line first at myRingGo.co.uk/register to ensure that the parking session goes smoothly. Parking sessions can also be booked on a landline but there would be no guarantee that there is a parking space available when arriving in a street or car park.

6. Can I book a parking session without using RingGo?

Yes. An alternative is to use PayPoint. You can ask at the shop to book a free and/or paid for parking session on RingGo by asking an assistant – please ensure you have details of the registration number of your vehicle and the RingGo location code as shown on signs.

7. I'm a disabled Blue Badge Holder – am I affected by the switch to cashless?

No, disabled Blue Badge Holders can park for unlimited time and for free in all Council run car parks and in on-street parking bays. Please display your disabled Blue Badge or Companion Badge to avoid receiving a Penalty Charge Notice.

8. Do I have to use the RingGo system when parking on a Sunday?

No, parking in these areas on Sundays is free and there is no need to book time on the RingGo system.

9. If I use the RingGo system do I still receive a discounted price for my parking session?

Yes. The council's new parking charges offer a balanced approach for parking, taking into consideration all vehicle types, while still recognising the environmental impacts of vehicles, and retains the emission-based parking charges for on-street parking. With the changing vehicle fleet since 2019, the uptake of electric vehicles has increased and as such the council has reviewed the discount offer for this vehicle type.

The discount offer now more fairly reflects the vehicles parking on the borough's streets, while not penalising less efficient vehicles that are often used by those that are less likely to be able to upgrade their vehicle.

The new discount bandings are:

Band	Vehicle emissions	Discount
1	Zero	25%
2	Up to 138g/km CO ₂	15%
3	More than 138g/km CO ₂	Full charge

You will default to paying the full charge if:

- Your vehicle is registered before March 2001
- Your vehicle is diesel registered before September 2015
- Your vehicle is imported or modified without UK emission data

10. What if I receive a Penalty Charge Notice (PCN) whilst I'm obtaining my parking session at the Paypoint store?

If you are unfortunate enough to receive a PCN whilst in the Paypoint store obtaining your parking session, you will need to appeal online at [Welcome \(ss3.azurewebsites.net\)](https://ss3.azurewebsites.net)

11. What if the RingGo system goes offline? Will I receive a Penalty Charge Notice (PCN)?

RingGo notify the council of all system outages, and we have processes in place to cancel any PCNs issued during any potential outages.