

Cheltenham BID has negotiated discounted parking rates for both daily and season tickets at the CitiPark John Lewis Car Park, Albion Street GL52 2RR. Daily discounted parking will cost just £6.00 and a monthly ticket will be £70, saving £20 a month for staff in BID businesses.

It's best to use the app. This is available at <https://play.google.com/store/apps/details?id=ax.parall.citiparkmobile> or <https://itunes.apple.com/gb/app/citipark-mobile/id1444454168?mt=8> You can also search on 'CitiPark Cheltenham' on your browser, but this seems less intuitive. In either instance, set up an account.

## DAILY TICKETS

- Via the app or website, use the 'prebooking' on the Cheltenham/John Lewis option and enter your vehicle's registration number.
- Enter your times – **this is important**. The system only permits the discount for parking period of a minimum of 10 hours. So even if you are only planning on parking between 08:00 and 16:00, choose something like 06:00 – 16:00. As long as you've entered 10 hours, the discount will be applied
- Either add your details (if account already set up) **OR** set up an account – add your payment details.
- You will be advised its £15.00 (for 10 hours)
- Enter the code **CHELT5 (THAT IS A 5, NOT AN S!)**
- The figure will now be £6.00.

## MONTHLY SEASON TICKETS

- Via the app or website, set up an account entering your vehicle's registration number. A second vehicle can be added. This is aimed at car sharers – you **CANNOT** park two cars on one account at the same time and should not attempt to do so.
- Add your payment details – don't worry, nothing will be taken until you hit pay at the end of the process
- Choose your dates – EG one month.
- For one month, the price of £90.00 will appear
- Apply discount code **CHELTBID70** and the monthly figure will reduce to £70.00.
- **Remember: the season ticket is paid for via monthly direct debit. If you are away for a long period, or if you stop using CitiPark, you must cancel the payment.**

## Evening/night time and early morning starts

You can park & collect your car after & before the advertised opening and closing times. EG if you book from 19:00 on a Monday evening until 05:00 on Tuesday morning, the CHELT5 daily discount **IS** applied. When you return at 05:00 the entrance or exit may be closed. Simply call 03333 444939 option 1. This is a 24 hour staffed control room. They will open the entrance remotely. **This has been agreed as a benefit for BID businesses. The same applies for early arrivals – you can book to park from, eg, 5.45 if you have a 6.00am start. And please note that although there is a difference between the times shown on the car park entrance and the website, as a BID business you can get access.**

## SUMMARY

- Once booked, you get a confirmation page and bar code. You will also get a confirmatory email with the same barcode.
- Remember if two cars are on one account, you **CANNOT** park both at the same time.
- The registration number should be recognised as you approach the barrier at the entrance. If the barrier fail to raise, scan the QR code to access the car park.
- If using the daily discount, please make separate bookings for each day you use the car park
- If you have to cancel a booking, this can be done on the confirmation page at the end of the booking process.
- When you are registered you can log into the 'My Account' area where you can add or remove registrations, change payment card view and download invoices or cancel renewals
- If you have any process/general queries, contact Chris Brooks at Cheltenham BID on 01242 571123 or [chris@cheltenhambid.co.uk](mailto:chris@cheltenhambid.co.uk)
- **If you are locked in/out of the car park, call 03333 444939 option 1. And if asked, advise the operative that you are part of a Cheltenham BID business and eligible for the discount.**