

# UPPER STREET CAR PARK

## Help and Frequently Asked Questions

### How far ahead can I book?

You may book up to 12 months ahead of your visit.

### Can I book at short notice?

Yes, subject to availability.

### How are parking charges calculated?

Pre-booked car park prices are for a minimum of 4 hours (or part thereof), thereafter they are calculated on an hourly basis or part thereof as based on our day and night tariffs as displayed in our Car Park. A booking fee of £3.50 applies to all on line advanced reservations; a booking fee of £5 is made in respect of all telephone bookings. The number of hours and days charged when you pre book is calculated on the basis of the times and dates you select when making your booking.

### What payment methods are accepted?

We accept the following credit and debit cards: Visa Credit, Visa Debit, Mastercard, Switch/Maestro. Diners Club cards are not accepted.

### How do I know that my Booking has been placed?

Within 24 hours of placing your order you will receive an email with a booking reference number confirming all your details. You should print this email and bring it with you to the car park. Should you not receive confirmation within 24 hours of placing your order, please contact our customer services team on 020 7288 6272. You can also view your booking by simply clicking on "Manage my Booking".

### What happens if I need to cancel or amend my booking?

You can cancel or amend all bookings up to 72 hours prior to your scheduled departure time. There is a cancellation charge of £5 for any cancellations made less than 72 hours prior to the arrival time at the car park plus the cost of the booking fee. The simplest way is to click on "Manage my Booking" at the top of this page. Amendments and cancellations made online are not subject to any additional fees unless the booking is cancelled within 72 hours of your scheduled departure time. You can also call our customer service line on 020 7288 6272 or by emailing us at

[parking@upperstreetcarpark.co.uk](mailto:parking@upperstreetcarpark.co.uk)

### **What happens if I forget or lose my booking confirmation?**

You need your booking confirmation email as proof of purchase in case you have any queries or problems on arrival or exiting the car park. In the event you lose your confirmation email, you can have a new one resent by clicking on the Manage my Booking button at the top of the website.

### **What happens if I want to bring a different car to the one confirmed at booking?**

If you are driving a different car to that detailed on your confirmation, you can amend these details to your booking online. Simply click on "Manage my Booking" at the top of the website.

### **Is a booking fee applied to my order?**

A £3.50 fee is applicable to all bookings on line, a fee of £5 is applicable to all telephone bookings

### **How do I give feedback?**

We are committed to the highest standards of customer care. If you are unhappy about any aspect of the service you receive please let us know by completing the online form on the following page:

[www.bookings.upperstreetcarpark.co.uk](http://www.bookings.upperstreetcarpark.co.uk)