

# Frequently Asked Questions for Cashless Parking Trial in Purley:

## 1. Why is the council undertaking a cashless parking trial?

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 using their mobile phones 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. It is advisable to set up the app on your phone whilst at home.



## 4. 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](http://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.

## 5. Can I book a parking session without using RingGo?

Yes. An alternative is to use PayPoint. PayPoint locations are at some shops as listed below. You can ask at the shop to book a free parking session on RingGo at the shops below 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 and the ticket machines:

The PayPoint location in Purley can be found at the Londis store at the Shell Foxley Garage on the corner of Godstone Road and Foxley Hill Road.

## 6. Can I comment on the trial?

The council welcomes any comments on this trial via an online survey, available at:

[www.croydon.gov.uk/NewAddingtonCPSurvey](http://www.croydon.gov.uk/NewAddingtonCPSurvey)

Any questions please phone 020 8726 6000.

The survey will close on **Monday 22 January 2024**.