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Virtual Talbot Road multi storey car park terms and conditions

Last Modified January 25, 2022



Talbot road multi-storey car park.

Automatic Number Plate Recognition (ANPR) is in use at this site.

This allows much easier access to the site by means of video cameras reading your registration number at the entry and exit barriers.

How it works

Firstly, ensure you have your access card out and ready to use just in case there are any issues relying on the ANPR system. This will help cut down on delays for yourself and any other users that may be waiting behind you.

The process described below is relevant to whether you are entering or leaving the site.

Drive up to the barrier and stop level with the entry station machine as if you were going to present your access card to the machine.

The camera will scan your registration plate, perform a look-up within the system database, and provided you are a legitimate user the barrier will raise to allow entry.

This process can take perhaps 5 seconds or longer to perform. Please be patient and give the system time to do its work.

If, after perhaps 20 seconds or so the barrier has still not raised to allow you in, present your access card to the reader. Hold the card steady against the sensor for at least 5 seconds. Don't wave it around.

Do not press the green button to issue a chip-coin, if you do, you will be expected to pay in the usual way. Instead, use the help button just below the speaker for assistance.

Check the condition of your vehicle registration plate often and keep it clean.

Take your access card with you when you leave your vehicle. Without it, you will not be able to re-enter the car park when you return.

Normal opening times: Monday to Sunday, 7.00am to 12.00 midnight.

Care should be taken to avoid losing your access card.

If however your card should become lost or stolen please inform Parking Services 01253 476395. The card will be cancelled and logged as invalid within the system. Subject to a £10 administration fee being paid, a replacement card will be issued.

Also, it has a digital chip and antenna within it, so do not punch a hole in it to place it on a key-ring, you will damage it.

Vehicles must be parked in properly marked bays and on no account are you to park in reserved bays or bays marked disabled.

For security reasons, the pedestrian access on Talbot Road closes at 6.30pm each day. Use the Deansgate entrance after this time.

Change of vehicle registration

- Log on to your Permit Portal account
- Within the "Active Permit" section click the "View" button.
- Select "Change Vehicle" tab
- Choose "Add new vehicle"
- Enter your registration number and re-enter for confirmation
- Click the "Apply to change vehicle" button
- A pop-up message will appear asking you to confirm these changes
- Click "Yes"

Talbot Rd users change of registration request will be directed to Parking Services admin team for manual processing.

In the mean-time, please ensure you have your access card with you for use at the barriers and doors.

Wrong presence message at barrier when trying to enter or leave the site

This message indicates the system thinks you're either already "In" when in fact you are out, or "Out" when you are in.

The last time you used the site you either entered or left the site without informing the system (drove through a raised barrier). If a barrier is already in the raised position for whatever reason you **must** let the system know you have entered or left by stopping and placing your access card on the reader sensor for at least five seconds.

Failure to follow this procedure will lead to you having problems entering or leaving next time.

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