

# **WCW Parking Regulations**

## **Content**

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**Appendix 1: Complaints procedure**

**Appendix 2: Wheel clamping procedure**

**Appendix 3: Vehicle removal procedure**

**Appendix 4: Organisation & communication**

# WCW PARKING REGULATIONS

## 1 General

- These parking regulations apply to the WCW-grounds.
- Parking facilities are provided for WCW staff and visitors to the WCW grounds.
- Despite the presence of barriers, the WCW grounds retain their open character, since anyone is allowed access to them. The Road Traffic Act remains in force here.
- It is clearly indicated at the WCW where parking is allowed and where it is prohibited. Parking is only permitted in the dedicated parking spaces.
- Bicycles may only be left in the bicycle stalls and racks provided for this purpose.
- It is prohibited to park vehicles for longer than two consecutive working days.
- Parking places reserved for visitors and disabled persons are intended exclusively for those groups.

## 2 Charges

The 2009 parking charges for third parties who are not conducting business on the WCW grounds are as follows:

- € 2.40 per hour. Payment is charged per 5 minutes. (this is the fee charged by Watergraafsmeer local authority).
- Maximum charge for one day € 17.20.
- € 17.20 for a lost card; (full-day charge applied by Watergraafsmeer authority)
- € 17.20 for a full-day card/exit card from meeting/conference centre, unless other agreements have been made between the organizing party and the parking coordinator / APCOA Parking Nederland BV.
- Entering and leaving the WCW grounds within one hour to deliver goods, for example, is free of charge.
- The charges may be amended by the WCW management as necessary, taking into account the fees charged in the immediate vicinity.
- The transfer of charges within an organization is not covered in these regulations.

## 3 Maximum duration

A parking space in the WCW grounds may be occupied for up to two consecutive working days. It is only permitted to park for a longer period with the agreement of the WCW parking coordinator. The vehicle may be removed after two working days, and the costs will be charged to the driver (see also Appendix 3, Vehicle removal procedure).

#### **4 Ticket dispensers**

- All ticket dispensers provide instructions for using the machine itself, and the user is also given directions via the display.
- The ticket dispensers accept payment by debit card, chip card and credit card. Cash is not accepted.
- The ticket dispensers are under cover and equipped with an intercom.

#### **5 Loss of entry card**

If an entry card is lost and no exit card has been issued, the user goes to the pay machine and reports via the intercom to the attendant. By means of a release function, he can allow the driver to take a new card for a single use. For the applicable penalty charge, please refer to section 2.

#### **6 Parking with the WCW access pass**

- The WCW pass ('druppel') allows access to the grounds. The WCW access pass is authorized by activating it in the parking access control system. The barrier is raised when the access pass is held in front of an electronic pass reader.
- The administrator of the Access Control System will set the parking authorisation of your access key at the correct level.

#### **7 Non-operational WCW pass**

- On entry: If, after showing your WCW pass, the barrier fails to rise, take a ticket and drive into the grounds. Then report to the member of staff responsible for parking within your organization for further assistance.
- On exit: If, after showing your WCW pass, the barrier fails to rise, park your vehicle, taking care not to obstruct the passage of other users. Then report to the member of staff responsible for parking within your organization or the organization you are visiting for further assistance. Outside office hours, you should contact WCW security at the SARA gatehouse.

## **8 Parking for staff and students with (temporary) disability**

- Disabled parking places are available close to the buildings for individuals with a physical disability.
- Staff, students and visitors with a permanent disability should apply to the municipality of their home town for a permit to use disabled parking spaces. Cars displaying a disabled badge are entitled to park in any of the appointed disabled parking spaces.
- Staff and students may request the parking coordinator to reserve a disabled parking space to a specific vehicle registration number. They should submit a copy of their disabled parking permit to the parking coordinator.
- Staff and students with a temporary disability who require the temporary use of a disabled parking space should apply to the parking coordinator, who will issue temporary exemption for the use of a disabled space on condition that the individual's personnel department approves the request.
- Vehicles parked in any disabled parking space without displaying a disabled parking card or that do not have a temporary exemption issued by the parking coordinator may be removed forthwith.
- Vehicles parked in any disabled parking space reserved for a particular vehicle registration number and that bear a different registration number may be removed forthwith.

## **9 Changes to or expiry of parking authorization for WCW pass holders**

Parking authorization is linked to the WCW access pass. If the pass is withdrawn or deactivated, upon termination of employment for example, parking authorization will be automatically deactivated.

## **10 Parking for visitors and suppliers**

- Visitors and suppliers of goods are required to take a ticket upon entering the car park.
- Visitors who have been issued with an exit card can raise the barrier by presenting the card at the exit terminal. Exit cards are available from the reception of the organization being visited.
- Visitors who have not been issued with an exit card should make the required payment. This can be done at the pay machines in the grounds. Entry and exit are free for a stay of up to one hour in the WCW grounds.
- Suppliers are permitted a stay of up to one hour free of charge. If they require longer than one hour, they can obtain an exit card from the organization they are visiting or the organization taking receipt of the goods.
- Regular visitors, i.e. suppliers/visitors who enter the WCW grounds frequently, may request a WCW pass with parking authorisation via their principal. The same procedure applies here as to the application for a pass by a staff member.

## **11 Parking for contractors, maintenance engineers, breakdown mechanics and contracting companies**

- Contractors, maintenance engineers, breakdown mechanics or other employees of contracting companies (cleaners, vending machine suppliers, catering staff, etc.) may request an access key with parking authorization via their employer.
- The same procedure applies here as to regular visitors. For company vehicles bearing the name of the company, a copy of the vehicle registration certificate part II issued to the named company should be submitted with the application.

## **12 Exit cards for business partners**

- Exit cards are issued by APCOA Parking Nederland BV. They may only be ordered by the appointed contact within each organization in the WCW grounds.
- Exit cards can only be used once.

## **13 Conferences / events**

- For large conferences/events, the relevant organizer should consult with the parking coordinator to seek a solution for parking facilities on behalf of the visitors, e.g. advanced reservation of parking spaces and communication to staff and visitors.

## **14 Parking arrangements between 19.00 and 7.00 (grounds fenced off)**

- Between 19.00 and 7.00, both the barriers and the gates are closed.
- Entering: Present an access pass or report to security (via the intercom) and the gate will be opened. Then by presenting the access pass at the barrier, the barrier will be opened.  
Visitors (including, for example, service personnel without an access pass) can open the barrier by taking an 'inrijkaart' (entry ticket).
- Exiting: Use an access pass by presenting the access pass at the barrier and then at the gate. Exit by presenting the 'uitrijkaart' (exit ticket) at the barrier. The gate will be opened after reporting to the security by intercom at the gate.
- Visitors (including, for example, service personnel without access pass) can obtain an 'uitrijkaart' (exit ticket) at their member of staff responsible for parking at the organisation being visited. If this person is not available, an 'uitrijkaart' (exit ticket) can be obtained via security staff (SARA loge).

## 15 Enforcement policy

### ***Supervision***

- Regular parking checks will be carried out throughout the WCW grounds on the instructions of the parking coordinator or his deputy. During the checks, a note will be made of incorrectly parked vehicles and a warning will be placed in the form of flyers, stickers or a verbal warning to the driver.

### ***Wheel clamps and removal of vehicles***

The parking coordinator or his deputy has the authority to fix a wheel clamp to a vehicle or to remove the vehicle if:

- Access to a building in the WCW grounds is obstructed
- Access for rescue services is obstructed
- An unauthorized vehicle is parked on a disabled parking place
- A vehicle is parked in such a way that it obstructs the arrangement of an event
- A vehicle is parked in a place not allocated for parking
- A vehicle has been parked for longer than two consecutive working days without the approval of the parking coordinator.

If it is decided to clamp or remove the vehicle, the procedures appended to this parking plan will be followed.

### Complaints procedure

#### **Procedure for lodging a complaint about parking on WCW grounds.**

Individuals may lodge complaints about parking on WCW grounds by completing the 'WCW parking complaint' form. Apcoa, the organization that manages parking on WCW grounds, is the main point of contact for complaints.

A complaint form can be obtained by visiting [www.wcw.nl/parkeren](http://www.wcw.nl/parkeren) or asking Apcoa directly on their central information line in Rotterdam (010 - 233 19 84) or by mail via [info@apcoa.nl](mailto:info@apcoa.nl). The form will then be sent to you by post or e-mail.

Completed complaint forms can be sent to Apcoa's head office in Rotterdam by e-mail ([info@apcoa.nl](mailto:info@apcoa.nl)). There is more information about this on the complaints form itself.

#### **How complaints are processed**

When a complaint form is received, it is registered in the system.

The manager responsible receives a copy of the complaint form to be dealt with. The manager must indicate what steps will be taken within three weeks, and specify when these will be taken.

In some cases, it may be necessary for the relevant manager to contact the client for further information beforehand.

Depending on the nature of the complaint, the resolution procedure consists of:

- a. a decision that has already been implemented, or will be implemented forthwith;
- b. an announcement of the planned actions and the timing of those plans;
- c. a meeting with the client to discuss several possible solutions.

The chosen solution must then be implemented.

#### **Quality assurance**

The parking coordinator of WCW receives a copy of all complaints forms and evaluates whether the steps proposed by the manager responsible are adequate. This ensures that complaints are handled correctly. The client is then informed.

#### **Progress monitoring and reporting**

The parking coordinator of the WCW monitors the timely and correct implementation of the commitments made. Internal reporting on the cases to be resolved and steps to be taken will be used for this purpose.

## Appendix 2

### Wheel-clamping procedure

1. The parking superintendent will consult with the parking coordinator on situations in which clamping should be considered. The parking coordinator takes the decision following consultation with at least one of the parking contact individuals.
2. Prior to attaching a wheel clamp, the superintendent will inspect the vehicle for any damage. Any damage found is entered on the 'wheel clamp form'.
3. The superintendent takes photographs of the vehicle clearly showing the registration plate and all visible damage as well as the wheel to which the clamp is to be attached.
4. The wheel clamp is then attached in the presence of the parking coordinator or a deputy appointed by him.
5. If the owner of the vehicle arrives at the vehicle before the wheel clamp has been attached, the procedure is halted.
6. After the wheel clamp has been mounted, the superintendent places a sticker on the door window on the driver's side, providing the owner with information on how to have the wheel clamp removed.
7. Once mounted, a wheel clamp can be removed on request when a 'wielklemkaart' (wheel clamp ticket) is presented. The 'wielklemkaart' (wheel clamp ticket) can be obtained at the ticket dispensers. Instructions for obtaining a 'wielklemkaart' (wheel clamp ticket) will be given by contacting the office through the intercom at the ticket vending machines.
8. It should at all times be possible to contact at least one of the following individuals by telephone: parking host, parking coordinator WCW or one of their deputies. In the event that none of these individuals is present in the grounds, the security staff is requested to remove the clamp. The 'wielklemkaart' (wheel clamp ticket) should be presented to the parking coordinator WCW on the following working day.

### Vehicle removal procedure

1. The parking superintendant consults with the parking coordinator concerning situations in which removal is warranted. The parking coordinator makes the decision following consultation with at least one of the parking contact individuals.
2. Prior to removal, the superintendant checks the vehicle for any damage. Any damage found is entered on the 'vehicle removal form'.
3. The superintendant takes photographs of the vehicle, clearly showing the vehicle registration plate and all visible damage to the vehicle.
4. The car is then removed by an authorized vehicle recovery company, in the presence of the parking facilities coordinator or a deputy appointed by him. The vehicle is removed to the premises of the vehicle recovery company.
5. If the owner of the vehicle arrives before the vehicle is removed, the procedure is halted. The costs incurred up to that point will be charged to the owner.
6. If a vehicle is removed, the owner should report this to the parking coordinator during office hours or to the WCW security staff outside office hours. The owner should make his own arrangements for collection of the vehicle. All associated costs will be charged to the owner of the vehicle at all times.
7. The extent of the incurred costs of removal is set annually in consultation with the vehicle recovery company. For 2010, the charge for removal of a vehicle will be a total of €250\*.

\* *Current estimate*

## Organization and communication

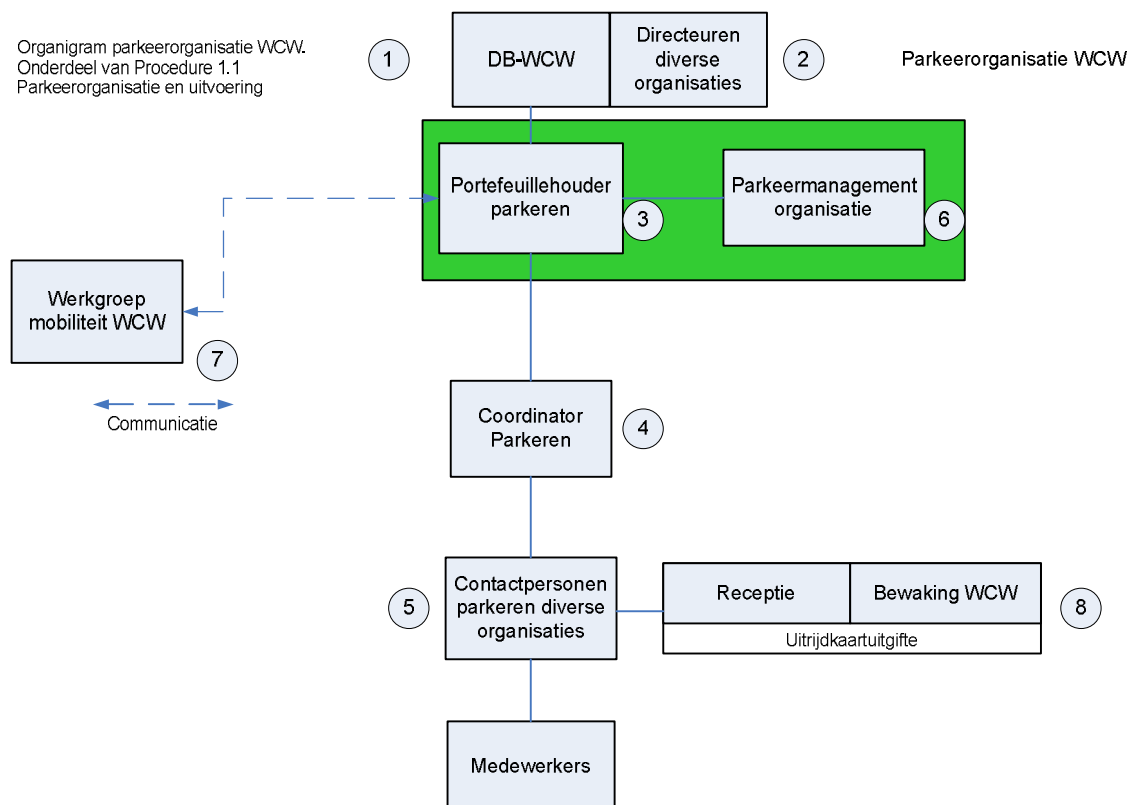
### 2.1 Organization

The management of the WCW is responsible for implementing the parking policy and the associated parking plan. The management appoints one of its members as the portfolio holder for parking facilities. The tasks of the portfolio holder are documented in the parking policy memorandum. The portfolio holder is supported by both the mobility working group and the parking management organization.

The portfolio holder delegates operational tasks to a parking coordinator. This refers to the person who deals with enquiries and problems on a daily basis and who maintains operational contact with the parking management organization. There is a clearly designated member of staff within every WCW organization for the parking coordinator to contact. All the organizations have chosen a member of staff for this purpose.

The management of the individual organizations is expected to uphold the parking policy and the agreements associated with it, and familiarize its organization with these.

The structure of the parking organization is shown below.



## 2.2 Communication

This section sets out the system of communication concerning parking facilities and related issues. This includes, for example, the communication of parking rules, changes to the parking policy, maintenance operations, etc.

The parking facilities portfolio holder is responsible for communication concerning parking in the WCW grounds. A protocol has been set up for specific issues and target groups, containing agreements on who will communicate on what, and to which target groups.

