

Park and pay, your way

Using Brighton & Hove's on-street pay-and-display machines

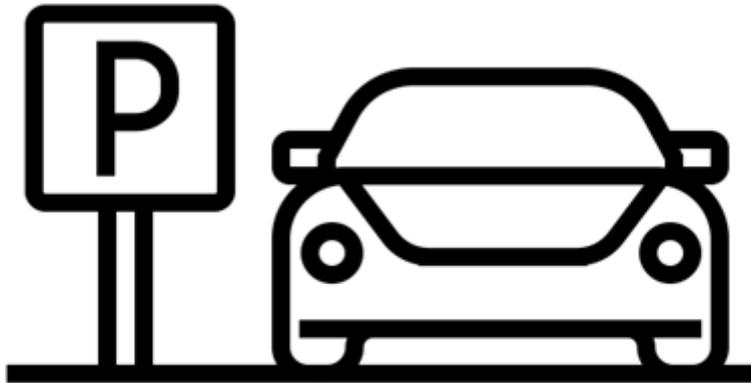


Image: Nikita Kozin from *Noun Project*

Latest revision: April 2018

Pay-and-display just got smarter



Created by Thibault Geoffroy from Noun Project

In response to the introduction of a new pound coin in 2017, the council decided to replace its ageing stock of pay-and-display machines.

At the time of the decision, the old machines were costing a lot of taxpayer money to maintain and were often targeted by thieves.

The new machines provide greater flexibility and convenience when paying to park on the street.

While they are more efficient and straightforward to use, there are some important differences between the new and old machines.

Pay-and-display just got smarter



Created by Myly from *Noun Project*

This guide will help if you:

- Have not yet used the new machines;
- Are unsure how the new machines differ from the old ones;
- Would like to know more about the payment options offered by the new machines.

Meet the machines

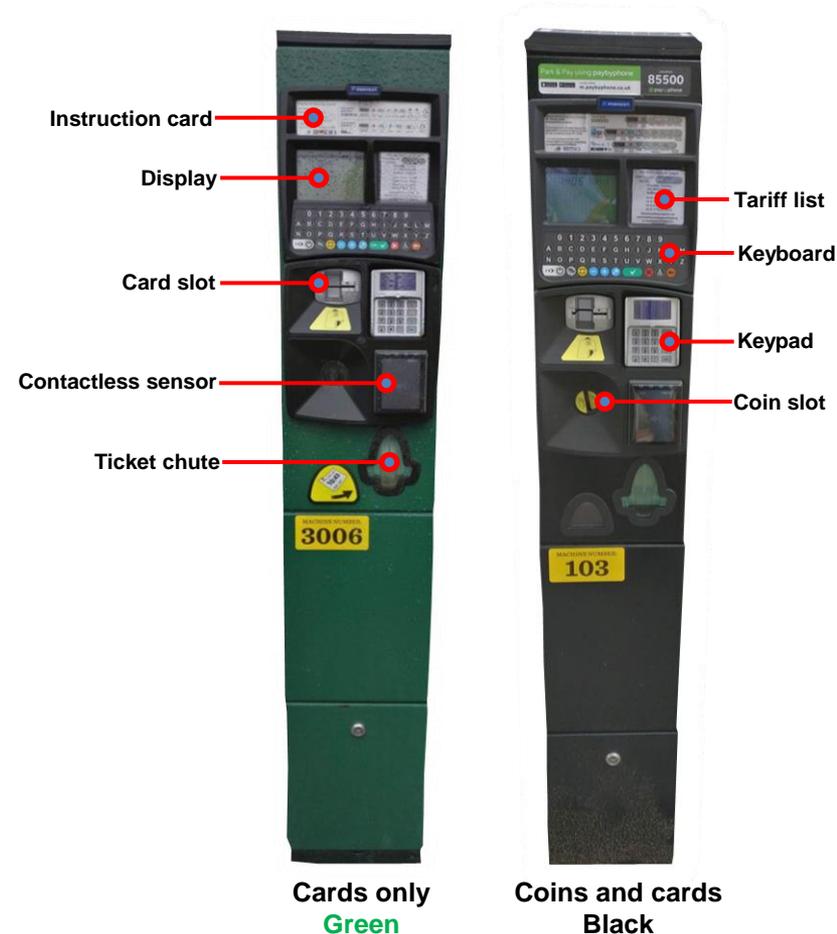
Until a few years ago, the only way to pay for parking was with cash.

This meant carrying coins with you, or in your vehicle.

Most new pay-and-display machines are designed to take card payments. Some will also accept coins.

Green machines = cards only

Black machines = coins and cards



Ways to pay

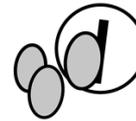
Debit or credit card

Other methods



Chip and PIN

page 7



Coins

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Contactless

page 15



PayPoint

page 33

PayPoint



Mobile wallet

(Apple Pay & Google Pay)

page 15

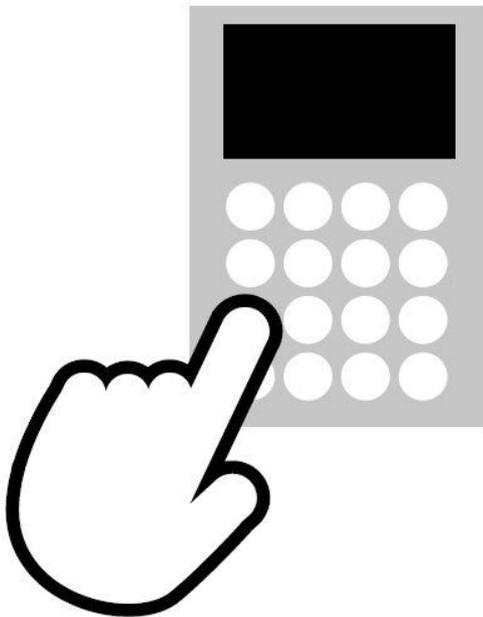


PayByPhone

page 34

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Using chip and PIN to pay for parking

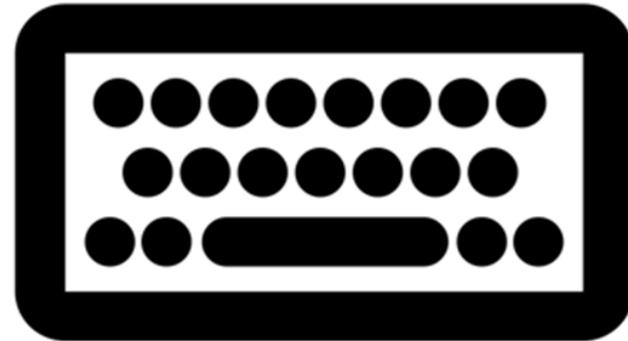


Before you begin...

All of the new pay-and-display machines have a keyboard for entering information.

The keyboard allows a driver to provide details about their vehicle and select the amount of time they wish to pay for.

Do not worry about which keys to press – the instructions in this guide will explain. Helpful prompts will also be shown on the machine's screen.



Created by Thomas Le Bas
from Noun Project

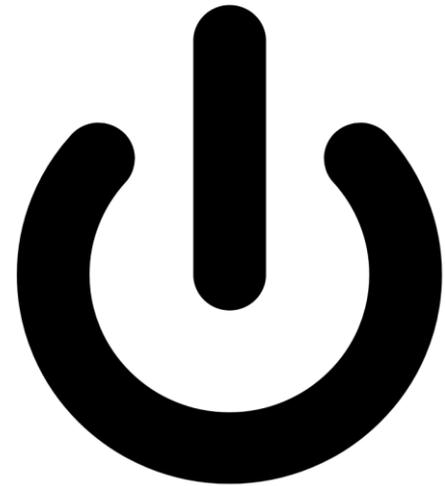
Before you begin...

To save energy, a machine that has not been used for a long time may switch itself off.

When this happens, the machine will show a blank screen instead of displaying the time and date.

To wake a machine from standby, press the power button in the bottom-left corner of the keyboard.

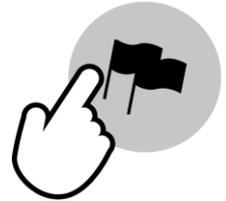
You may need to wait a short while before the machine will allow you to enter any information.



Chip-and-PIN payments

Select language

- Make sure the correct language is showing on the screen. **If you need to change it**, press the language selection (flag) button.



Type in your
number plate

- Use the keyboard to enter your vehicle registration. If you make a mistake, press the orange arrow button to go back to the wrong number or letter.



Confirm the
registration
number

- When you are happy that the registration number you entered is correct, press the green (tick) button.



Chip-and-PIN payments

Insert your card

- Push your credit or debit card into the card slot. The machine accepts American Express, Visa (debit and credit), MasterCard and Maestro.



Add the time needed

- Use the blue buttons to enter the hours you want to pay for. Each press of the single-cross button adds time. The button with two crosses adds the maximum allowed time. The minus button reduces the number of hours.



Confirm the registration number

- When you are happy that the amount of time you entered is correct, press the green (tick) button.



Chip-and-PIN payments

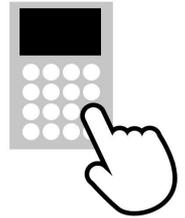
**Enter your
PIN**

- Enter your card's PIN using the keypad next to the card slot. The 'Clear' key can be used to correct any mistakes.



**Confirm your
PIN**

- After entering the correct PIN, press the 'Enter' key on the keypad.



**Take your
ticket**

- The machine will print your ticket. You must display this on the dashboard of your vehicle to avoid receiving a Penalty Charge Notice (PCN).



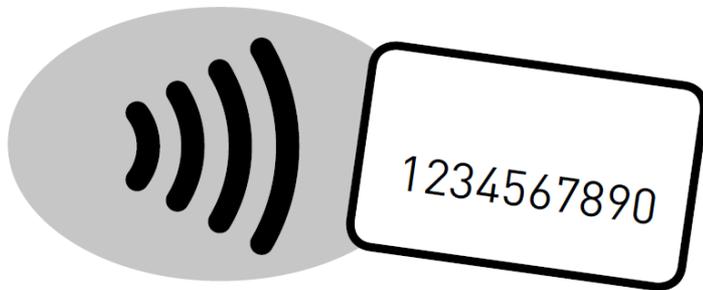
[End of chip-and-PIN instructions]

Next: How to make a contactless card payment



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Making a contactless card payment



Contactless card payment



‘Contactless’ technology makes paying by card easier. You do not need to enter a PIN – perfect if you’re in a hurry or worried about card security.

Left your card at home? It is also possible to make contactless payments with your smartphone via Apple Pay or Google Pay (formerly Android Pay).

Not sure about contactless payments? Click the logos below, or enter one of the web addresses into a browser for more information.



goo.gl/g9DpbJ



goo.gl/RE5DKb



goo.gl/CbtKy0



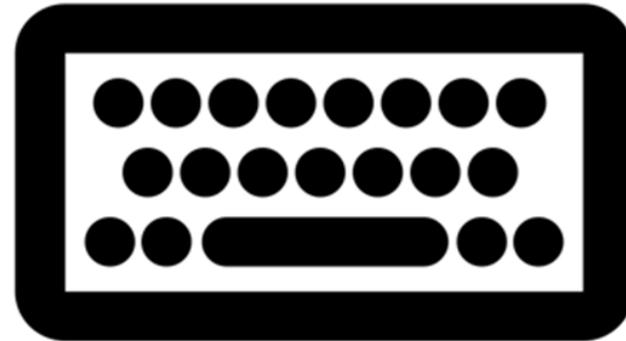
goo.gl/elukC3

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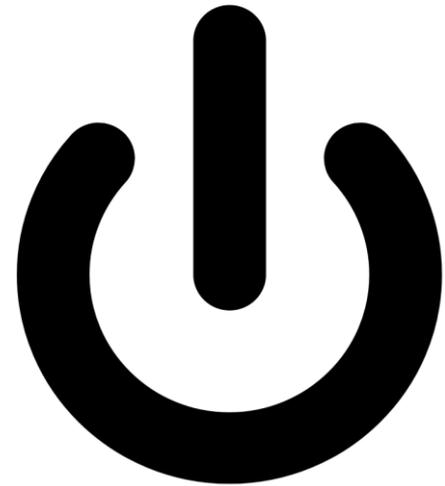
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To wake a machine from standby, press the power button in the bottom-left corner of the keyboard.

You may need to wait a short while before the machine will allow you to enter any information.



Contactless card payment

Select language

- Make sure the correct language is showing on the screen. **If you need to change it**, press the language selection (flag) button.



Type in your
number plate

- Use the keyboard to enter your vehicle registration. If you make a mistake, press the orange arrow button to go back to the wrong number or letter.



Confirm the
registration
number

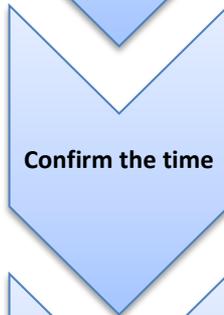
- When you are happy that the registration number you entered is correct, press the green (tick) button.



Contactless card payment



- Use the blue buttons to enter the hours you want to pay for. Each press of the single-cross button adds time. The button with two crosses adds the maximum allowed time. The minus button reduces the number of hours.



- When you are happy that the amount of time you entered is correct, press the green (tick) button.



- Place your card or phone [over the contactless reader, which is below the card number pad](#). If you are using a smartphone, make sure the device is unlocked beforehand.



Contactless card payment

Take your ticket
to the vehicle

- The machine will print your ticket. You must display this on the dashboard of your vehicle to avoid receiving a Penalty Charge Notice (PCN).

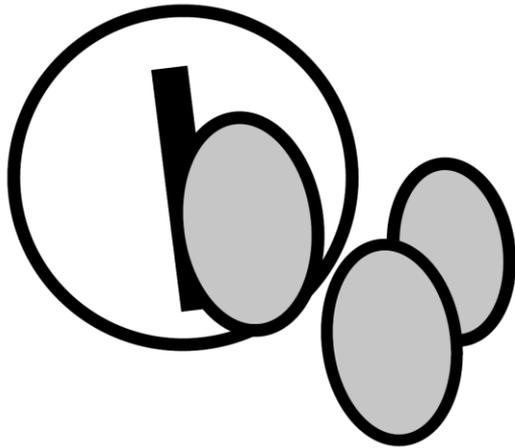


[End of contactless card instructions]

Next: Paying with coins



Paying for parking with coins



Paying with coins

Most pay-and-display machines only accept card payments. However, some machines in busier areas also take coins.

Coins can only be used to pay at a 'black' machine. 'Green' machines only accept credit and debit cards.

The following coins are accepted at our cash-and-card machines:

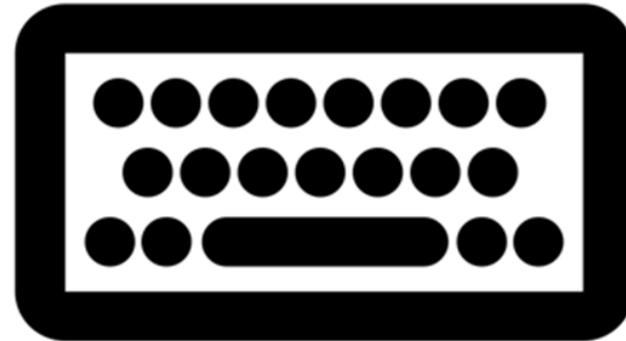


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Created by Thomas Le Bas
from Noun Project

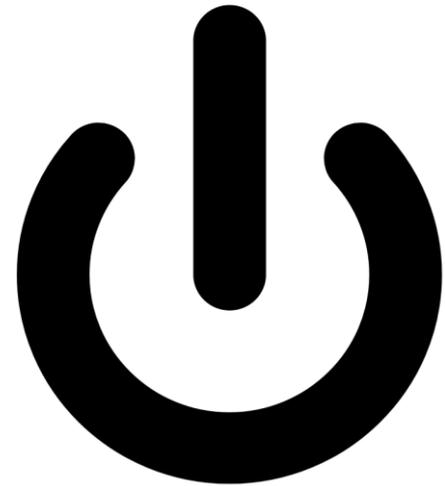
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To wake a machine from standby, press the power button in the bottom-left corner of the keyboard.

You may need to wait a short while before the machine will allow you to enter any information.



Paying with coins

Select language

- Make sure the correct language is showing on the screen. **If you need to change it**, press the language selection (flag) button.



Type in your number plate

- Use the keyboard to enter your vehicle registration. If you make a mistake, press the orange arrow button to go back to the wrong number or letter.



Confirm the registration number

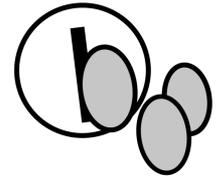
- When you are happy that the registration number you entered is correct, press the green (tick) button.



Paying with coins

Insert coins

- Put coins up to the maximum value required into the coin slot. [The tariff card to the right of the display screen](#) will tell you the price per hour.



Confirm the amount added

- When you are happy that you have entered the correct amount, press the green (tick) button. **Note: the machines do not give change.**



Take your ticket to the vehicle

- The machine will print your ticket. You must display this on the dashboard of your vehicle to avoid receiving a Penalty Charge Notice (PCN).



[End of coin payment instructions]

Next: Paying for parking without using a machine



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Other ways to pay

Created by Chameleon Design from Noun Project



Other ways to pay

Found yourself at a card-only machine, but only have coins in your pocket?

Would you rather not use a machine to pay for your parking?

There are a couple of alternatives which may suit you.

If you're reading this on a computer, click a logo below. Otherwise see overleaf for more information:



Other ways to pay



PayPoint

You can pay for on-street parking at any retailer displaying the PayPoint logo.

PayPoint allows drivers to pay for parking with cash or cards at [over 150 stores across the city.](#)

More information on how to use PayPoint for parking is available from [the official website.](#)

Other ways to pay



PayByPhone is a company which provides ways to pay for parking with your mobile phone.

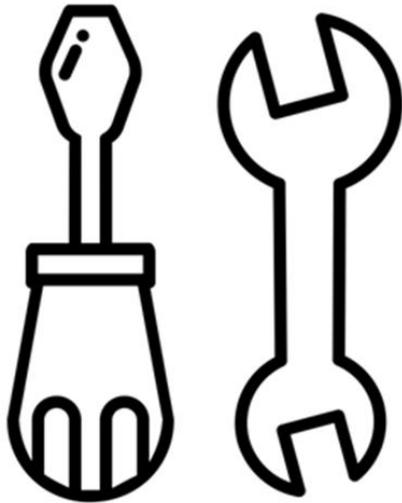
You can use their app, call, text or visit their website.

There is no need to be near a machine or display a ticket.

[More information](#) can be found on our website.

[Easy-to-follow instructions](#) are also available online from PayByPhone.

Found a faulty machine?



Created by Maria Kisiltsina from *Nourin Project*



Brighton & Hove
City Council

Faulty machines



Created by Wilson Joseph from *Noun Project*

Fault report web address:
<https://goo.gl/1JFKft>

Using a computer?
Click on this button to
report a fault

Note: Clicking on the button above will open a form in a new browser window

Our new machines contain technology which alerts us to when things go wrong.

However, some faults can occasionally be missed.

If a machine does not seem to be working, let us know by completing an online reporting form.

We'll send a technician to the location as soon as possible, in order to investigate and fix the problem.

Frequently asked questions

Created by Indygo from Noun Project



Frequently asked questions

Q: Do I always need to display a ticket in my vehicle?

A: If you buy a pay-and-display ticket from an on-street machine, the ticket *must* be displayed on your dashboard to avoid receiving a PCN. The machines do not automatically report your vehicle registration to enforcement officers.

Q: Why do I have to enter my registration number when buying a ticket?

A: Entering your registration makes enforcement easier and more efficient: it provides solid evidence that a ticket was bought for your vehicle, and also prevents fraud.

Currently, the information is **not** kept or used for any other purpose. In the future, it is hoped this data may be used to provide better e-parking services in the city, such as a parking space-finder smartphone app.

Frequently asked questions

Q: I tried to pay with my card but the machine didn't give me a ticket. Will I receive a PCN?

A: If you buy a pay-and-display ticket from an on-street machine, the ticket *must* be displayed on the dashboard to avoid receiving a PCN.

If you tried entering your PIN but didn't get a ticket, the machine has probably failed to communicate with your bank. You will not have been charged.

Our machines use SIM cards identical to those inside mobile phones to contact cardholders' banks. As with all wireless technology, reception can vary.

If a machine is in a mobile signal black spot, calls made to bank networks can sometimes be dropped.

This issue does **not** affect contactless payment methods.

Frequently asked questions

Q: Do I have to use a machine to pay for parking?

A: It is also possible to pay for parking via the cashless PayByPhone system, or by paying at a nearby PayPoint retailer. [More information is available from the council's website.](#)

Q: Where is my nearest PayPoint retailer?

A: The location of the closest PayPoint store may be displayed on the side of your nearest pay-and-display machine. [See the page about PayPoint](#) for more information and resources.



Q: Are machines accessible to non-English speakers?

A: The language displayed on-screen can be changed by pushing the 'flag' button on the keyboard. Currently English, French, German and Italian are supported.



Frequently asked questions

Q: Do I have to pay if the machine is not working?

A: Parking without payment of the charge will likely result in your vehicle being issued with a Penalty Charge Notice. If a machine is not working you can use the nearest alternative machine, provided the correct tariff is available. Payment can also be made via PayByPhone or PayPoint.

Broken machines can be reported to our maintenance staff by [using our online form](https://goo.gl/1JFKft) (https://goo.gl/1JFKft) or calling 01273 296622 (select option 1).

Q: It looks like a machine has been vandalised or broken in to. What should I do?

A: This should also be reported to the council. Please use the online form or call the helpline listed above.

Frequently asked questions

Q: I think my payment card is stuck in the machine. What can I do?

A: The machines are not designed to retain your card: cards are not 'latched' into the slot, nor are they 'swallowed' during a transaction. If it does seem like your card is stuck, it's probably due to a deformity in the card itself. You can call the technical team for assistance on 01273 296622 (select option 1).

Q: How much does it cost to park in Brighton & Hove?

A: A list of hourly charges is clearly displayed [on each machine's tariff card](#). When you enter the amount of time needed, the price will also be shown on the machine's display screen. The cost of parking can vary between different parking zones, so it is important to always check that you are making correct payment. [Parking fees and charges for the current financial year](#) can also be found on the council's website. (<https://goo.gl/VfGY8q>)

Frequently asked questions

Q: Will I be charged extra for using my debit / credit card?

A: No – you will not be charged a card usage fee.

Q: Why is pay-and-display parking cheaper than the PayByPhone service?

A: At a pay-and-display machine you will not be charged any additional fees. PayByPhone charge a small transaction fee each time the user buys a parking session (currently 10p per transaction).

Q: I've received a Penalty Charge Notice. What should I do?

A: Either pay the charge or appeal against it. If you wish to raise a challenge, you'll need to [follow the appeals process](#) as detailed on the council's website.

Frequently asked questions

Q: I am a blue badge holder. Do the new machines change what I need to do in order to park?

A: No. You can continue parking normally. The same allowances and restrictions for displaying a blue badge will apply.

Q: I'm going to leave before my ticket expires. Can I pass it on to someone else?

A: No. The vehicle's registration number is printed on the ticket. Officers will be able to see at a glance whether a ticket was purchased for the vehicle in which it is displayed. Using someone else's ticket will result in a PCN being issued.

Q: Why did you get rid of the old coin-operated machines? They were much simpler to use.

A: There were a number of issues which led to the old machines being phased out. [Please refer to the introduction](#), in which these reasons are outlined.

Frequently asked questions

Q: I just want to pay with coins like I used to. Where is the nearest machine that takes cash?

A: [A list of all pay-and-display machine locations](https://goo.gl/fXNFZL) is available on the council's website (<https://goo.gl/fXNFZL>). Officers also carry this list with them.

You can also pay with cash [at any PayPoint retailer](#).

Q: Do the pay-and-display machines give change?

A: No. Any coins over the required amount will not be returned. Please use exact change. Alternatively, you can pay cash at [the nearest PayPoint retailer](#).

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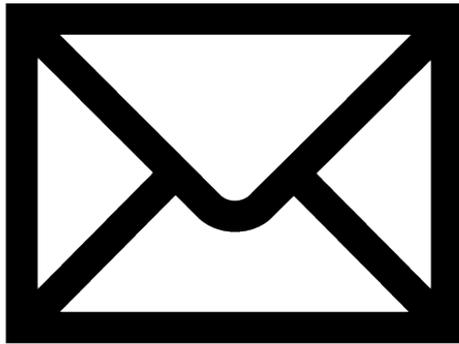
Any other queries?

Created by emilegraphics from Noun Project



Brighton & Hove
City Council

We'll get back to you



Email Parking Services:
parking@brighton-hove.gov.uk

Using a computer?
Click on this button to
ask a question

Note: Clicking on the button above will open a new message window in your email app

Hopefully this guide has answered any questions you may have.

If you cannot find the information you want, please get in touch.

You can send us an email by using the details on the left of this page.

If you need immediate assistance, please call 01273 296622 and select 'Option 1' for machine queries.

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END OF GUIDE



@BHCC_Transport



brighton-hove.gov.uk/parking



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City Council