

New parking arrangements FAQ

What changes have happened to car parking charges in the borough?

We have made several changes to the car parks run by us in the borough.

Cost

We have increased the price in all car parks, using a two-tier pricing structure with car parks outside of Wokingham Town seeing a lower increase.

We have also:

- Revised the season ticket prices and introduced additional overnight residents permits
- Introduction of a Market Traders permit to provide a discounted all-day charge with a valid permit in Cockpit Path or Headley Road car parks

Charging periods

We have changed the charging periods within the car parks. New periods are:

- 6am to 6pm Monday to Sunday (including Bank Holidays) – normal charges apply
- 6pm to 10pm Monday to Sunday (including Bank Holidays) – fixed fee of £1 applies
- 10pm to 6am Monday to Sunday (including Bank Holidays) – free, but a ticket is required

Those who have purchased an overnight permit can park from 6pm to 8am at no additional cost.

EV bays

We have introduced additional EV charging bays in Carnival MSCP, Shute end Eastern car park and our Countryside car parks, with more being rolled out this summer in Denmark Street, Cockpit Path, Rose Street, Polehampton Close, Station Road Earley and Headley Road car parks.

I want to park in the evening and collect my car the next day, how will I be charged for this?

You must choose the 'pre-payment' option and select what time you will pick your car up. Alternatively, you can go to the car park or book in on the RingGo app at 6am when the charging period starts (you must still get a free overnight ticket).

Why have charges gone up?

Over the past five years since the last parking charge increase, the cost of running the car parks has gone up and we are seeing a change in the way that people use the car parks meaning that income has not increased at the same rate.

Additionally, any extra income will go towards highway maintenance, meaning there is more in the council's budget that can be put towards services that support our most vulnerable residents.

Why have charges gone up in some areas more than others?

Following public consultation, a two-tier parking charge structure was designed, with parking outside of Wokingham Town Centre being at a lower cost.

How can I pay for parking? Do I have to use an app?

Parking can be paid for by coin or card at the machine, or by using the RingGo phone app.

RingGo/Parking machine isn't working – will I get a ticket?

Please try all parking machines in the car park – each has at least two. If all are not working, please use RingGo.

If RingGo is not working, please use the parking machine.

If neither are working, please call 0118 974 6000 between 9am and 5pm Monday to Friday, or 0800 212 111 at all other times.

I didn't know about the changes – why wasn't I informed?

We have been publicising the changes since September 2022. This was done through our social media pages, our newsletters, our news site and at each car park. The consultation was advertised online, in the local paper and in each of the car parks.

Will you be monitoring the impact on local businesses?

Parking ticket sales will be monitored to see what effect the increase has on our customers.

How will the extra money be spent?

Income will pay for the cost of running the parking service, with any extra spent on highway improvements and public transport.

Are overnight permits available for residents?

Overnight permits are available for a reduced rate when using our car parks in the evening – similar to our season tickets for day time parking but from 6pm to 8am.

Why do I need a ticket in the evening if it's free?

This helps us to understand how our car parks are used in the evening.

It also helps us control anti-social behaviour in our car parks and was requested by Thames Valley Police.

Why does it take so long to reimburse me when I check out of the car park?

When you use the check in/check out process the machines request a preauthorised amount, just like when you use pay at pump at a petrol station. The preauthorised amount will be for the maximum charging period.

We don't hold the pending transactions, this is held by your bank and is released by the bank when the actual payment for the parking you have used is processed.

We have no control over the period your bank takes to put this pending fee back into your account. Normally this should take no more than 3-5 days.