

Parking at



# WESTLAKES SCIENCE PARK

Owned and operated by  **BEC**



[www.discoverbec.com](http://www.discoverbec.com)

## Introduction

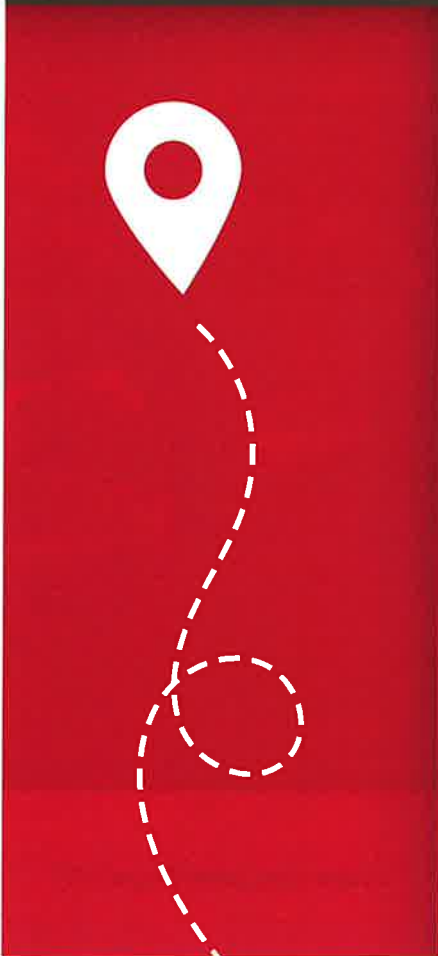
In July 2023 we introduced ANPR parking controls at Westlakes Science Park due to a number of complaints being received from tenants, who had been unable to park outside their buildings. After investigation, we found this was due to people using Westlakes as an unauthorised park and ride.

For each BEC owned building, we agreed parking requirements with each key tenant contact to ensure the new process was fit for purpose. Whilst there is ample signage around the park, we would also like to remind you that it is the tenant's responsibility to share parking requirements with their employees and visitors.

Where necessary, BEC will share updates directly with key tenant contacts and/or via our Westlakes Newsletter. We recommend you nominate key people in each office to ensure essential information about the park is shared with your employees. You can sign up to the Westlakes newsletter [www.discoverbec.com](http://www.discoverbec.com), where possible please also encourage your colleagues to do so.

For information, please find below the parking requirements for each building. Any questions should be directed to [parking@discoverbec.com](mailto:parking@discoverbec.com) or please call 01946 595200.

If your organisation requires additional parking, please contact our Developments team for further information by emailing [info@discoverbec.com](mailto:info@discoverbec.com).





## **Innovation Centre**

- Option for tenants to whitelist their employee's vehicles – this is at each tenant's discretion. Whitelist requests will only be accepted when requested/authorised by our agreed tenant contact(s) for each organisation.
- All visitors must use the iPad located in the foyer to register their vehicle. The iPad requires a passcode, which you will need to provide to your meeting delegates.
- Pay & Display parking is available on the Innovation Centre overspill car park, for those who are not visitors to a tenant in the Innovation Centre and wish to park at Westlakes (e.g. dog walkers or visitors to a non-BEC owned building, such as Herdus House).



## **Ingwell Hall & Pavilions (incl. Beauty in the Barn)**

- Option for tenants to whitelist their employee's vehicles – this is at each tenant's discretion. Whitelist requests will only be accepted when requested/authorised by our agreed tenant contact(s) for each organisation.
- When parking at Ingwell Hall & Pavilions (incl. Beauty in the Barn) all visitors must use the iPad located in the pavilion they are visiting (e.g. The Barn, Wastwater, Derwentwater, Loweswater, Buttermere, Bassenthwaite and Ennerdale) or within the foyer at IH.
- The iPad in Ingwell Hall also covers those parked on the overspill at the Innovation Centre (recommended parking for anyone utilising a BEC meeting room).
- Short stay Pay & Display parking is available outside BEC's reception for those who are not visitors to a tenant in Ingwell Hall & Pavilions and wish to park at Westlakes (e.g. dog walkers or visitors to a non-BEC owned building, such as Herdus House).



## **Fleswick Court**

- Option for tenants to whitelist their employee's vehicles – this is at each tenant's discretion. Whitelist requests will only be accepted when requested/authorised by our agreed tenant contact(s) for each organisation.
- All visitors must use the iPad located in the foyer to register their vehicle.
- The nearest pay & display parking is on Lindow Avenue (by the footpath to Summergrove). If full, pay & display parking is also available at the Innovation Centre, Ingwell Hall and Robinson House.



## **Galemire Court**

- Option for tenants to whitelist their employee's vehicles – this is at each tenant's discretion. Whitelist requests will only be accepted when requested/authorised by our key tenant contact for each organisation.
- All visitors must use the iPad located in the foyer to register their vehicle.
- The nearest pay & display parking is next to RH and is referred to as overspill parking. If full, pay & display parking is also available at the Innovation Centre, Ingwell Hall and Lindow Ave (by the footpath to Summergrove).



## **Robinson House**

- Option for tenants to whitelist their employee's vehicles – this is at each tenant's discretion. Whitelist requests will only be accepted when requested/authorised by our key tenant contact for each organisation.
- Each tenant has available coloured dot parking spaces allocated (in accordance with their lease agreements) for use by those on the whitelist or utilising the iPad.
- All visitors must use the iPad located in the foyer to register their vehicle. The iPad covers parking in the designated coloured dots and the Robinson House overspill.
- The nearest pay & display parking is next to RH and is referred to as overspill parking. If full, pay & display parking is also available at the Innovation Centre, Ingwell Hall and Lindow Ave (by the footpath to Summergrove).



## **Kelton House**

- Option for tenants to whitelist their employees vehicles – this is at each tenant's discretion. Whitelist requests will only be accepted when requested/authorised by our key tenant contact for each organisation.
- All visitors must use the iPad located in the foyer to register their vehicle.
- The nearest pay & display parking is next to RH and is referred to as overspill parking. If full, pay & display parking is also available at the Innovation Centre, Ingwell Hall and Lindow Ave (by the footpath to Summergrove).



## Non-BEC Owned Buildings

When parking at a building not owned by BEC, you will need to check with the building occupier/owner regarding their parking requirements. Note, this does differ between buildings.

Where the car park of a non-BEC owned building is full, you must utilise the pay & display parking options available on the park.

### **BEC Owned Buildings**

- Fleswick Court
- Galemire Court
- Innovation Centre
- Ingwell Hall & Pavilions (incl. The Barn)
- Kelton House
- Robinson House

### **Non-BEC Owned Buildings**

- Banna Court
- Dalton Cumbria Facility
- Greeson Court
- Herdus House
- John Fyfe (Samuel Lindow)
- Pillar House
- Princess Royal
- Rutherford House



## ADDITIONAL INFORMATION

### Pay & Display

We have four pay & display parking options on the park. Payment must be made via [www.tap2park.co.uk](http://www.tap2park.co.uk). There is no app available.

Each site has it's own location code, you can find the adjacent signage along with any relevant T&C's. Payment for the duration of parking must be made before leaving Westlakes Science Park.

#### Long Stay

- Innovation Centre overspill
- Robinshon House overspill
- Lindow Avenue

#### Shorty Stay

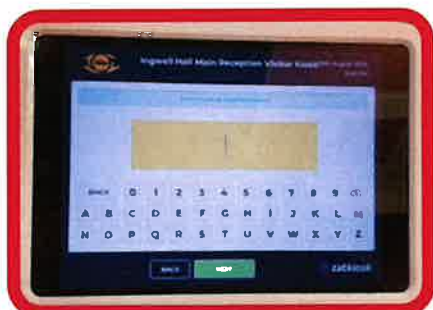
- Ingwell Hall (located outside BEC reception)



### Visitor to BEC owned Building

If you are visiting a BEC owned building, and are not already on the parking whitelist, you must enter your vehicle registration number into the corresponding iPad the same day of parking (i.e. before 23:00).

For example, when parking at Galemire, you must use the iPad situated in the foyer at Galemire.



The only exception to this is the iPad at Ingwell Hall, which covers both the Innovation Centre and Ingwell Hall.

Some iPads require a passcode to enter your vehicle registration. When organising a meeting please ensure you share the code with anyone visiting your office. Your office manager will be able to confirm the code.

### Unauthorised Parking

**Failure to adhere to the parking requirements may result in a Parking Charge Notice being issued by I Park Services Ltd.**

Anyone found to be entering a vehicle registration number for someone (including themselves) who is not working in the associated building, will be reported to their employer.

Please park responsibly and remain mindful of the requirements, which have been introduced to ensure you and your colleagues can park accordingly.

# FAQ

## **FREQUENTLY ASKED QUESTIONS**

- **I work in a BEC owned building, how do I whitelist my vehicle?**

Whitelist requests must be approved and made by your building/office manager and sent to [parking@discoverbec.com](mailto:parking@discoverbec.com).

- **How long does it take to whitelist my vehicle?**

Please allow up to 7 days for whitelisting requests to be actioned and confirmed. In the meantime you must continue to follow the visitor process (i.e. use the iPad daily to enter your registration OR utilise the pay & display parking).

- **My company does not have whitelisting available, why is this?**

We have agreed processes in place with each BEC tenant. Please speak with your building/office manager for further information regarding parking requirements.

- **I have received a Parking Charge Notice (PCN) from I Park Services Ltd, how do I dispute this?**

You will need to contact I Park Services Ltd directly. Instructions for how to do this are contained within the PCN letter you will have received. Please ensure you include any necessary information or documentation to verify your appeal.

Note, BEC do not have access to I Park Services Ltd data, therefore any appeals must be made directly to them.

- **Who are I Park Services Ltd?**

I Park Services Ltd manage parking requirements on all BEC owned buildings and land at Westlakes Science Park. For any queries, you can contact them directly on [enquiries@iparkservices.co.uk](mailto:enquiries@iparkservices.co.uk).

Note, BEC do not have access to I Park Services Ltd data, therefore any appeals must be made directly to them.

- **The iPad in my building is not working, how do I register my car?**

Please report the fault to [parking@discoverbec.com](mailto:parking@discoverbec.com) immediately, ensuring you include any pictures/videos of the fault. It is imperative you also include your car registration so that we can inform I Park Services Ltd on the same day.