

Information Leaflet for Parents/Carers and visitors

**Parking and Parking Charges
At
Birmingham Children's Hospital**

Use of Public Transport

Parking is very limited in and around the Hospital; therefore we encourage you to use public transport whenever possible.

For further information about travelling to the Hospital please see our separate "Travel Guide to Birmingham Children's Hospital." This should have already been sent to you. If not, copies are also available from the Child and Family Information Centre on 0121 333 8505 or through our Hospital website:

www.bch.nhs.uk

Car Parking Availability

Birmingham Children's Hospital has three car parks with a total of 92 spaces that you can use when attending or visiting the hospital.

The car parks are located in the following areas around the main hospital site:

Loveday Street	12 spaces
Front of Hospital	40 spaces
Ground Floor Multi-storey	40 spaces

By using these car parks you are agreeing to the Trust standard car parking Terms and Conditions, as displayed.

Disabled Parking Spaces

The hospital has a total of 10 disabled parking spaces:

- 6 at the front of the hospital
- 4 in the Ground Floor Multi Storey car park at the back of the Hospital.

Blue Badge Holders

Blue badge holders are subject to the same Car Parking Terms and Conditions at Birmingham Children's Hospital.

Car Parking Charges

Short stay

Up to 1 hour	£ 2:00
Up to 2 hours	£ 4:00
Up to 4 hours	£ 5:00
Up to 6 hours	£ 6:00
Up to 8 hours	£ 8:00
Between 8 – 12 hours	£10:00

- Lost tickets will be charged at the full daily rate
- Parking is subject to Trust Standard Terms and Conditions. By entering the car park you are agreeing to pay the appropriate tariff for the period of time you are parked at the hospital.

Concessionary/Reduced Rate Charges

There are special discounted car parking rates if:

- You are bringing your child regularly to the hospital for treatment.
- Your child's clinic appointment has been considerably delayed
- Your child is in Intensive Care.
- You are staying with your child long term in hospital i.e. more than 10 days.

Please see below for details of these circumstances:

Obtaining a Car Parking Pass

Reduced rate car parking passes are available to parents/carers of children under the following circumstances:

Out Patients

You can apply for a discounted pass at a maximum charge of £2.00 for the day if:

- Your child is attending the hospital regularly for treatment for a period of 6 hours or more e.g. renal dialysis, chemotherapy etc
- Your child is attending outpatient clinics throughout the day
- Your child's clinic appointment has been delayed going over the two and a half hours the expected waiting time (You will only be charged a fee of £4.00)

How do I apply?

- Speak to a member of staff who will confirm you child's all day attendance with Customer Services, a member of the ward/department will take the car parking ticket to Customer Services for authorisation of the reduced rate.
- You will need to give the signed ticket to a member of security staff who will charge the appropriate rate for parking.

Intensive Care and Long Stay patients

Long stay is defined as stay 10days and over for the purpose of this document.

- If your child is admitted to the Intensive Care Unit or has been in hospital for more than 10 days (Long stay) you can apply for a weekly discounted pass for the multi-storey car park at a reduced cost of £10.00 plus a refundable £5.00 deposit when the pass is returned to Customer services upon discharge.
- If your child is being admitted to ICU over the weekend you are advised to park at the front of the hospital and then follow the guidance below at the earliest opportunity. e.g. on Monday morning.
- If your child is transported to Birmingham Children's Hospital ICU by The Retrieval Team you will be issued with a temporary free parking pass by a

member of the retrieval Team. You are then advised to follow the guidance below at the earliest opportunity.

How do I apply for pass?

- Ask a member of ICU/Ward staff to complete a Request Form. Staff will then forward it to the Customer Services Department.
- Customer Services will place your details on a waiting list and will let the ICU/Ward staff know when a pass is available
- Each week you will need to take the pass to Customer Services to be renewed at a cost of £10.00 a week.

Terms and Conditions

- There are only a limited number of passes available
- Only one pass can be issued per family and can only be used to park one car.
- Passes must not be loaned to other families.
- All passes must be returned to the Customer Services Department at the time of discharge non return will result in passes not being available for other families, if passes are not returned the £5 deposit will be paid into the car parking budget and will be used to offset the cost of a replacement card

Further Information

If you have any more questions or would like further information regarding parking at Birmingham Children Hospital please contact the Customer Services Department on 0121 333 8447.

The Customer Services Department is open 9.00 am – 5.00 pm Monday to Thursday and 9.00 am – 4.30 pm on Fridays.

The Customer Services Office is on the Lower Ground Floor. If you need to renew a pass and are still not sure where to go, please speak to a member of security staff on the Main Reception desk. They will be happy to show you.

Further information is also available in the Child and Family Information Centre. This is on the Ground Floor of the hospital near the main Reception desk.

This information leaflet has been produced by the Customer Services Department with support from the Head of Participation and Quality Governance and the Child and Family Information Officer.