



NEC Car Parking Update Visitor Paid Parking Events

We are pleased to share news about a £1.5 million investment we're making to enhance the car parking experience across the NEC Campus. Going live in September, the new technology will improve security and streamline car park management.

The hybrid ANPR-enabled barrier solution we are introducing will require **all** car park users to interact with our systems differently. Please see details below which will need to be shared with your **visitors, exhibitors** and **contractors** to ensure a smooth experience for all.

What this means for your visitors:

Visitors will now have **three** options to pay for their parking, which will ensure their vehicle registration is recognised at exit for a frictionless departure.

1. **Advanced booking:** Visitors can book parking online in advance up until midnight the day before arrival, at a reduced rate (where NEC standard parking tariffs apply).
2. **On-the-day in venue payment:** Visitors who have not booked in advance should make a payment at the pay-on-foot machines in the venue by entering their vehicle registration number.
3. **On-the-day online payment:** Visitors can also pay online on-the-day once parked at the venue, through our new payment portal, by entering their vehicle registration number.

Our Preferred Option

We recommend visitors book in advance for the best parking experience and to take advantage of the £5 saving (on NEC standard tariffs). To support this, we would recommend that this is communicated to visitors prior to the event, through all your available channels.

Important Note: Vehicles attempting to exit the car parks without prior payment will incur a non-refundable, flat rate exit fee of £25, payable by card at the exit. This fee encourages pre-payment before leaving The NEC to ensure a smooth exit process.

Changes visitors need to be aware of:

- **Overnight parking tariffs and overstay fees:** We are introducing an overnight parking tariff (at £5 per night) and overstay fees (at £2 per hour) for those who stay onsite beyond their booking times. Advance and on-the-day parking is valid

from 06:00 – 02:00. Overtay charges will apply for single day bookings exceeding those standard parking hours, unless overnight parking has been booked as part of a ‘multi-day booking’.

- **Multi-day parking option:** If multiple single days are booked, the vehicle will need to leave each day. If it does not, overtay charges will apply. Overnight parking can be selected when pre-booking, if required.

What this means for your exhibitors:

For exhibitors entitled to free parking:

Please be aware that we are moving to a **fully digital system** for exhibitor parking and will no longer be issuing physical passes.

This means exhibitors who are entitled to free parking will now need to book their parking online in advance, using a unique, single-use promo code. This will allow for free parking, including overnight if required.

NEC Event Managers will share the agreed number of single-use promo codes with organisers, who will then need to distribute these to relevant exhibitors in advance.

Bookings made with these codes will be valid for free parking from 72 hours before the event opens until 48 hours after the event closes. This **must** be booked before arriving on site and overnight parking **must** be selected if the vehicle is remaining on site overnight.

Exhibitors who have not pre-booked in advance will then need to pay for their parking once at the venue. They can do this in the same way as a visitor, at the pay-on-foot machines in the venue, using their vehicle registration number or online using the new payment portal.

Important Note: ALL vehicles that have not pre-booked their free parking will need to pay on the day in the venue or via the online portal, otherwise they will be charged a non-refundable, flat rate exit fee of £25, payable by card at the exit. This fee encourages pre-booking and validation before leaving The NEC to ensure a smooth exit process.

A standard parking day is 0600 – 0200. Overtay charges will apply for single day bookings exceeding the standard parking hours. If multiple single days are booked, the vehicle will need to leave each day. If it does not, overtay charges of £2 per hour will apply. If multiday with overnight is selected in advance, the full fee is reduced to zero. Overnight parking can be selected when pre-booking, if required.

For exhibitors entitled to free parking during build-up and break down but not for the open period of the event:

- Parking during build-up and break down **must** be validated onsite to avoid charges.
- For those exhibitors who have a Voyage Control delivery pass, validation can be done at the pay-on-foot machines in the venue by entering their vehicle registration number and scanning the QR code on their Voyage Control delivery pass. The validation process **must** be completed in the venue before returning to the car park.
- If exhibitors do not have a Voyage Control delivery pass, validation can be done at the pay-on-foot machines in the venue by entering their vehicle registration and using the barcode. They can obtain a barcode from the lorry park, organisers or in-hall security. The validation process **must** be completed in the venue before returning to the car park.
- During event open days, exhibitors (not issued a free parking promo code by the organiser) **must** pay for their parking in the same way as a visitor - booking in-advance online, at pay-on-foot machines on site or via online payment on-the-day.

Important Note: ALL vehicles that have not validated their free parking or paid for their parking during the event open days, will be charged a non-refundable, flat rate exit fee of £25, payable by card at the exit. This fee encourages pre-validation of free parking or pre-payment before leaving The NEC to ensure a smooth exit process. Overstay and overnight charges will be the same as for visitors.

What this means for your contractors:

Contractors entitled to free parking during build-up and break down must also **validate parking onsite** by using the pay-on-foot machines in the venue, before returning to the car park, to avoid exit charges.

- Validation can be done by entering their vehicle registration at the pay-on-foot machines in the venue and scanning the QR code from their Voyage Control delivery pass.
- If they do not have a Voyage Control delivery pass, validation can be done at the pay-on-foot machines in the venue by entering their vehicle registration and using the barcode. They can obtain a barcode from the lorry park, organisers or in-hall security. The validation process **must** be completed in the venue before returning to the car park.

Important Note: ALL vehicles that have not validated their free parking will be charged a non-refundable, flat rate exit fee of £25, payable by card at the exit. This fee encourages pre-booking and validation before leaving The NEC to ensure a smooth exit process.

A standard parking day is 0600 – 0200. Overstay charges will apply outside of the standard parking hours.

We appreciate your support in sharing this information with your visitors, exhibitors and contractors to ensure a smooth transition to the new system. If you have any further questions, please do not hesitate to get in touch.