

Aldershot Centre for Health - Car Park

Response	Complaints about signage, notices or road markings used
12	Yes, Aldershot Centre for Health parking conditions are very confusing for patients.
13	Signage is not clear enough to warn the drivers. I would rather recommend a barrier with ticket machine just like usual car parking.
17	Clarify where ticket machines are located.
18	The requirement to get a ticket was further down the sign 15 minutes free is at the top so most people stop reading once that is seen.
24	The parking system at Aldershot Centre for Health is abysmal. There have been problems since it was changed to an ANPR camera system and new machines installed. If you type in your registration number wrongly even by one digit you will get a ticket. The machines do not comply with the equality act as the buttons are too small, lighting is not good enough to see the letters and numbers on the buttons clearly on the lower level, sometimes unavoidable to find a space and one has to bend over to type your registration in which for someone like me with back problems can add to my severe pain and discomfort. I also live with anxiety at the best of times and whilst attending appointments and am always anxious about overrunning and ending up with a parking ticket. Please, for pity's sake get rid of this awful system and replace it with a system that is accessible and permits payment on the way out instead of the way in. This is not fair or appropriate.
30	No signs on drop off point about the need for a ticket.
36	Centre for Health is designed to confuse.
40	Camera for car park on exit road not on exit of car park.
41	Not well signed and notices.
42	It is small print, not very clear and high up.
44	They can use all the signs they like. Pretending something is law dosnt make it so. It's only an issue if you agree to their terms and conditions.
45	Card payment services are poor and automated - can't guarantee that payment is made, so at risk of receiving penalty notices.
49	Instructions are not easy to read. For anyone elderly, infirm, foreign or whatever, it is difficult to put in number plate etc. Looks like they are making it as difficult as possible for people to do it right!
50	Not made clear failure of their equipment means a fine.
52	No clear direction to make complaints.
56	A lot of older disabled people still don't understand about the new changes, and there should be larger signage and a clearly worded signs.
57	At Aldershot Centre for Health, when you register a blue badge, it goes by car reg not blue badge. As a result, I've just had a ticket from them, as my car has just changed, and I forgot it goes by car reg as I registered over a year ago with them. There is nothing on the signs to remind you that you need to re-register with a new car.
59	The car park is confusing because it is pay and display but is being checked by camera with car registration recorded. They are just trying to catch personnel to charge them heavily. If it is checked by camera it shouldn't be pay and display. It would be better if the car park was barrier controlled.
67	Not always clear and not compassionate.
69	Signs too small, no road markings, very poor notices, if any.
71	They take a picture on the slip road and just assume you have parked.
72	Yes. Not enough clear signage. Hardly visible. Should be payment when you leave, as appointments always late.
78	Sent email and got it sorted in 7 days.
79	The notices are so small and not really noticeable that you could read it properly.
81	Cameras set at traffic lights on entering time clocked there.
82	Nobody has time to read all that small print. You're paying to read it! Most people will pay for more than they need, but the few who pay too little get really clobbered!
83	Very inconsistent. Every car park has a different taffif and way to pay.
89	Notice on entry would be big help.
91	All private parking companies have extremely small, small print and don't make it clear enough about charges.
97	It only says you need to have a ticket on the ticket machine. If the first 15 mins are free, why do you need a ticket. It wastes time. They have image coming and going and the time stamps. Also, the timing is from the cameras near the traffic lights - if they clock you coming in and you struggle to find a parking space, then you have no hope. The camera should be IN the entrance to the car park, not the road leading up to it. My husband waited in the car for me one day, we stopped but didn't park in the car park, he never left the vehicle. I was slightly longer than anticipated because they were running behind and

102	Signs aren't clear.
103	It's not clear whether you pay before you leave the car park or after. If you can't find a space, then you can drive round ages and get a parking ticket issued from the automatic cameras. The best system would be to photograph on entry and then you enter your Reg. Number once you have finished (like Camberley Town) and then you pay the correct amount for the time you have spent at the health centre. The current system is flawed and gives no leeway if you are running late with the doctor. Every time I go to the doctors, there are people at the customer service desk complaining. This is a health centre - people should not be made anxious about going there because of these parking companies' sharp practices.
104	Especially when you're doing a drop of & pick up.
109	The notice is not clear and there's no way you should be charge these crazy prices. Being charged the full day parking price is fair - but £100 is not acceptable.
110	Parking meters at Aldersot Centre for Health have tiny blue letters on a silver background in order to key in registration number. I struggle and often key in the wrong letters. Not sure how an elderly person with less than perfect eye sight manages!
112	I had no idea the car park had gone over to camera recorded. There was not enough signage explaining. Trying to find a phone number for the car park was almost impossible.
114	The parking charges and number-plate-input scheme are terrible. Overpriced - let's not forget it was public money that built it in the first place!! It's out the way of town, so I see no reason why there is a parking charge there. It's a licence to fleece the public. Nearly all signage is too small and confusing.
122	Not clear enough.
123	Unclear signage; wording on side of road. Not enough signage.
129	They need to be clearer. Aldershot Centre for Health is awful not clear at all. Lots of taxis getting tickets waiting for customers.
135	Signage is not that clear. I didn't realise that the Registration number was required. Put my money in without entering a reg no and got a ticket. For some reason, I decided to read signs, realised I hadn't put my reg no in, but still got a ticket, and then checked ticket to realise it was some one else's reg no, and that it was probably done by the confused older gentleman using the machine before me.
136	At the time, the notices were very small and not accessible to read either in obscure text or high on post.
141	Only mentioned CCTV in tiny print on a board full of thousands of words that no one has time to read.
147	There is no number to call if you have a issue in the car park or parking area, which is deemed responsible to the company.
148	Yes, did complain to my MP.
161	Notices are as you drive in not easily read.
176	Nobody knows how long a doctor's appointment can take, so it would be great if you could pay after the appointment. Signage is clear, but I suspect it is because it is only there for revenue purposes...
177	Too small and should not have to pay to go to hospital.
181	It's the machines that aren't very user friendly, especially in a building that would have 70% older people using the car park. You have to type in your reg number because transferring a ticket to help a person out is frowned upon - this is not right.
182	The buttons on the machine are too close together making it almost impossible to put the right registration.
188	The signs are poor. The machines are insufficient.
195	Road markings are worn, signage damaged.
196	They don't make it clear that you are charged via the camera seeing you come in and out.....especially as you have to print and display a ticket.
200	Wrote to say I wasn't paying fine as had valid ticket
201	As stated, at the health centre, there are no clear instructions on how the system works. Also, it is time consuming and awkward to use, and, to follow that up, there is no way that you can pay retrospectively if you realise you have made a mistake and the helpline they allegedly have should actually be helpful.
216	Was unaware I could top up payment or use an app to pay.
218	Yes it is not clear the machines are not working. Number registered to be caught. Very insensible.
219	Signage is poor and doesn't explain that your time frame for parking is actually when you pass camera on service road. If there is a backlog of traffic, you could be waiting another 20 mins.
220	Unclear.
222	When you have a child with ADHD, a severely disabled child and a 7-year-old running around, you don't have time to look for signs.
223	It is not clear that people can add to the parking if held up by lengthy waits to see a doctor.

224	It's all about the money!
226	In my case I think they just charged it, hoping I wasn't aware that ANPR-issued tickets must arrive with registered keeper within 14 days - very dishonest.
230	Road markings and signs were worn out and in small print.
231	Proper notice must be place where people can see easily. And they must train their parking attendant in the procedure of the penalty system and public facilities - and not to hurry to place notice to make money.
233	The signage is almost legal-speak and takes some time to decipher...I did write 2 emails explaining that I'd only just passed my test and awaiting Blue Badge and if I hadn't had to drive all three tiers and traverse the car park to look for working machine, I would have been out on time.
239	It should state in bold alongside the free 15minutes that you must enter the number plate details.
240	There was no large signage and it is very dark at night, also they did not give me a window ticket but I was videoed, photographed, spied on, which was creepy and I felt vunerable seeing my car and myself on film without my permission.
241	Machines had covers on them saying "Out of order".
243	Yes, it is unclear where it is safe to walk, etc.
244	They need to make changes there ASAP as it's very bad.
247	The signs do not specify that your time starts as you drive on to the site.
251	My house mate did not realise that if she leaves the car park and comes back, her original ticket is effectively null and void and she has to buy another one. This can't be that unusual an occurrence so we do need better signage.
252	Requirement to input 15 min free parking is not clearly displayed. Also 15 mins is not long enough when you have to factor in queues at the pharmacy and doctors' reception.
253	There are not sufficient visible warning signages.
256	Lack signage in a prominent position where it's easily seen.
262	It is a very confusing operation for even the brightest people but those I feel sorry for are older people, as it is not clear what information you need to put in and, if you do it wrong, you still get a parking ticket but it is not recorded. It also lets you have a ticket if you have misspelt your registration number, but then send you a penalty charge notice you for it.
263	I believe they send out tickets hoping that the people who have been issued them don't have any proof that they paid for one as most people throw them away! Absolute con artists.
264	Think the machines for entering your car reg are poorly light, too low and small digits - this all means it's very easy to make an error inputting and then you get a fine.
269	Highlight (in the same way the 15 minutes free is highlighted) about having to enter details AND remove the 15 minutes free - as this is misleading.
270	I think should be made clear upon entering the car park that, even if you're at the drop off and pick up point, you need to register your car for the "free" parking. Also, considering in recent years, it's taken up to 20 mins to get a parking space! That it shouldn't be done this way as you're paying to drive in circles.
272	Intimidating.