

St Johns – Autopay FAQs

I HAVE A NEW CAR, WHAT DO I NEED TO DO?

No problem. Just log into your account on the website and amend your car number plate.

WHEN I TRY TO DRIVE INTO THE CAR PARK, THE BARRIER WON'T LIFT AUTOMATICALLY. WHAT SHOULD I DO?

Please press the intercom button and our parking team will be happy to help.

If this happens at the exit, please make sure that your payment method is up to date, as the barrier may not lift if your credit/debit card has expired or has been registered incorrectly.

If you continue to have problems, please contact us at parking@stjohns.co.uk

I HAVE FORGOTTEN MY PASSWORD AND I'M HAVING TROUBLE RESETTING IT.

Please double check you are using the original email you registered with. Please email parking@stjohns.co.uk if you are still having trouble.

I HAD TO BRING A DIFFERENT CAR IN. CAN YOU CONFIRM IF I COULD BE CHARGED AT THE £5 RATE, RATHER THAN THE NORMAL TARIFF?

In order to be charged the £5 rate, you will need to have registered the additional car number plate before arriving at the centre.

IS THERE ANY RESTRICTION ON HOW LONG I CAN LEAVE MY CAR IN THE CAR PARK WHEN USING THE £5 RATE?

The maximum stay in the car park is 5 days. Please be advised that you will be charged £5 per day for this, not £5 in total.

WHAT IF I QUALIFY FOR ANOTHER CAR PARK OFFER?

The £5 rate is not valid in conjunction with any other offer. If you enter the car park in a vehicle registered for this rate, you will be charged the appropriate fee upon exit.

ARE MY PERSONAL DETAILS SAFE?

Yes, all customer details are protected in accordance with our privacy policy.

WHAT IF I ENTER THE CAR PARK MULTIPLE TIMES IN ONE DAY?

Each visit to our car park will be charged at £5 (or if your stay is within a tariff band below £5, you will be charged that amount).

HOW CAN I CHECK MY USAGE?

You can view your full parking history in your account.

WHY IS AN AUTHORISATION HOLD CONDUCTED?

When you set up your Registered Account, you may need to add a payment card in order to make the most of some of the features on the Site.

In order to verify your payment card when you add it to your Registered Account or when you update the payment card details, we may issue an 'authorisation hold' for a small amount to your card. This amount is never actually charged to your account, but you may see a "pending" charge for the authorised amount.

For example, you might see a temporary charge authorisation for GBP £1 or less on your bank account or card statement. It is independent of any payment transaction that you make using the Sites - i.e. it is not tied to a food order or parking payment.

If your payment card issuing bank is in another country, you will see a pending charge for a similar amount in your regional currency.

WHAT DO I DO IF I NOTICE AN INCORRECT CHARGE ON MY ACCOUNT?

If you notice an incorrect charge has been made to your account, please email parking@stjohns.co.uk and we'll be happy to assist you.

HOW DO I ACCESS MY PARKING RECEIPTS FOR VAT PURPOSES?

Your VAT receipts can be found in your account.

WHAT DO I DO IF I WANT TO LEAVE SMART PARKING?

We hope you won't want to, but if you do wish to cancel your registration, you can simply close your account on your account page.

WHO DO I CONTACT IF I CAN'T FIND AN ANSWER TO MY QUERY?

Send us an email at parking@stjohns.co.uk and a member of our team will be in touch shortly.