

FAQs

1. How can I start charging?

To begin your charge, you must park in a designated EV bay. Plug your vehicle into the in-bay unit, type in vehicle registration number, select EV BAY number and press 'start charging'.

2. How do I end my charging session?

To finish your charging session, simply unplug the charger and exit the car park.

3. How do I pay for my charging session?

If you are a subscribed user using the online products such as the £6.00 all day parking, you do not need to do anything different, simply drive to the exit and the charge will be added, payment will be taken automatically from your registered account. If you are not subscribed user, you can drive straight to the exit and pay for your parking and your charge via contactless at the exit barrier. Alternatively, please go to a pay machine when you are ready to leave, card payments on levels 1, 1A or 2A and cash on level 1 and 1A. At the pay machine, enter your vehicle registration and you will be asked to pay for your parking and your EV charge.

4. What do I do if I received a ticket on entry?

If you are not subscribed, please keep this ticket as you will need to scan this to start charging and to pay for your parking. Simply follow the instructions to start but scan your ticket instead of inserting your license plate. When you want to leave simply scan your ticket at the pay machine or drive to the exit and you will be able to pay for your charge and parking. If you are a subscribed user, please contact stjohns@apex-parking.co.uk and send a picture of the ticket and they will be able to assist you.

5. How do I get a receipt?

Subscribed users will be emailed their receipt as usual, it will include a separate itemised charge for your charging session. Non subscribed users you can get a receipt at the pay machine or exit barrier by pressing the receipt button after paying.

6. What does up to 22kw mean?

A 22kW charger is the maximum speed that these chargers will achieve when charging your vehicle. We cannot guarantee the duration of your charge will be at this rate.

7. Who will refund if there is a charge error, how long will this take?

Please email stjohns@apex-parking.co.uk who will be able to provide the quickest assistance. Refunds clear within 3-5 working days.

8. Is there a time limit to charging?

There is no time limit to charging, however, we ask that customers take consideration to other customers when charging to avoid spaces being held for longer than they are required.

9. Is there an app?

No, there is no app for the EV charging and the parking subscription is managed via a web-based platform

10. Who do I contact if I have any issues?

Please email stjohns@apex-parking.co.uk who will be able to provide the quickest assistance.