

## Parking at our Museums - Frequently Asked Questions

### How and when do I pay for parking?

You should pay for parking when you arrive at the museum. Parking cannot be paid for in advance.

Parking can be paid:

- At a payment machine in our car park by logging your vehicle registration plate and paying the tariff.
- Through the RingGo app by selecting the unique zone code for the museum you are parking at and the relevant tariff. The zone code will be displayed on signs in the car park.

If you forget during your visit, you have until **midnight on the day of your visit** to pay for your parking via the RingGo app.

The RingGo app will operate in the same language as your phone's operating system.

### RingGo App Zone Codes

Car Park	Zone Code
National Museum Cardiff	35150
St Fagans National Museum of History	35151
Big Pit National Coal Museum	35152

### Tariffs

All our car parks have a daily rate for parking. This charge is for parking only – entry to the Museum remains free.

Car Park	Daily Tariff
National Museum Cardiff	£6.50
St Fagans National Museum of History	£7.00
Big Pit National Coal Museum	£5.00

### Do I need to display a ticket?

No. The system is ticketless.

## I have a Blue Badge. Can I park for free?

Blue Badge holders can park free of charge in all designated accessible bays.

As a Blue Badge holder, you will need to register your parking by logging your vehicle registration and scanning the barcode of your Blue Badge at the payment machine.

Blue Badge holders are still required to adhere to the terms of parking. These includes:

- Parking within a marked bay only
- No parking on double and single yellow/red lines or hatched areas
- Not parking in an area restricted to permit holders or emergency vehicles only
- Not parking in an area restricted to electric vehicles only

## What about parking for Season Pass Holders at St Fagans?

An annual Season Pass at St Fagans allows a visitor to park at the Museum for an unlimited number of times in a year.

As a season pass holder, your vehicle registration plate will be added to the system so that the ANPR camera will automatically recognise it. You don't need to display a season ticket in your vehicle or pay for parking once your vehicle is registered.

A season pass does not guarantee a parking space, especially during peak times. Passes are only valid at St Fagans' car park.

## What if I can't find a parking space?

If you can't find a space in our car park, don't worry. There is a **grace period**, and you will not be charged if you enter and exit our car parks within this period.

Car Park	Grace Period
National Museum Cardiff	15 Minutes
St Fagans National Museum of History	30 Minutes
Big Pit National Coal Museum	15 Minutes

## What if I am just dropping someone off in the car park?

If you're dropping someone off, don't worry! There is a **grace period**, and you will not be charged if you enter and exit the car park within this window.

Car Park	Grace Period
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National Museum Cardiff	15 Minutes
St Fagans National Museum of History	30 Minutes
Big Pit National Coal Museum	15 Minutes

### What about school buses or coach trips drivers?

Drivers should register their vehicle registration number at the Welcome desk on their arrival.

### During which hours is parking enforcement operational?

Enforcement is in operation year-round during our museum opening hours. Our car parks are closed to the public outside of museum opening hours.

### What are the Parking enforcement rules and regulations?

Signs in the car parks and around our Museums at National Museum Cardiff, St Fagans National History Museum and Big Pit National Coal Museum explain the parking terms and conditions in force, including where parking is permitted, any restrictions that apply, and the parking offences and charges that may be incurred.

Anyone who fails to register or pay for parking, or parks in a manner that causes disruption or inconvenience to other visitors may be issued with a Parking Charge Notice (PCN). Parking Charge Notices are issued and managed by **First Parking** and are issued in accordance with the British Parking Association Code of Practice and is set at £100, reduced to £60 if paid within 14 days.

Parking enforcement is managed using digital systems, including ANPR and back-office checks, to ensure consistency and accuracy. Before a Parking Charge Notice is issued, parking activity is reviewed against payment records, digital permits and any applicable exemptions.

Clear instructions are provided on signage to help drivers comply with the parking terms, and motorists have the right to appeal a Parking Charge Notice if they believe it has been issued incorrectly. All appeals are independently reviewed, and where appropriate a POPLA verification code will be issued, allowing the motorist to escalate the appeal to an independent adjudicator.

### I have been issued a Parking Charge. How do I pay it?

The parking charge must be paid to **First Parking**, the appointed parking enforcement contractor. First Parking is an experienced parking company that operates in line with the **British Parking Association (BPA) Approved Operator Scheme** and adheres to industry-wide standards of fairness and transparency.

Details of how to pay – including online payment options – will be included on any Parking Charge you receive. You can also pay or appeal your charge online via First Parking’s portal by entering your Parking Charge reference and vehicle registration.

The standard parking charge is **£100**, but this is **reduced to £60** if it is paid within **14 days** of the issue date. The reduced rate is commonly offered as an early settlement amount to encourage timely resolution.

### **Can I appeal my Parking Charge Notice to Amgueddfa Cymru?**

If you believe a Parking Charge has been issued incorrectly, appeals must be made directly to First Parking and not to Amgueddfa Cymru. Amgueddfa Cymru is unable to consider or process appeals.

Please do not attempt to lodge an appeal with Amgueddfa Cymru, as this may cause delays and could result in additional costs to you.

Appeals should be submitted online via First Parking’s appeals portal:

<https://firstparking.zatappeal.com/>

### **Why does Amgueddfa Cymru need parking enforcement?**

As a registered charity the income from our car parks is reinvested directly into our museums and helps us to ensure that Amgueddfa Cymru belongs to everyone and is here for everyone to enjoy.

Parking charges have always applied at our car parks, and the updated system helps make things fairer by discouraging the small number of visitors who park without paying. It also helps reduce anti-social behaviour and prevents overnight parking, improving the experience for everyone who comes to enjoy our museums.