

Paid parking begins on 9 September 2026

Paid parking will be introduced at South Hill Park from Wednesday 9 September 2026.

South Hill Park Trust, the charity that runs South Hill Park, has concluded that introducing paid parking is necessary to help safeguard the future of the arts centre and the artistic, learning and community activity it provides.

The new arrangements will also help:

- protect parking spaces for people attending and using South Hill Park;
- discourage inappropriate use of the car park;
- reduce antisocial behaviour; and
- generate essential income to support the centre's operations and upkeep.

We recognise that this is a significant change for our visitors. This page explains what you need to know before travelling to South Hill Park.

At a glance

Item	Information
Paid parking begins	Wednesday 9 September 2026
First 30 minutes	Free
Parking operator	Park Nova
How will it work	Automatic Number Plate Recognition (ANPR)
Blue Badge holders	The published parking tariff applies to all users
Parking Charge Notices	Complaints and appeals must be made directly to Park Nova. South Hill Park staff are unable to help.
Payment information	See signs by the payment machines

Why is South Hill Park introducing paid parking?

South Hill Park is an independent charitable arts centre run by the South Hill Park Trust.

For more than a decade, the public funding available to support the centre has reduced. At the same time, the costs of maintaining and operating our historic grade II listed buildings, theatres, studios and public spaces have continued to increase.

Trustees have carefully considered the options available and concluded that introducing paid parking is necessary to help safeguard South Hill Park and the arts, learning and community activity it provides.

Income from parking will contribute to the center's long-term sustainability. It will support the operation and upkeep of South Hill Park and help us continue to provide:

- theatre, comedy, music and family performances;
- arts courses and workshops;
- exhibitions and cinema;
- opportunities for children and young people;
- community and participation activity;
- spaces for artists, charities and local organisations;
- the Atrium Café and other public facilities.

Paid parking will also help protect the car park for people who are visiting and using South Hill Park.

When will charges apply?

Paid parking will begin on Wednesday 9 September 2026 and apply 24 hours per day, including Sundays, and Bank/Public holidays..

The first 30 minutes will be free. This is intended to support short visits, drop-offs and collections.

Charges will apply after the free period.

Parking tariffs

Length of stay	Charge
First 30 minutes	Free
One hour	£1
Three hours	£3
Ten hours	£5
Up to 24hrs	£15

Please check the signs in the car park before leaving your vehicle. The signs will contain the full terms and conditions that apply to your stay.

How does the parking system work?

The car park will be operated by Park Nova using Automatic Number Plate Recognition cameras.

The cameras will record vehicles entering and leaving the controlled parking area.

Drivers will be responsible for:

- checking the parking signs;
- selecting the correct parking period;
- making payment using an approved payment method;
- entering the correct vehicle registration number; and
- ensuring sufficient parking time has been purchased.

Please enter your vehicle registration number carefully. An incorrect registration may mean that Park Nova cannot match your payment to your vehicle.

How can I pay?

Payment will be available by:

- The RingGo App (subject to a 25p convenience fee per transaction)
- Two payment machines towards the front entrance of the centre
- One payment machine in the car park

Full instructions will be displayed in the car park.

You should not rely solely on information from a previous visit, as parking terms and payment arrangements may change. Please check the signs each time you park.

For help with payment equipment or the operation of the parking system, please contact Park Nova using the details displayed in the car park. South Hill Park staff are unable to help.

Do I need to pay during the first 30 minutes?

The first 30 minutes will be **free**.

You do not need to make a payment or register your vehicle if you enter and leave the car park within 30 minutes.

If you need to visit the centre more than once in a day, you will not be charged as long as each visit remains under 30 minutes. This is to ensure parents dropping off or collecting their child, for example, are not charged.

Which parking period should I choose?

Please allow enough time for your whole visit, including:

- arriving before a performance or activity;
- collecting tickets on busy days;
- finding your room or seat;
- visiting the Atrium Café;
- activities or performances finishing later than expected;
- returning to your vehicle; and
- leaving the car park.

Examples:

- **A short drop-off or collection:** The first 30 minutes are free, subject to the displayed terms.
- **A two-hour course:** Allow time before and after the scheduled course.
- **A performance in the Wilde Theatre:** Allow time for arrival, the performance, any interval and leaving the building.
- **A course followed by lunch or coffee:** Select a tariff that covers the full visit.
- **For a full-day workshop or event,** select the appropriate longer-stay tariff.

If your visit is longer than anticipated, you can return to the payment machines or the RingGo App to extend your stay. You only need to pay for the additional time. You can also pay for your full visit when you leave if you are unsure how long you will need.

Blue Badge holders and disabled visitors

Blue Badge holders will need to pay the published parking tariff. Blue Badge holders must check and follow the parking terms displayed at South Hill Park.

Accessible parking bays will continue to be available for eligible visitors.

Some disabled visitors may require additional time, assistance or an alternative way to use the parking system. Park Nova is responsible for operating the scheme and for considering reasonable adjustments relating to payment and enforcement.

For information about reasonable adjustments, please contact:

Park Nova support on:

Call: [01932 918098](tel:01932 918098)

Visit: <https://parknova.co.uk/contact/>

You do not need to hold a Blue Badge to be disabled or to request a reasonable adjustment.

Courses, performances and events

Parking charges are separate from tickets, course fees, room hire and other purchases unless an offer expressly states otherwise.

Parking information will be included in relevant:

- booking confirmations;
- course information;
- event reminders;
- wedding and room-hire information;
- performer and visiting-company information.

The person making the booking should share the parking information with anyone else who may be driving.

Visiting the Atrium Café

Parking charges apply when visiting the Atrium Café in the same way as for other visits to South Hill Park.

The first 30 minutes are free, subject to the displayed terms.

Please allow enough time for your full visit and make payment where required.

Visiting the grounds

The parking terms apply to vehicles using the car park, including where the driver or passengers are visiting the grounds rather than attending an activity inside the building.

Please check the signs and make the required payment.

What happens if I receive a Parking Charge?

Park Nova operates the parking scheme and is responsible for issuing and administering Parking Charges.

If you receive a Parking Charge, any complaint or appeal must be made directly to Park Nova using the instructions and contact details shown on the notice.

South Hill Park staff **cannot**:

- discuss a Parking Charge;
- decide an appeal;
- cancel or promise to cancel a Parking Charge;
- assess whether a Parking Charge has been issued correctly;
- accept appeal evidence on Park Nova's behalf; or
- extend the deadline for contacting Park Nova.

It is important that you follow Park Nova's appeal process within the deadline stated on the notice.

Park Nova contact details

Call: [01932 918098](tel:01932 918098)

Visit: <https://parknova.co.uk/contact/>

Please quote the Parking Charge reference and your vehicle registration when contacting Park Nova.

What should I do if the payment system is not working?

Follow the instructions displayed at the payment point or on the parking signs.

Where more than one payment method is available, you may need to use an alternative method.

You should report operational payment problems directly to Park Nova using the published support details (see signs in the car park).

Where possible, keep evidence of the problem, including:

- the time;
- the payment point or app used;
- any error message;
- the vehicle registration entered; and
- confirmation of any attempted payment.

Do not assume that parking is free because one payment method is unavailable.

Frequently asked questions

Why can't parking remain free?

South Hill Park faces significant financial pressure following more than a decade of reductions in public funding and increasing operating and maintenance costs.

Trustees concluded that introducing paid parking was necessary to help safeguard the future of the centre and its artistic, learning and community activity.

Who receives the parking income?

All income from payments, minus a 5% management fee, goes to South Hill Park Trust.

Income received by South Hill Park will support the arts centre's operation and upkeep.

Is South Hill Park running the parking scheme?

No. The parking scheme is operated by Park Nova.

Park Nova is responsible for payment systems, enforcement, Parking Charge Notices and related complaints and appeals.

Do Blue Badge holders park for free?

No. Blue Badge holders are required to pay the published tariff unless an alternative arrangement or reasonable adjustment has been agreed.

Can I appeal to South Hill Park?

No. All complaints and appeals relating to a Parking Charge Notice must be made directly to Park Nova only.

Does paying guarantee a space?

No. Payment or vehicle registration does not guarantee that a parking space will be available.

What if my performance or course finishes late?

Drivers are responsible for ensuring that sufficient parking time has been purchased. Please allow for possible overruns and the time needed to return to your vehicle and leave the site. If your visit is longer than expected, you can add more time via the payment machines or the RingGo App.

Can I leave and return during the same paid period?

Yes. You can come and go within the time you have paid for.

Are motorcycles charged?

Yes.

Who should I contact with a general question?

For general information about why paid parking is being introduced or about visiting South Hill Park:

Email: parking@southhillpark.org.uk

For payment, enforcement, Parking Charge Notice or operational parking inquiries:

Contact Park Nova

Call: [01932 918098](tel:01932 918098)

Visit: <https://parknova.co.uk/contact/>

Supporting South Hill Park

Every visit, booking, purchase and donation helps protect South Hill Park.

There are many ways to enjoy and support the centre:

Become a Friend of South Hill Park

Support the future of the arts at South Hill Park and receive a range of benefits.

[\[Explore the Friends Scheme\]](#)

Discover our courses

Explore creative, performing arts and wellbeing courses for adults, children and young people.

[\[Browse our courses\]](#)

Visit the Atrium Café

Enjoy coffee, lunch or refreshments in the heart of South Hill Park.

[\[Find out more about the Atrium Café\]](#)

See what's on in the Wilde Theatre

Discover the latest drama, comedy, music, dance and family entertainment.

[\[See what's on\]](#)

Thank you for supporting South Hill Park

We understand that the introduction of paid parking is a significant change.

It is one of the steps the Trust must take to protect South Hill Park and ensure that it can continue to provide arts, learning and community opportunities for future generations.

Thank you for your understanding and for continuing to visit, participate in and support South Hill Park.

South Hill Park Trust

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