

RingGo pay by phone Parking

What is RingGo?

RingGo is a quick, easy to use mobile phone service, letting you pay for your parking with a credit or debit card, rather than using cash at a machine. When you park your car in a car park featuring the RingGo service, you can simply dial the **local rate** number shown on nearby signs and pay for your parking over the phone.



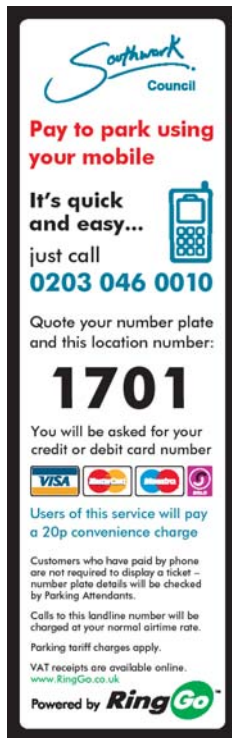
With RingGo:

- You no longer need to carry change,
- You don't have to visit a parking meter (great when it's wet or late at night), and
- You don't need to get a parking ticket - Parking Attendants check which vehicles are parked with RingGo via their handheld units.

RingGo users can also top up their parking when they're away from their vehicle. So if you get held up or delayed, simply ring the RingGo number again from your "dialed numbers", top up remotely and avoid a fine.

In South West Train operated car parks, the local number to ring for RingGo is 0203 046 0010.

How do I register with RingGo?



You can pre-register with RingGo on the internet. Simply go to <https://www.MyRingGo.co.uk/register>

Alternatively you can register when you first call to use the service. The number to call is shown on the boards (like those below and right) located around the car park.

If you are parking in South West Train car parks, the local number to ring is:

0203 046 0010

When you phone for the first time, you will be asked for:



- The number plate, colour and make of your vehicle
- The four digit location code where you are parked. Each car park which offers RingGo as a means of payment has its own individual [location number](#) (click here for South West Train car park codes). Local tariff boards provide this information. In the examples above, the location codes are 1701 and 2120.
- The length of time you want to park, and
- Your payment card details

You will also be asked if you want a text confirmation of your parking session and a text reminder when your parking session is about to run out.

The initial registration process takes a couple of minutes, but future calls to park will be much quicker – only about 30 seconds or so.

Parking with RingGo

The next time you call, RingGo remembers you from last time (by recognising your mobile phone number) and will ask you to:

- Confirm the vehicle you want to park
- Confirm the location
- Say how long you want to park for, and
- Provide the security code from your credit card

Again, you will be asked if you wish a text confirmation or reminder.

How much does RingGo cost?

There is no charge for registering with RingGo and no charge for the PIN confirmation text when you set up your account.

When you park your vehicle with RingGo, you will pay a 20p convenience charge on top of the normal parking tariff charges which apply. These parking charges will be shown on your monthly credit/debit card statement.

There is also the **local** rate call to the RingGo service – but if you have a mobile phone package which includes free bundled minutes, your call to RingGo is likely to be included within this. In any case, once you are registered, the call to park your car each time is very quick – usually less than a minute.

If you wish to receive a text confirmation of your parking session or a reminder when your parking session is about to run out, there is an additional 10p charge per text for these options.

Benefits of RingGo - extending your parking session

Unlike normal parking sessions, you can remotely top up your parking fee when you use RingGo. If you want to extend your stay in the car park, simply call RingGo again (log the number in your phone “contacts” or retrieve it from your “dialed numbers”) and the service will ask you:

- How long you want to extend for
- What your card security code is

Can I get a VAT receipt?

If you need a VAT receipt for your RingGo parking session, you can view and print it online at www.MyRingGo.co.uk. For security you will be asked to enter your 4 digit PIN which was provided to you the first time you used the service.

[RingGo Gold members](#) can have their VAT receipts automatically emailed to them daily, weekly, monthly, or every time you park, for a small fee.

Location numbers

The table below provides information on the parking zone numbers in your local area:

Beach House East	9269
Beach House West	9270
Brooklands Western Rd	9275
Brooklands Brighton Rd East	9276
Brooklands Brighton Rd West	9277
Lyndhurst East	9271
Lyndhurst West	9272
High Street Surface	9273
Teville Gate	9268
Civic Centre	9278
Marine Crescent	9274

More information

About RingGo

If you would like to know more general information about RingGo please visit www.RingGo.co.uk.

If you have a specific question about how the service operates, they have provided answers to frequently asked questions at <http://help.myringgo.com/>

Who are Cobalt Telephone Technologies?

Cobalt Telephone Technologies are a British-based company who have developed the RingGo service. They have over ten years experience developing and managing innovative automated telephone and web-based solutions which streamline high-volume, real-time operational processes – mostly in support of the transport industry.

For more information on Cobalt Telephone Technologies, please see www.ctt.co.uk.