

Car parking at The National Archives: frequently asked questions

Why are you introducing charges for the visitor car park?

Firstly, we want to ensure that the option to park on site continues to be available for as many of our visitors as possible. By introducing charges we hope to be able to deter parking unconnected with our organisation and to accommodate more of our own visitors.

Secondly, we find it difficult to justify offering a free car park in a location where parking is generally offered on a charged-for basis. This is particularly true at a time when we need to make difficult decisions about how we allocate our resources. We need to balance the needs of a minority of visitors who arrive by car, against our need to invest in services for the majority who arrive by visitor transport or use our services online.

How has the parking fee been set?

We have benchmarked our new car park charges with those of comparable heritage and cultural destinations in the local area. We have also taken into consideration the costs of maintaining a visitor car park as part of our estate.

How much will it cost to park?

Fees will apply to all motorised vehicles parked in The National Archives visitor car park, with the exception of motorbikes and scooters. Payment must be made at the pay point within The National Archives building before departing the site. Fees will be as follows:

Parking time	Charge
Up to two hours	£2.50
Up to four hours	£4.50
Over four hours	£7.00

When do the parking charges come in?

3 January 2019

Why are you putting the signs up now?

We want to ensure that people have as much notice as possible that we are introducing parking charges.

Are there any discounts for specific user groups?

The only group offered free parking are 'Blue Badge' holders. Separate arrangements have been made for volunteers and they have received email information. There are no other discounts available.

What are the alternatives to parking on site?

Visitors are encouraged to consider travelling by public transport as our Kew site is well served by bus, tube and rail links. Bicycle racks are also available.

How are you telling people that you are implementing parking charges?

We have a news story on our website and there will be posts on social media channels. In addition, we will update parking information in our *What's On* leaflets and in all our listings in external publications and websites. Information will also be included in all our newsletters going out before the end of this year.

When do the charges apply?

Day	Building hours	Car park hours
Monday	Closed	08:30-20:00
Tuesday	09:00-19:00	08:30-20:00
Wednesday	09:00-17:00	08:30-20:00
Thursday	09:00-19:00	08:30-20:00
Friday	09:00-17:00	08:30-20:00
Saturday	09:00-17:00	08:30-20:00
Sunday	Closed	Closed

Overnight parking is prohibited.

How will I pay for parking?

NPR (automatic number plate recognition) and visitors will be required to enter their registration accurately to make a successful payment. This is not a pay and display facility; visitors should pay before they leave the building. Visitors will not be able to exit the car park without payment. The National Archives will be compliant to the BPA (British Parking Association) and AOS (Approved Operator Scheme) and abide by these accreditations and service standards.

Can I pay by cash or card?

Payments can be made by either cash or card (credit or debit). Details will be displayed on our website and on the pay machine within the building.

When should I pay?

Visitors must pay before leaving the building as it will not be possible to exit the barriers without first making payment.

What if I change my mind after entering the car park or cannot find a space?

Motorists have a “grace period” of 20 minutes from the time they enter the car park, during which, they will be able to leave without incurring a charge. Stays of longer than 20 minutes will be charged the full applicable fee, and visitors will need to make payment at the pay point within The National Archives building before leaving.

Will staff have to pay to park?

Yes, if staff park in the visitors’ car park, they will pay the same charge as visitors.

What if I am visiting the site on official National Archives’ business?

All visitors using the visitor car park will need to pay.

What if I am a ‘Blue Badge’ holder?

Free parking for ‘Blue Badge’ holders is provided on site, in an alternative parking area. Please follow on site signage.

What if I am an official volunteer working at the National Archives?

Volunteers will continue to be able to claim travel expenses and this scheme covers parking charges on site. If you have further questions please contact your volunteer coordinator.

What if I am a contractor or supplier working for, or providing services to, The National Archives?

Deliveries to the site are clearly sign posted to the relevant loading bays. Contractor access to our staff car park is through our work permit system.

What if I am attending an evening event after the regular closing time?

The car park will be open for the same hours as The National Archives and this applies to late or early events outside our regular opening hours. Ticket holders and performers at events will need to pay to park.