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I replacing technical installations and repainting takes another four to six months.

Safe and secure parking

Mobility is not just about moving people and goods, mobility includes providing safe and secure locations where journeys start and end. Motorists want a safe and secure place to leave their vehicle and as pedestrians, they need to sense the safety and security of the location and surrounding environment.

Parking facilities must also comply with public health and safety regulations and meet ventilation and fire safety standards set by local governments.

Safety and security are embedded in the Q-Park philosophy and so are naturally incorporated in our quality in parking promise.

Safety and security are in our DNA

Whether we are partnering with project developers for a new build or cooperating with municipalities for repurposing and/or refurbishing parking facilities, safety and security are a fundamental part of our plans.

Standard features such as angled parking and wide spaces make parking quick and easy. Wide parking spaces also allow car doors to open without touching or damaging an adjacent vehicle. By placing our parking bays at an angle, we enable motorists to drive into a parking space in a single manoeuvre, without reversing.

Contingency planning

Where relevant, Q-Park parking facilities are equipped with state-of-the-art ventilation, smoke detection and fire prevention equipment. In the event of a fire or other emergency, the access shutters and gates close automatically while the exits open.

Good lighting

Good lighting not only enhances safety, it also gives our customers a sense of security. We have developed

optimal lighting standards which we apply in new builds as well as renovations and refurbishments.

The lighting in our parking facilities is always a little higher than the statutory minimum.

Safety considerations for cyclists

We design separate routes for motorists, cyclists and pedestrians. The ramp gradient for cars is too steep for cyclists and the pedestrian stairs are too steep for a cyclist to walk pushing their bicycle.

Bicycle entrances therefore have special lifts and/or shallow stairs with a smooth ramp for moving the bicycle up or down. Under our special schemes, which differ per country, companies can rent a secure enclosed bicycle parking area for their employees, allowing cyclists to park their bicycle in a dedicated area with lockers for helmets and extra gear.

Features outside the car park also enhance safety

Q-Park has developed a range of services to assist customers before they park. Via our websites and apps we provide directions, pre-booking options, pricing information, and the actual number of vacant spaces.

This helps customers plan their journey in advance. When people know where they will park, they programme their in-car navigation accordingly. This enhances road safety as motorists are not distracted while searching for a place to park in an unfamiliar city.

Figure 12: Glass features



Hospital parking

The car park is often the first impression a visitor or patient has of a hospital. We believe it should offer a peaceful, easy to navigate experience for patients and their visitors. Good hospital parking facilities also help a hospital to run smoothly. Patients arrive on time and are less stressed for their appointments. For staff, ending their journey conveniently in a comfortable and well-lit car park, enables them to start their shift in a positive frame of mind.

Why hospitals partner with Q-Park

When Q-Park plans parking for hospitals, we consider the different groups of users and their parking requirements. For example, we locate car parks for out-patients and visitors close to the hospital entrance and we create more wider spaces for PRMs than we would for an average city car park.

We also plan dedicated car parks for medical and support staff. We create space for emergency services to manoeuvre quickly. Furthermore we can ensure that suppliers and service providers can access their dedicated entrances without blocking access for others.

Q-Park as specialist in hospital car parking

In 2021, we entered into a seven-year hospital parking partnership with the Courlancy-santé Group in the Reims area in France. We manage more than 1,000 parking spaces at four car parks, supporting three clinics in various parts of the city.

The car parks provide parking for employees as well as patients and visitors. Pre-booking is also available at visitor car parks and during off-peak hospital hours, the Bezannes car park also serves the station and Auguste Delaune Stadium.

We have won the following parking contracts:

- | University hospital Brest (3,700 spaces);
- | CH Gonesse (1,000 spaces);
- | University hospital Nice (986 spaces);
- | Courlancy-santé group Reims (1,000 spaces);
- | QEMC Birmingham contract was extended.

Q-Park UK supports Sheffield Hospitals Charity

To support NHS hospital charities throughout the country, customers just needed to enter the special discount code when pre-booking their parking at any Q-Park car park across the UK and Ireland to receive 10% discount. At the same time, Q-Park donated an amount to the Sheffield Hospitals Charity. The charity ensures that the money is spent effectively on services at Sheffield Teaching Hospitals.

John Denton, Head of Sales and Marketing:
"We are really pleased to be able to agree this partnership and work so closely with Sheffield Hospitals Charity. Over the past 18 months we have all been amazed by the dedication of hospital staff as they got to grips with the pandemic, but we know they need our support at all times. Sheffield Hospitals Charity does incredible work in supporting our hospitals."

 Why free parking at hospitals is not a great idea.

 Click for nine specialist tips on hospital parking.