

We're making some changes to the way Winsford Lifestyle Centre car park operates, so we've put together these FAQ's to keep everyone informed!

Why are we introducing a new car park barrier system?

We're introducing a new car park barrier system to help better manage our car park for our customers. The aim is to ensure that our customers can arrive and park at Winsford Lifestyle Centre.

When will the new barrier come into operation?

Work on the barrier installation will begin Monday 14 October, the work will take up to two weeks to fully install and complete.

Will there be disruption whilst the barrier is being installed and can we still use the car park?

There may be a little disruption. There will be occasions when the access to the car park will be reduced to a single lane, but the car park will still be accessible. We'll work with the contractors and the site management team to ensure that any disruption is kept to a minimum.

Who can park here?

Only customers using the facilities at Winsford Lifestyle Centre.

How long can I park for?

The maximum length of stay for our customers using the facilities is 3 hours.

What if I am attending an event which is longer than 3 hours?

The site management team will be able to arrange extended stays for events. A process will be put in place in advance to ensure customers can exit the car park.

I'm a member with Brio and work in the city centre, can I use the centre in the morning and park there all day?

No. There is a 3-hour maximum stay restriction for customer parking.

If you exceed the 3-hours you will need to speak with a member of the team to discuss your extended stay as a parking charge may be applied to you.

How will the car park barrier work?

You will receive a ticket when you enter the car park, you must keep this with you and validate it inside the centre. You will only be able to exit the car park if you have validated your ticket.

Where is the Validation machine located?

The validation machine will be in our reception area, once you go through the access control turnstile. We will have signs to help locate the machine easily for our customers. A member of our team will be on hand to help if needed.

What happens if I can't find a space to park or I am just dropping someone off?

If you drive in and are unable to find a space, you have 15mins of validation on your ticket where you can get back out without needing to validate your ticket in the centre reception. This period is long enough for a circuit of the car park to see if a space becomes available or to drop someone off.

How do I get help if I am having difficulties or I lose my ticket?

There is an intercom button on the machine, please press this and you will be connected to our reception team who will be able to assist you. If you have lost your ticket, then please go to reception and they will help verify your stay in the car park.

Who can I contact if I have any questions?

You can contact the centre directly on **01606 550700** or email **Winsford@brioleisure.org**