

APCOA Season Tickets / Premier Parking user guide

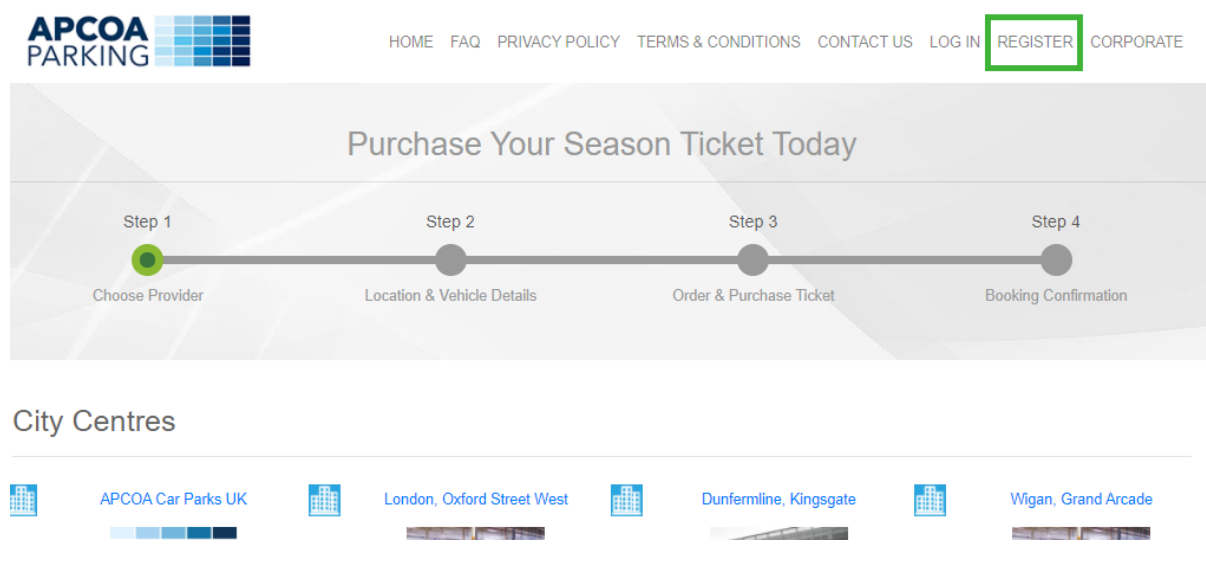
APCOA Parking has now taken over the management of Southern, Thameslink and Great Northern station car parks on behalf of Govia Thameslink Railway (GTR).

If you currently have a season ticket or premier parking ticket which was issued by Saba with an expiry date that falls after 23rd December 2020, you will continue to have a valid parking ticket until its current expiry date.

Please visit the APCOA Season Tickets website at <https://seasontickets.apcoa.co.uk/> prior to your season ticket or premier parking ticket expiration to register and purchase a new season ticket/ premier parking ticket.

How to create a new account

1. Please click on 'REGISTER'



The screenshot shows the APCOA Parking website header with navigation links: HOME, FAQ, PRIVACY POLICY, TERMS & CONDITIONS, CONTACT US, LOG IN, REGISTER (highlighted with a green box), and CORPORATE. Below the header is a banner titled "Purchase Your Season Ticket Today" with a four-step process: Step 1: Choose Provider (highlighted with a green circle), Step 2: Location & Vehicle Details, Step 3: Order & Purchase Ticket, and Step 4: Booking Confirmation. Below the banner is a "City Centres" section with four options: APCOA Car Parks UK, London, Oxford Street West, Dunfermline, Kingsgate, and Wigan, Grand Arcade, each with a small image and a blue icon.

2. Enter your personal details, set a password and click on 'REGISTER'. You will then be automatically logged into your new account and a confirmation email will be sent to your email address.

Personal details

First Name*

Last Name*

Email*

Confirm Email*

Password*

Confirm New Password*

I agree to the [Terms And Conditions](#) and [Privacy Policy](#)

I would like to receive information about APCOA's [Rewards and Benefits](#) programme and marketing offers and deals

Address*

Postcode*

Mobile No*

I'm not a robot



reCAPTCHA
Privacy - Terms

✓ REGISTER

How to purchase a season ticket / premier parking ticket

1. Log into your account

The screenshot shows the APCOA Parking website header with the logo on the left and navigation links: HOME, FAQ, PRIVACY POLICY, TERMS & CONDITIONS, CONTACT US, LOG IN (highlighted with a green box), REGISTER, and CORPORATE. Below the header is a large banner with the title "Purchase Your Season Ticket Today" and a four-step process flow: Step 1: Choose Provider (highlighted with a green circle), Step 2: Location & Vehicle Details, Step 3: Order & Purchase Ticket, and Step 4: Booking Confirmation.

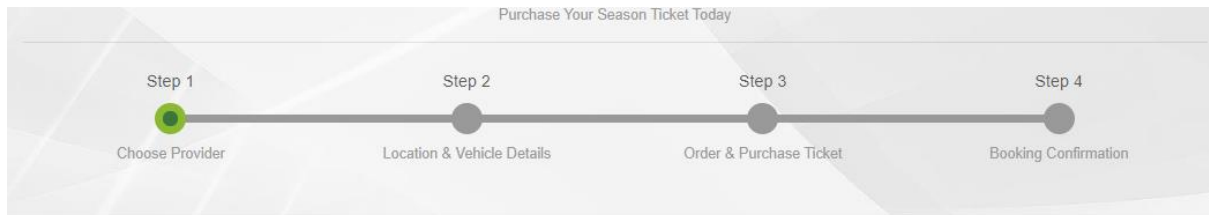
City Centres

The screenshot shows the "City Centres" section with five featured locations, each with a small icon and a thumbnail image: APCOA Car Parks UK, London, Oxford Street West, Dunfermline, Kingsgate, and Wigan, Grand Arcade.

2. Enter your email address and password and click on 'LOG IN'

The screenshot shows the APCOA Parking website with the "Log In" form. The form includes the APCOA Parking logo and navigation links: LOG IN and REGISTER. The main banner features the text "Purchase Your Season Ticket Today" over a background image of hands typing on a laptop. The "Log In" form has the following elements: an "Email*" input field with a red error message "The Email field is required" and an envelope icon; a "Password*" input field with a red error message "The Password field is required" and a lock icon; a checkbox for "Keep me logged in"; a link for "Forgotten your password?"; and two blue buttons: "REGISTER" and "LOG IN".

3. Select Govia Thameslink Railway (GTR)



City Centres

APCOA Car Parks UK
London, Oxford Street West
Dunfermline, Kingsgate
Wigan, Grand Arcade

Rail

ARRIVA RAIL NORTH
CHILTERN RAILWAYS
GOVIA THAMESLINK RAILWAY
GREAT WESTERN RAILWAYS

4. Select your required location from the dropdown list and click on 'Continue'

APCOA PARKING
HOME FAQ PRIVACY POLICY TERMS & CONDITIONS CONTACT US Welcome [User Name]

Purchase Your Season Ticket Today

Step 1: Choose Provider
Step 2: Location & Vehicle Details
Step 3: Order & Purchase Ticket
Step 4: Booking Confirmation

Carpark: Bedford Station Car Park
Vehicle: Car

Continue

Bedford Station Car Park - Carpark Information

Location:
Ashburnham Road, Bedford, MK40, 1DS UK

Entry Procedure:
Please drive into the car park and park within an available space

5. Choose a season ticket or premier parking 'reserved bay' ticket.

Select Ticket

<p>£ 42.30 Weekly Weekly</p> <ul style="list-style-type: none">Your Season Ticket is a virtual Season Ticket.You will be able to use the car park from the advised date. <p>Available from 23/12/2020</p> <p>Select Weekly</p>	<p>£ 151.80 Monthly Monthly</p> <ul style="list-style-type: none">Your Season Ticket is a virtual Season Ticket.You will be able to use the car park from the advised date. <p>Available from 23/12/2020</p> <p>Select Monthly</p>	<p>£ 421.30 Quarterly Quarterly</p> <ul style="list-style-type: none">Your Season Ticket is a virtual Season Ticket.You will be able to use the car park from the advised date. <p>Available from 23/12/2020</p> <p>Select Quarterly</p>	<p>£ 1467.10 Yearly Annual</p> <ul style="list-style-type: none">Your Season Ticket is a virtual Season Ticket.You will be able to use the car park from the advised date. <p>Available from 23/12/2020</p> <p>Select Yearly</p>
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PREMIUM

<p>£ 1621.80 Yearly Premier</p> <ul style="list-style-type: none">Choose your own bayYour Premier Ticket is a virtual ticket.You can use the car park from the advised date. <p>Available from 23/12/2020</p> <p>Select Yearly</p>
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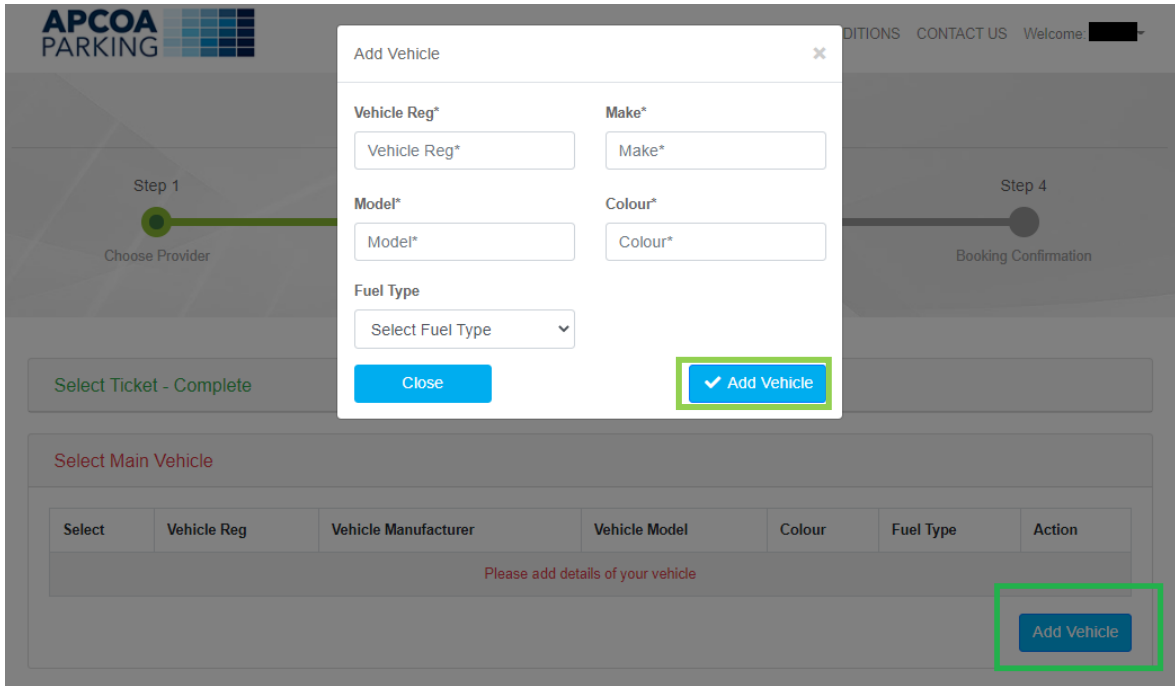
6. If you wish to purchase a premier parking season ticket, please select the 'Reserved bay' ticket and then select a bay you wish to reserve.

Select Ticket - Complete

Select Bay - Complete

Reserved Bay Id

7. Please select one of your existing vehicles or click on 'Add Vehicle' and then complete your vehicle details and click on 'Add Vehicle' again.



8. a) Your personal details will auto fill if you are logged into your account
- b) Please select the date you wish your season ticket to start
- c) If you wish your ticket to be renewed automatically, please tick 'Renew Automatically box', otherwise please leave the box unticked
- d) If you have a promo code, please enter it into the promotional box below and click 'Apply' before you proceeding to the payment page.
- e) click 'book now'

Personal details

First Name*

Last Name*

Email*

Confirm Email*

Address*

Postcode*

Order Summary

Location Bedford Station Car Park

Ticket Selected Monthly

Start Date

End Date 16/12/20

Renew Automatically

Your ticket will be renewed automatically every month.

Vehicle Type Name Car

Ticket Cost £156.80

Vehicle Reg TEST

AppliedPromoCode

I agree to the [Terms And Conditions](#) and [Privacy Policy](#)

Ticket Cost £156.80

9. Please enter your card details to complete your season / premier parking ticket payment, then click 'Continue'. When your payment is completed, your season / premier parking ticket confirmation email will be sent to your registered email address.



Payment details

APCOA Parking

Season Tickets

£47.00




[Cancel and return](#)



Credit or Debit Card

Card Number: *

Expires End: *

Card Security Code: *

  What is this?

Cardholder

Email Address:

Title: First Name: Last Name:

None

[Continue](#)

How to change vehicle details for one of your existing season / premier parking ticket

1. Click on your name in the right top corner and select 'Retrieve Booking'

APCOA PARKING

HOME FAQ PRIVACY POLICY TERMS & CONDITIONS CONTACT US Welcome:

- [RETRIEVE BOOKING](#)
- [CHANGE PASSWORD](#)
- [EDIT PERSONAL DETAILS](#)
- [FORGET ME](#)
- [LOG OFF](#)

Purchase Your Season Ticket Today

Step 1: Choose Provider
Step 2: Location & Vehicle Details
Step 3: Order & Purchase Ticket
Step 4: Booking Confirmation

2. Click on 'Change Vehicle Details'

Monthly (Monthly) Renews Automatically

Booking Ref No	Reg No	Status	Start Date	End Date	Expires In	Price	Location
██████	██████	Approved	29/10/2020	28/11/2020	12 Days	£0.00	Kursaal
██████	██████	Expired	29/09/2020	28/10/2020	Expired	£0.00	Kursaal
██████	██████	Expired	29/08/2020	28/09/2020	Expired	£0.00	Kursaal
██████	██████	Expired	29/07/2020	28/08/2020	Expired	£0.00	Kursaal

[Renew This Permit](#) [Cancel Permit](#) [Change Vehicle Details](#)

3. Click on 'Add Vehicle' and enter your new vehicle details.

Select	Vehicle Reg	Vehicle Manufacturer	Vehicle Model	Colour	Fuel Type	Action
Inactive	██████	TEST2	TEST2	TEST2	Diesel	Edit Delete
Inactive	██████	Test4	Test4	Test4	Diesel	Edit Delete
Inactive	██████	TEST2	TEST2	TEST2	Petrol	Edit Delete

[Add Vehicle](#)

4. Select your new vehicle details, once it's selected it will appear as ACTIVE, your new vehicle is now set as your default vehicle.

Monthly - Current Vehicle

Booking Ref No	Reg No	Status	Start Date	End Date	Expires In
██████	TEST4	Approved	29/10/2020	28/11/2020	12 Days

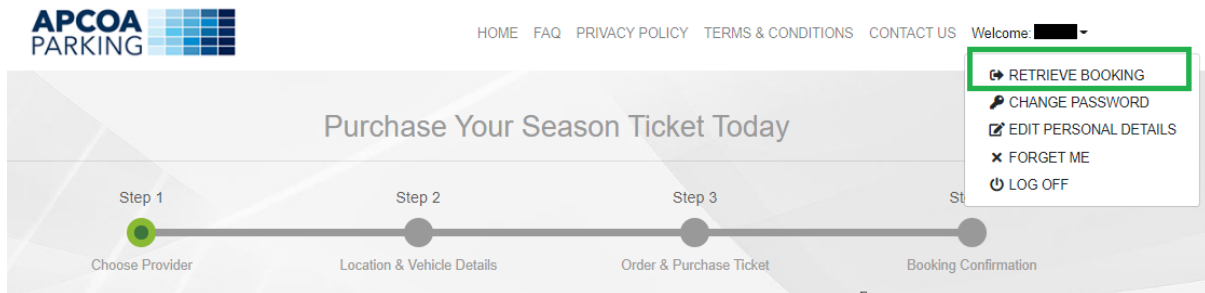
[Back](#)

Notes
Select a vehicle below to make it the default vehicle for this ticket

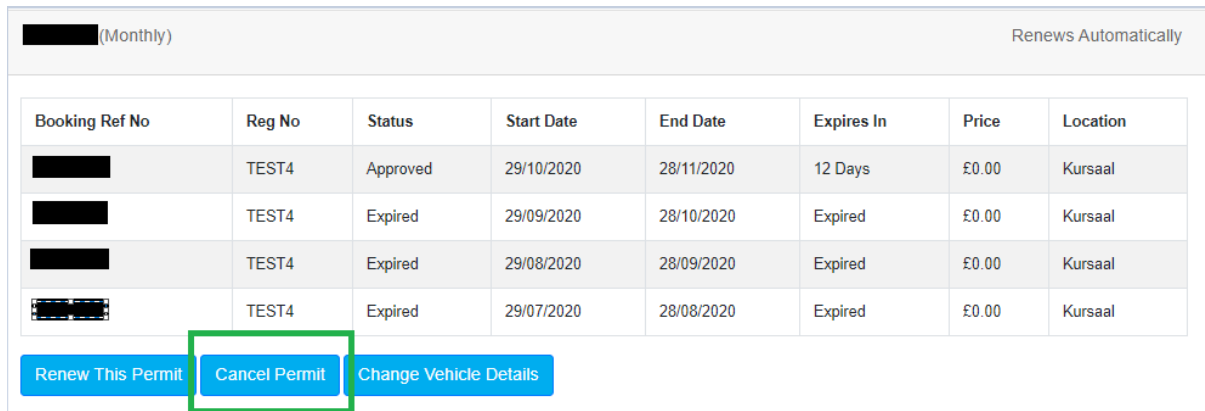
Select	Vehicle Reg	Vehicle Manufacturer	Vehicle Model	Colour	Fuel Type	Action
Inactive	TEST2	TEST2	TEST2	TEST2	Diesel	Edit Delete
Active	TEST4	Test4	Test4	Test4	Diesel	Edit Delete

How to cancel your season / premier parking ticket

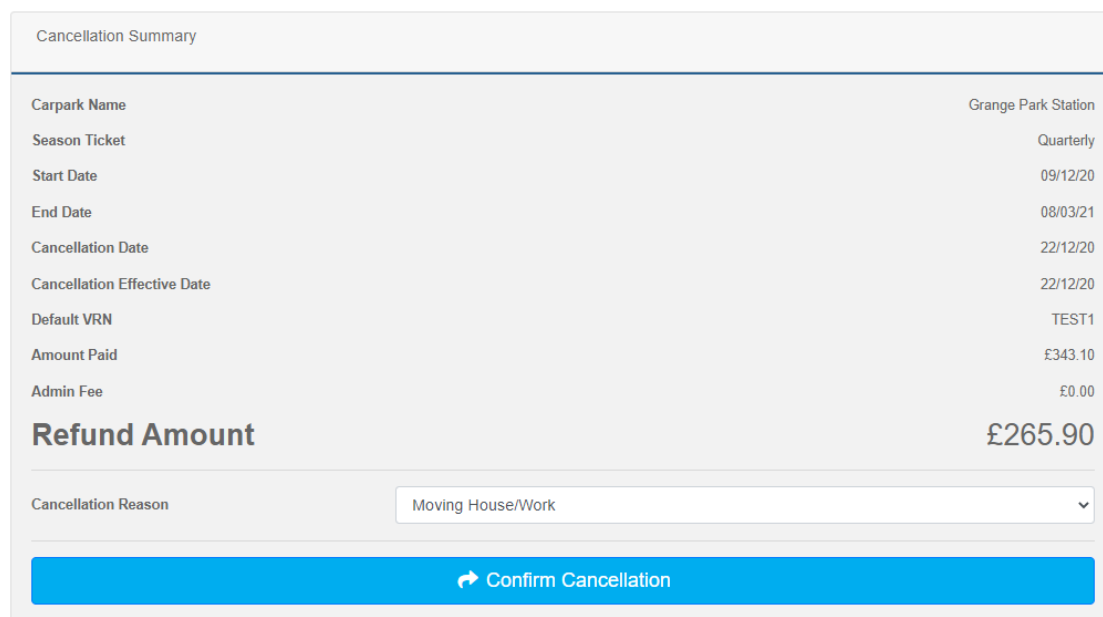
1. Click on your name in the right top corner and select 'Retrieve Booking'



2. Click on 'Cancel Permit'

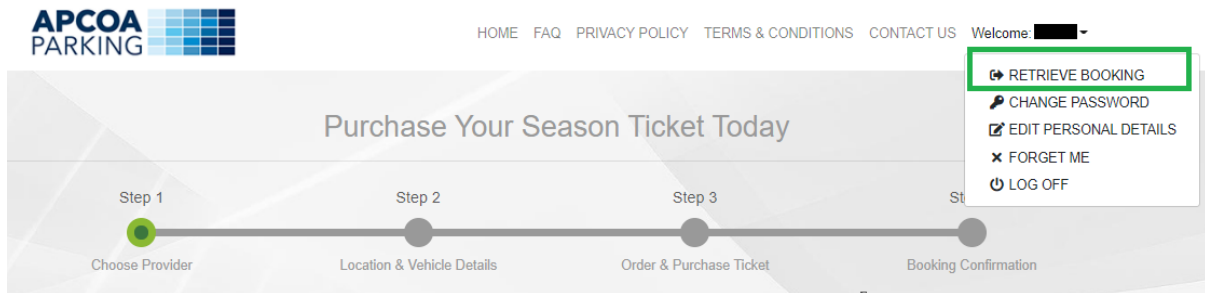


3. You will see a summary of your refund, please select 'Cancellation Reason' and click on 'Confirm Cancellation'. Your season ticket / premier parking ticket cancellation confirmation email will be sent to your registered email address.

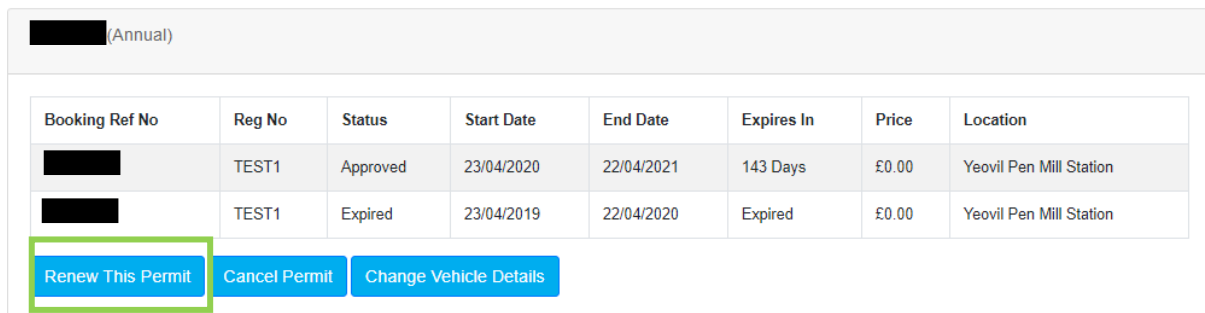


How to manually renew your season / premier parking ticket

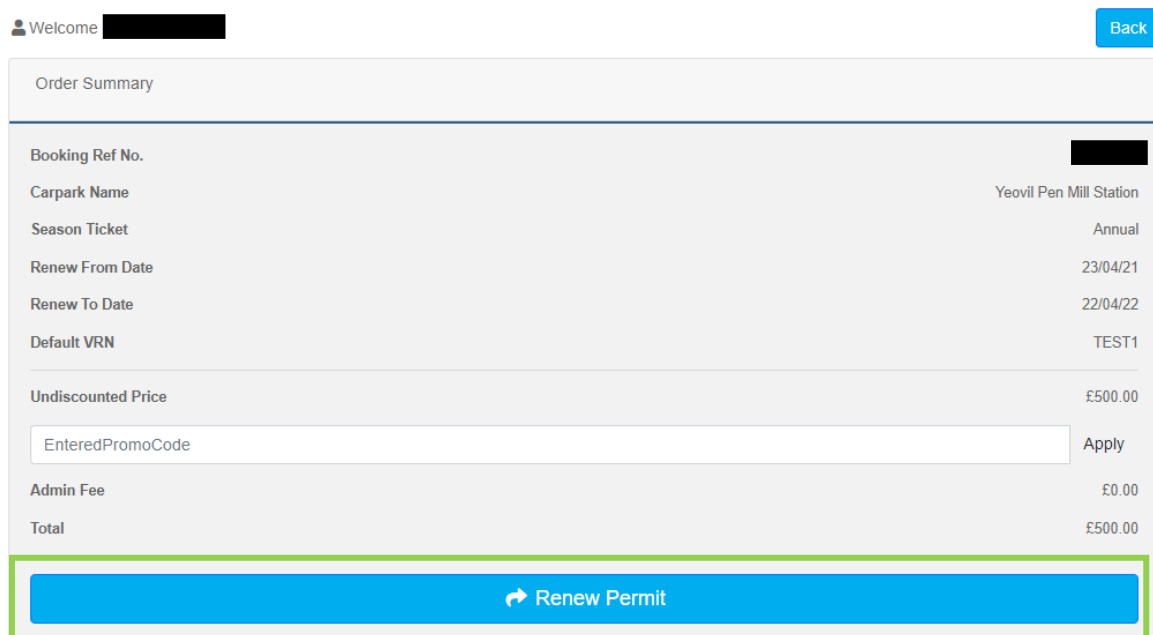
1. Click on your name in the right top corner and select 'Retrieve Booking'



1. Select 'Renew this permit' which is placed just below your season / premier parking ticket.



2. Please click on 'Renew Permit' (if you have a promo code, it can be applied to your season / premier parking ticket when renewing)



- 3 Please enter your card details to complete your season ticket / premier parking ticket payment, then click 'continue'. When your payment is completed, your season ticket / premier parking ticket confirmation email will be sent to your registered email address.

APCOA PARKING

Payment details
APCOA Parking
Season Tickets
£500.00

[Cancel and return](#)

Credit or Debit Card

Card Number: *
Expires End: *
Card Security Code: *

What is this?

Cardholder

Email Address:
Title: First Name: Last Name:

Continue

How to amend your personal details and password

1. Click on your name in the right top corner and select 'edit personal details'

APCOA PARKING

HOME FAQ PRIVACY POLICY TERMS & CONDITIONS CONTACT US Welcome: [redacted]

Purchase Your Season Ticket Today

Step 1: Choose Provider Step 2: Location & Vehicle Details Step 3: Order & Purchase Ticket Step 4: Booking Confirmation

RETRIEVE BOOKING
CHANGE PASSWORD
EDIT PERSONAL DETAILS
FORGET ME
LOG OFF

1. Enter your new details and click on 'Update'

Edit Personal Details

Chiltern Railways Customer Refund Notice: Your refund can be backdated up to 56 days from when it is submitted to the last date it was used (or to 17 March 2020, whichever is later) if you were unable to travel due to the government's guidance about only travelling if essential during the pandemic.

First Name*	Last Name*
<input type="text"/>	<input type="text"/>
Email*	Old Password*
<input type="text"/>	<input type="text"/>
New Password	Confirm New Password
<input type="text"/>	<input type="text"/>
<input type="checkbox"/> I would like to receive information about APCOA's Rewards and Benefits programme and marketing offers and deals	
Address*	Postcode*
<input type="text"/>	<input type="text"/>
Mobile No*	
<input type="text"/>	

We hope the step-by-step instructions in this guide will lead you through the process. However, if you experience any difficulty, our website will tell you how to contact APCOA's customer team for additional help and support.