

Car Park use Terms and Conditions

1. Liability of the Company

All persons entering the car park do so at their own risk and neither the Company nor any person acting on its behalf is in any way responsible for any loss, injury or damage sustained by them or for loss or damage to vehicles and their contents left within the car park. This does not exclude liability caused by the Company's negligence or other breach of duty. If your vehicle is damaged in any way whilst in the car park, or should you lose the vehicle or any of your personal possessions from it whilst it is in the car park please:

- Immediately inform Queen Elizabeth Olympic Park park control.
- Report any incident of theft to the police
- Notify your insurers promptly

If any damage, loss or injury is suffered, Queen Elizabeth Olympic Park Park Control should be notified before the vehicle is removed from the premises. The Park Control can be contacted at 020 8536 2752.

2. Automatic Number Plate Recognition System (ANPR)

The Queen Elizabeth Olympic Park car parks operate a ticketless system using Automatic Number Plate Recognition. This system records entry and exit times of all vehicles and will monitor behaviour whilst in the parking area to ensure adherence to all policies are maintained. Each image is date and time stamped. The car park barriers and payment machines are linked to the ANPR system.

For the London Aquatics Centre car park, payment should be made on exiting the venue at the pay machines adjacent to the reception desk.

If you use the external pay machine, you will be charged the fixed fee of £45.00

A ticket validation system is used at the Copper Box Arena for payment at the Multi Storey Car Park to ensure the car park usage can be validated to allow the appropriate hourly rate to be applied.

If you use the pay machines without first validating your vehicle in the reception area you will be charged the fixed fee of £45.00

You should validate your vehicle on exiting the venue. Once you have validated your visit to the Copper Box Arena you should then make your way back to the car park within 20 minutes and pay at the pay machines on the first floor.

A schedule of charges is displayed at the entrances to the car park and at pay machines. The Company reserves the right to vary the tariff without notice.

If you do not validate your vehicle registration within the relevant venue, a fixed fee of £45.00 will apply.

3. Responsibilities of Car Park users

Persons using the car park should adhere to the Highway Code and must obey all signage. Persons using the car park must obey directions from car park personnel. If you cause any damage to a vehicle in the car park, you must notify a member of staff, and leave your registration and contact details immediately. You must ensure that your vehicle is parked in an appropriate manner at all times.

4. Prohibited Activities

You are not permitted to tow any vehicle into the car park. No work on or cleaning of, vehicles is permitted in the car park. No activity in connection with the selling, hiring or other disposal of vehicles is permitted in the car park. No car boot sales or selling of any type is to take place.

5. Rights of the Company with respect of vehicles

Every vehicle in the car park is subject to a lien for all charges due from the vehicle owner to the Company and the Company reserves the right to refuse to release your vehicle until those charges have been paid. The Company reserves the right to remove a vehicle from the Company's premises, by driving or otherwise, if it is reasonably considered to be causing a risk or a potential risk, to the users of the car park. The Company will consider a vehicle to be a risk if it is blocking an emergency exit; causing a fire hazard; posing a security risk or health and safety risk; or any other situation in which other users of the car park or the shopping centre may be at risk.

Before removing a vehicle from the car park, the Company will make reasonable enquiries to identify and contact the owner of the vehicle.

The Company may choose to employ the services of a third party contractor to tow or otherwise remove the vehicle from the premises and the vehicle owner will be charged to recover the vehicle.

The Company reserved the right to recover any reasonable costs incurred by them in the removal of a vehicle.

The Company reserves the right to move vehicles to any other reasonably convenient car park where the car park has to be closed in whole or part, for any reason.

6. Abandoned Vehicles

Any vehicle left in the car park for more than 5 days, which is not subject to a season ticket or for which prior notification has been given to the Company, may be considered abandoned.

The Company reserved the right to dispose of any vehicle it reasonably believes to have been abandoned.

Before disposing of abandoned vehicles, the Company will make reasonable enquiries to identify and contact the registered keeper of the vehicle.

7. Appeals Complaints and Feedback

Queen Elizabeth Olympic Park is committed to the provision of a high standard of customer care and takes all feedback seriously. Please contact customerservices@londonlegacy.co.uk.

If you have any comment questions or a complaint, in the first instance please contact our customer services helpline. Details can be found on our website under Contact Us.

Any complaint and/or compliment received will be recorded and forwarded to the Car Park Manager.

In the case of a complaint, this will be escalated to the relevant supervisor/manager and a full investigation will be carried out.

The operation of the car parks will be in full compliance with the BPA Approved Operator Scheme Code of Practice at all times.

8. Terms and Conditions

By accepting a ticket, you confirm that you have read and understood the terms and conditions set out above. If any term, or part thereof, is found to be invalid, illegal or unenforceable, that term, or part term, shall be deemed not to form part of these Terms and Conditions of use and the remaining terms shall not be affected and shall be enforceable.

For any queries in respect of these terms and conditions, please contact the Queen Elizabeth Olympic Park Car Park Manager via the customer services helpline.