

Car Parking - FAQs

Q: How do I pay for parking?

A: Your ticket registers the time of your arrival into the car park.

On leaving the terminal, insert your ticket into one of two pay stations, located inside the terminal building or in the main car park outside the terminal. You can pay in cash or by card by following the instructions on the machine.

Alternatively, you can pay at the exit barrier. **Please note: the exit barriers take card payments only.**

Q. Do I have to pay to pick up or drop off passengers at the airport?

A: You can park for up to two hours free of charge in either of our two car parks. The barrier will lift automatically on insertion of your ticket into the machine at the exit gate.

You will require to pay the daily rate of £3 if parking for over two hours.

Q: Can I drop off passengers in front of the terminal?

A: This area must be kept clear for buses, taxis and emergency vehicles only. There is a dedicated Drop Off/Pick Up area which you can use free of charge but please note this is a no stopping area so if you wish to park for a while please use the car parks.

Q: I am a blue badge holder. Do I have to pay for parking?

A: Parking for blue badge holders is free of charge.

Blue badge holders should park in one of the designated disabled parking bays at the end of the small car park, on the left hand side closest to the terminal.

If you have parked for more than two hours, please take your blue badge to our security area and they will validate your ticket. The barrier will automatically raise once you insert your ticket at the exit gate.

If you park in a disabled bay but wish to take your blue badge away with you, please inform security who will note your number.

Our staff are available to assist to ease the process of ticket validation.

Q: I am an NHS patient travelling to an appointment. What is the process for free parking?

A: You will receive a car park exit ticket with your appointment details from NHS Patient Travel.

You will receive a ticket when entering the car park. However, this should be discarded. On exiting the car park you should **insert your patient travel validated ticket** at the exit gate and the barrier will raise for you.

Q: Can I pay at the car park exit barrier?

A: Yes. However, the machine at the exit barrier only accepts card payments.

Q: What happens if I lose my ticket?

A: If you lose your ticket then you should go to either of the Pay points, press the intercom button for assistance. You will be asked for your registration number. The correct charge will be generated to allow you to pay at the machine.

The member of staff will go through the process with you.

Q: If I am having trouble exiting the car park, how do I get support?

A: At each pay point and exit barrier there is a small telephone symbol with "Intercom" written below this. If you need assistance please press this button and a member of staff will connect to assist you.

Q: How do I get a receipt for parking?

A: You can obtain a receipt at any pay point by pressing the receipt button when making your payment. If for any reason, a receipt does not print, press the intercom button for assistance.

Q: How do I get free parking as an inter-island resident?

A: Free of charge parking is available for inter-island travellers. This is available for one vehicle per household. To register a vehicle for this exemption download the form from the HIAL website www.hial.co.uk/sumburgh-airport/contact-us/ or pick up a form at Security in the main terminal building. A copy of your V5C document must be submitted with your completed application form.

Q: As an inter island resident what do I do when I get to the car park?

A: On arrival at the airport, the Automatic Number Plate Recognition camera system will recognise your number plate and allow you access and egress to the carparks free of charge.

In the unlikely event that the system does not work, please press the intercom button and a member of staff will assist you.

Q: I am an inter-island resident but have changed my car since I first registered. What do I do now?

A: If you change your vehicle, please complete a new exemption application and submit it with a copy of your new V5C document.