

Car parking terms and conditions

Please ensure that you have read and understand these terms and conditions

Car Parking

What service do we provide?

In return for your payment to us we will provide you a car parking space in the car park you chose online or on arrival. You can purchase car parking in advance online for a selected period of time, or arrive at the airport without booking in advance and take a ticket when entering one of our car parks.

If you park in our Long Stay Car Park or Plane Parking car parks you can use our Long Stay Bus which operates between the car parks and the Terminal. To see how often these buses run please see the [car parking](#) section on the website. The journey usually takes approx. 5 minutes, but please leave extra time in case of busy traffic.

How much does it cost?

For online bookings, the cost of parking your vehicle for the period you booked is the price you paid when the booking was made. If you park for longer than your pre-booked period, you can either book additional time on-line in advance, or you will be charged the drive-up rate for the relevant car park for the additional time.

If you do not book online in advance you will be charged our drive-up rates shown on our signs at the entrance to our car parks.

How do I pay?

You can purchase car parking space through [the website](#). For online bookings, you will pay for parking in advance and can use any major credit or debit card, including American Express. There is a 1.5% charge for paying online using a credit card.

If you do not book online in advance, you can pay at one of our pay machines located in and around our car parks. You will need your ticket, obtained when entering the car park to pay for your parking. There is a 1.5% charge for paying at a pay machine with debit or credit cards.

What is the standard of the service and what if I have a complaint or problem?

Our car parks are [Park Mark accredited](#) which means they have met the requirements of the Associations of Chief Police Officers (ACPOS) Safer Parking for All Scheme.

We use car parking experts Empark to help us with the day to day running of our car parks and provide assistance to our customers.

If we do not provide our car parking service with reasonable care and skill you can ask us to fix the problem or get some or all of your money back, depending on the circumstances.

If you have a problem or issue with your booking or our service please contact edinburgh@empark.es and we will do our best to resolve the matter there and then. If you

would like to make a complaint or provide other feedback to us please use the on-line [Edinburgh Airport feedback form](#) and we will do our best to resolve any issues you may have. Any reports of loss, damage or injury whilst you are parked in or using one of our car parks should be made to us (and if appropriate the Police) at the time or as soon as possible after the event.

Any contractual dispute relating to our services may also be dealt with using an online alternative dispute resolution procedure through the [EU's ODR Platform](#).

When you make a booking with us, or use our car parks as a drive-up customer, you enter into a car parking contract (agreement) with us which is governed by Scottish law and any court proceedings must be raised in the Scottish Courts.

Our liability to you.

If your vehicle is damaged whilst in our car park (or whilst being driven by our valet parking drivers) we will be responsible for any damage caused to your vehicle to the extent it was our fault. Unless we cause death or personal injury through our negligence, our liability to you is restricted to the cost of such vehicle damage, up to a maximum of £100,000. If a third party causes damage to your vehicle, we will provide some assistance but any resolution will be a matter between you and the third party.

Our car parks are open to the general public. Please ensure that you lock your vehicle, close the windows and do not leave valuable items in your vehicle as we cannot be held responsible for any damage or theft by others.

Can I cancel or amend my booking?

You can cancel a 'flexible' online car park booking made with us and obtain a refund up to 24 hours before the time you are due to enter the relevant car park. If your booking has a cancellation fee, the fee will be deducted from the refund amount.

If you made a fixed (non-flexible) booking this cannot be cancelled or refunded after 14 days from booking and if cancelled before 14 days, a cancellation fee will apply.

You can amend your booking details on-line up to 24 hours before your booking is due to start. You can amend the following details by clicking on [Manage my booking](#) online:

- Your personal details
- Your vehicle details
- The car park you would like to park in
- The period you would like to park

The difference in price for any amendments to your booking will be deducted from or refunded to the card used for payment.

To cancel or amend your booking using our website please click on the [Manage my booking](#) section. You can also telephone us on 0844 770 3040. There will be charges for calling this number plus your phone company's service charge. Alternatively, you can cancel or amend a booking by e-mailing onlinebookings@edinburghairport.com.

There are no refunds for any bookings made but not used and bookings cannot be transferred or sold to other people.

Can Edinburgh Airport cancel or amend my booking?

In the unlikely event, you book a parking space with us online and there are no spaces in the relevant car park when you arrive, we will either provide an equivalent or better space in another car park or a reduction in price for a car park further away.

If an event beyond our reasonable control occurs such as an emergency, war, terrorist threat, natural disaster or extreme weather conditions, we may have to cancel or amend your booking but if we cancel your booking you will get a full refund.

Can Edinburgh Airport move my vehicle?

Very occasionally we may need to move a vehicle to carry out management and maintenance activities or where it is necessary for security or safety reasons. We will try to give reasonable notice of any closure of a parking space, but please be aware that it might not always be possible.

Vehicles not parked within the designated marked parking spaces may be towed away without notice and a cost for storage and recovery will be charged to you.

Tickets and exiting the car park

You will need a ticket to enter and exit our car parks. On entry to a car park the machines at our barriers will issue a ticket before the barrier will raise. Each ticket is only valid for the vehicle it is issued for. If you have pre-booked parking our ANPR (automatic number plate recognition) system will read your number plate and your booking reference and number plate will be printed on the ticket. It is important that you keep your ticket safe as you will need it to exit the car park. If you have not pre-booked your parking, you will also need your ticket to pay for your parking at one of our pay machines located in and around our car parks.

If you lose your ticket please go to the Parking Reception desk on the ground floor of our multi-storey car park for assistance. If we cannot find your booking on our system you will be charged our drive-up price for your car parking.

Car Park Use

You may only use our car parks to park your vehicle and not for any other purpose (such as cleaning, repair, certain business activities or to stay or sleep in). Our [Byelaws](#) also contain terms and conditions that apply to customers and their vehicles whilst in or using our car parks.

Our multi-story car park has height restrictions and vehicles with a height of more than 2.2m (7.2ft) are not allowed to enter.

Abandoned Vehicles

If your vehicle is parked in our car park for more than 30 days after the end of your booking time or more than 30 days after you arrived without a booking, we will consider your vehicle to have been abandoned.

In these circumstances, we will give you 30 days' notice, sent to the address provided at the time of booking or to the address registered for your vehicle. If you have not removed your vehicle and paid our parking charges within the 30-day period, we shall be entitled to remove and sell the vehicle and deduct from the proceeds our handling expenses and any unpaid parking charges. We will remit any balance to you, so long as you are able to prove your entitlement. These rights of disposal are in addition to any other legal rights we may have to deal with an abandoned vehicle.

Valet Parking

Where you have booked valet parking with us, we will meet you at the Valet Parking area at the Terminal, park your vehicle for you, and have your vehicle waiting for you in the Valet Parking area when you return.

If a vehicle does not start automatically with the relevant key we may need to jump start it to be able to return it to you or move it if it is blocking other vehicles. If you are not happy with us jump starting your vehicle, please ensure you instruct us prior to handing your keys.

Lounges

At Edinburgh Airport you can use the Aspire Lounge or the No1 Lounge. Information about these lounges can be found on our [Airport lounges page](#).

What is the lounge service?

The service consists of entry to Edinburgh Airport's [Aspire Lounge](#) or [No 1 Lounge](#). A description of the facilities and services provided in those lounges can be found on our [Airport lounges page](#) or the [Aspire](#) or [No 1 Lounge](#) pages.

How can I use a lounge and how much does it cost?

Entry to a lounge can be booked in advance online or purchased on arrival (subject to availability). Where you have booked in advance, please bring confirmation of your booking with you to access the lounge (the e-mail or SMS you received with your unique booking reference). Prices for using the lounges can be found on our [Airport lounges page](#) or the [Aspire](#) or [No 1 Lounge](#) pages.

Lounge bookings are not transferable to any other person or any other lounge. Your booking is only valid for the date, time, and specific lounge purchased when the booking was made. If you do not use the lounge during the period you booked it, your booking will expire and will not be refundable. If you arrive at the lounge earlier than the booked time, more than 3 hours after the booked time, or you wish to remain in the lounge for a period of time after expiry of the booking, your use will be at the discretion of the lounge staff.

How do I pay?

You can pre-book access to one of our lounges through our [lounge booking website](#). Bookings can also be made in advance through the [No1 traveller](#) and [Aspire Lounge](#) websites. You can also book on the day of your arrival, payment can be made at the entrance to the lounge.

Can I cancel or amend my booking?

You can amend your booking details on-line up to 24 hours before your flight departure time. To cancel or amend your booking using our website please click on the [Manage my booking](#) section. You can also telephone us on 0844 770 3040. There will be charges for calling this number plus your phone company's service charge. Alternatively, you can cancel or amend a booking by e-mailing onlinebookings@edinburghairport.com.

What rules apply to my use of a lounge?

The lounges are operated by 3rd party companies and their terms and conditions also apply to your use of them (as well as the terms and conditions here). The [terms and conditions for the Aspire lounge can be found here](#) and the [terms and conditions for the use of the No1 Lounge can be found here](#). They can also be requested from the front desk of the lounge. There is a smart/casual dress code for the lounges and certain age and behavior restrictions apply. Please review the relevant lounge terms and conditions if you need more information. All customers using the lounges must act with courtesy and consideration for all other users, and staff have the right to refuse admission or ask people to leave the lounge if their behavior or clothing is inappropriate, offensive or distressing to others.

It is your responsibility to ensure you do not miss your flight. Neither the Airport nor lounge staff can be held liable for you failing to board your flight.

We do not guarantee the quality of food or beverages, or that individual dietary requirements can be fulfilled. However, if the lounge service is not delivered to a reasonable standard and in accordance with the description of the service provided by us or Aspire or No 1 Lounge, you will be entitled to a refund of some or all of the price depending on the circumstances.

What if I have a complaint?

If you have a problem or issue with your booking or the lounge service please discuss it with the lounge staff and they will do their best to resolve the matter there and then. If you would like to make a complaint or provide other feedback to us please use the [on-line Edinburgh Airport feedback form](#) and we will do our best to resolve any issues you may have.

Any contractual dispute relating to our services may also be dealt with using an online alternative dispute resolution procedure through the [EU's ODR Platform](#).

fastTRACK Security

What is the fastTRACK service?

Edinburgh Airport fastTRACK is a service that allows passengers to use the priority lane to go through our security search area. A description of the fastTRACK service can be found on our [fastTRACK page](#).

How can I use fastTRACK and how much does it cost?

You can book fastTRACK online or purchase it from certain shops in Edinburgh Airport. fastTRACK may also be included as part of another product you bought (such as a flight or car parking). Where you have booked in advance, or fastTRACK is provided as part of another product, please bring confirmation of your booking with you to access the fastTRACK lane. Prices for using fastTRACK can be found on our [fastTRACK page](#).

How do I pay?

The same process as booking car parking also applies to fastTRACK. You can purchase fastTRACK through our website or certain shops within the Airport with any major credit or debit card, including American Express. There is a 1.5% charge for paying online with credit cards.

Can I cancel or amend my booking?

You can amend your booking details on-line up to 24 hours before your flight departure time. To cancel or amend your booking using our website please click on the [Manage my booking section](#). You can also telephone us on 0844 770 3040. There will be charges for calling this number plus your phone company's service charge. Alternatively, you can cancel or amend a booking by e-mailing onlinebookings@edinburghairport.com.

What rules apply to fastTRACK?

fastTRACK bookings are not transferable to any other person. Your booking is only valid for the date and time the booking was made. If you do not use the fastTRACK service your booking will expire and will not be refundable.

For operational reasons we cannot guarantee availability of this service or the time it will take and this service does not in any way excuse you from the requirement to submit to full security screening in accordance with our normal security procedures. If the fastTRACK service is not delivered to a reasonable standard and in accordance with the description of the service

provided on our fastTRACK page, you will be entitled to a refund of some or all of the price depending on the circumstances.

It is your responsibility to ensure you have adequate time to clear our security search area prior to your flight. Please [contact your airline](#) or check your ticket for advice on how early to arrive at the Airport prior to your flight.

What if I have a complaint?

If you have a problem or issue with your booking or the fastTRACK service please discuss it with a member of Edinburgh Airport's security hall staff and they will do their best to resolve the matter there and then. If you would like to make a complaint or provide other feedback to us please use the [on-line Edinburgh Airport feedback form](#) and we will do our best to resolve any issues you may have.

Any contractual dispute relating to our services may also be dealt with using an online alternative dispute resolution procedure through the [EU's ODR Platform](#).

Drop Off Zone

What is the Drop Off Zone service?

We have two drop off zones for passengers at the Airport. One zone is located on the ground floor of the multi-storey car park outside the terminal building and the other is within our Long Stay Car Park.

How can I use Drop Off Zone and how much does it cost?

Long Stay Car Park Drop Off Zone

You do not need to book in advance to use the Drop Off Zone within the Long Stay Car Park. On entry to the Long Stay Car Park, the machines at our barriers will issue a ticket before the barrier will raise. There is a dedicated marked area for dropping off passengers. Charges are displayed at the entrance of the car park (with the first 10 minutes being free). Passengers dropped off in our Long Stay Car Park can use our Long Stay Bus which operates between the car parks and the Terminal. To see how often these buses run please see our website. The journey usually takes approx. 5 minutes, but please leave extra time in case of busy traffic.

Multi-storey Car Park Drop Off Zone

There is no barrier and a ticket is not needed to enter the Drop Off Zone within the multi-storey car park. Charges for the Drop Off Zone are displayed at the entrance of the multi-storey and throughout the Drop Off Zone.

How do I pay?

Long Stay Car Park Drop Off Zone

The first 10 minutes after entry to the car park is free of charge, you can use your ticket to exit the car park if you have not exceeded the initial 10-minute timeslot. If you do exceed the initial 10 minutes, you can pay for the duration of your stay at one of our pay machines located in and around our car park. You will need your ticket, obtained when entering the car park to pay for your parking. There is a 1.5% charge for paying at a pay machine with debit or credit cards.

Multi-storey Car Park Drop Off Zone

You can pay for the duration of your stay at the pay machines at the barriers upon exit. You can pay with cash and credit or debits card. There is a 1.5% charge for paying at a pay machine with debit or credit cards.

What rules apply to the Drop Off Zone?

Our [Byelaws](#) contain terms and conditions that apply to customers and their vehicles whilst in or using our car parks.

What if I have a complaint?

If you have a problem or issue with either Drop Off Zone contact edinburgh@empark.es and we will do our best to resolve the matter there and then. If you would like to make a complaint or provide other feedback to us please use the [on-line Edinburgh Airport feedback form](#) and we will do our best to resolve any issues you may have.

Any contractual dispute relating to our services may also be dealt with using an online alternative dispute resolution procedure through the [EU's ODR Platform](#).