

Set-up guide

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Getting started

Step 1 – Creating an account

- Go to www.flashpark.co.uk
- Click on 'My Account'
- Click on 'I would like to create an account'
- Fill in the online form.

Step 2 – Confirming your account

- You get a 'Welcome to Flashpark' email
- Click on the link to confirm your email address
- Order your signs within 30 days. You rent these for one year at a time and they cost **£32+VAT per sign per year**

See the last page for a picture of the sign and options for personalisation

- Display them in your car park area – see Step 5.

Step 3 – Fitting your warning signs

- Display all warning signs in places where they are easy to see:
 - 1 Around the parking area
 - 2 At the entrance

Step 4 - Approving your account

For us to approve your account you **MUST** upload the following to your Flashpark control panel—Click on [Upload Site Photos and Documents](#)

- ① Photos showing the whole of the car park area once the signs have been installed



- ② Aerial view of the site with the boundary clearly shown and the location of the signs clearly marked with X's. Use either Land Registry or Google Maps to do this.



Site boundary

Location of sign

These photos only need to be uploaded once.
They are needed to deal with appeals and disputes.
When your account is approved you will get a confirmation email from us. You can start reporting problem vehicles **24 hours after** your account is approved.

If you do not hear from us within **3 days** your account has not been approved and there is a problem with your photo evidence. Please email admin@flashpark.co.uk and we will help you to solve the problem.

Step 5 - Reporting problem vehicles

Report problem vehicles by taking a photo and uploading it to your Flashpark account.

Photo **must** contain:

1. the vehicle
2. the vehicle number plate
3. the car park background

The next pages show correct and incorrect photo evidence.

How to report problem vehicles:

- Log in using your ID and password
- Click on 'new ticket'
- Upload photo of the problem vehicle
- Once uploaded, photo appears on the right of the screen
- Enter the vehicle registration number, and the date and time of the offence.

Follow the photo rule on the control panel.

Photos that do not follow the rule will be deleted.

Make sure the date and time are set correctly on your camera.

Correct photo evidence



Incorrect photo evidence



Vehicle attended



No background



Vehicle not visible



No registration number



Person is visible



Vehicle too far away

Step 6 - After reporting a problem vehicle

You report the vehicle, we send the charge notice. The charge notice goes straight to the address held by the DVLA.

Checking your submitted tickets

Click on '[View Posted Tickets](#)' in your control panel.

Status updates you may receive:

- 1 1st notice served – 1st letter sent
- 2 2nd notice served – final letter sent
- 3 Cancelled – incorrect vehicle registration.
Report the vehicle again within 7 days of the date of the offence
- 4 Cancelled – no owner details held by DVLA
- 5 Cancelled – by the account holder
- 6 Paid
- 7 Not paid
- 8 Repeat offender
- 9 Anonymise ran – ticket is over 2 years old so details have been deleted.

Important information

Always act professionally and responsibly with drivers.

If a driver returns to their vehicle while you are photographing it:

- 1 Tell them the area is private property
- 2 Point out the warning notices
- 3 Tell them politely that this time no action will be taken
- 4 Warn them that future offences will result in parking charge notices.

You may get a repeat offender. Our permanent adhesive parking control stickers are very effective. They can be stuck on the driver's window and are extremely hard to remove. You can buy them on our website in the **Products** section.

Parking permits identify vehicles that have your permission to park on your land. You can buy permits and holders on our website in the **Products** section.

Warning signs and overlay stickers



Aluminium Dibond warning signs (the signs are also available in Welsh)

Size 457mm by 457mm

All our signs are supplied with the message 'PERMIT HOLDERS ONLY'. You can change this by buying our overlay stickers or by customising your sign online.

All our warning notices are approved by the Word Centre and display the *plain English approved* logo.

Dibond is an aluminium composite material made of two lightweight sheets of 0.10" aluminium with a solid, black plastic core. This balanced sandwich construction produces a very rigid yet optically-flat panel. Water and a sponge or a soft brush are all you need to clean Dibond.

Price: £32 per sign per year