

		Isle of Man Airport Terms and Conditions for Parking			Risk Rating	High – Reviewed Annually	
Reference:	TERMS-PRK-001	Issues:	05	Owner:	Commercial Director	Department:	Commercial
Issue Date:	10/02/2025	Compliance Date:	11/02/2025		Planned Review Date:	01/02/2026	

1. Introduction

1.1 You can purchase car parking at the airport in advance by pre-booking on the RingGo app or website, or you can simply arrive at the airport without advanced payment and use RingGO or go to the Airport Information desk to pay after entering one of our car parks (known as “turn up and pay”). Failure to pay for parking via Ringo app, website, the Airport Information Desk or Welcome Centre could result in a fixed penalty notice being issued

1.2 In return for your payment to us, via RingGo we will provide you with a car parking space in the car park you chose for the period you have requested.

1.3 These terms apply to all users of our car parks.

2. Definitions

2.1 The booking you make is non-transferable either from you to someone else, from one car to another, or between different car parks.

2.2 The booking you make is valid only for the times, dates, price, car, and car park specified in your booking.

2.3 Your booking does not entitle you, unless otherwise specified, to park in a specific space in the car park or to priority over other customers.

2.4 Prices are subject to change and the price you pay via RingGo is the price quoted at the time of booking.

2.5 If you arrive more than 1 hour before your booked arrival time and/or leave more than 1 hour after your booked departure time then you will be required to extend your parking at the turn up rate and pay rate applicable at that time for the additional period(s). If you exit the car park before your booked exit time, then no refund will be given for the unused booking period.

2.6 If you park in a different car park to the one booked, or if you park a different vehicle to the one on your booking, you will be subject to a fixed penalty notice unless you update RingGo.

2.7 All our bookings are non-flexible and fixed and cannot be amended or cancelled.

2.8 We reserve the right to amend your booking to another car park at the airport for any reason. Where we do so, we will try to book you into another car park a comparable (or lesser) distance from the terminal.

2.9 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, due to space availability, if we are unable to fulfil your booking, you will get a full refund.

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2.10 We do not guarantee that there will be any space available in our car parks

2.11 The rate payable for parking is shown on our website and at the entrance to the car park. Prices are subject to change. The rate pay for your parking is the rate shown at the entrance to the car park at the time of your arrival (and in the event of any discrepancy between the rate shown on our website and that shown at the entrance to the car park, the rate shown at the entrance to the car park shall apply).

3. Car park rules

3.1 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).

3.2 You must drive carefully and responsibly in the car park. You must comply with all directional and other signage/instructions when in the car park.

3.3 When you have parked your vehicle, it is your responsibility to: lock your vehicle securely; fully close all windows of your vehicle; apply your handbrake properly; engage any steering lock, alarm or immobiliser you have; not leave any animal or person within your vehicle; and minimise the level of possessions left in the vehicle and ensure that any such possessions are placed in a locked boot or glove box and are not on display.

3.4 You must park your vehicle within a marked parking bay. You may only use a parking bay designated for a specific purpose where you are entitled to do so (e.g. you may only use a disabled parking bay if you display a valid appropriate disability badge). Parking outside a marked parking bay or parking in a parking bay designated for a specific purpose where you are not entitled to do so may result in a fix penalty notice being issued.

3.5 If your vehicle is too long or too wide to occupy a single parking bay then, you will need to make the airport information desk aware and we may charge you for occupying an additional parking bay (or bays) at the then current rates for that car park. If your vehicle is towing a trailer, caravan or any other form of towed vehicle, then that trailer, caravan or other towed vehicle will be charged as a separate additional vehicle at the then current rates for that car park.

3.6 In using the car park, you agree to abide by any additional terms that may be displayed in or around the car park. These may include, but are not limited to, terms regarding permissions to be in the car park and penalties for parking or stopping in prohibited places.

3.7 We reserve the right to move any vehicle within or outside the car park to the extent that we deem necessary to carry out the safe and efficient management of the car park or where the car park (or part thereof) is closed permanently or temporarily or has to be evacuated in cases of emergency. If your vehicle is parked in a manner which (in our reasonable opinion) is unsafe, is outside of a designated parking space, impedes the free flow of traffic in and around the car park or is in breach of any restriction marked on signage or on the ground in the car park (or otherwise brought to your attention), we may:

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(a) cause your vehicle to be removed without notice, and you will be responsible for the costs of such removal and recovery;

(b) issue a parking charge notice.

3.8 Any reports of loss, damage or injury while you are parked in or using one of our car parks should be made to us (and, if appropriate, the police) before leaving the car park.

3.9 If your vehicle remains in the car park for more than 60 days after your paid period expires, it will be considered abandoned and in contravention of the terms and conditions of use of the parking place. The department of infrastructure may remove a vehicle from a parking place which has been left in the parking place. You will then be liable for removal and storage charges before the vehicle can be released.

3.10 If you damage another vehicle you must report the matter to us giving the registration numbers of both vehicles. You must also notify the owner of the other vehicle by leaving a note on the windscreen of their vehicle providing your vehicle and contact details and any other details that are relevant to the incident.

3.11 If you damage any equipment in the car park, or any part of the car park itself, you must report the matter to us. You will be liable for any damage you cause to any equipment in the car park or any part of the car park itself.

3.12 Free parking times of 15 minutes or 30 minutes are a no return for 2 hours which means you must leave at least two hours between free parking spells.

4. Our liability to you

4.1 We do not accept any liability for any delay or missed flights which are caused by delays in accessing a car park, finding a parking space in the car park, unusual volumes of traffic, road works or accidents, mechanical breakdown or failure, adverse weather conditions or staff shortages (howsoever caused). You must allow sufficient time to find a parking space and to get from the car park to the terminal building.

4.2 If a third party causes damage to your vehicle, we will provide some assistance if possible, but any resolution will be a matter between you and the third party.

4.3 While we use reasonable endeavours to ensure that the car parks are secure, we do not guarantee that they are a secure environment as they are open to the general public. Therefore, we do not accept liability for damage to your vehicle (whether caused accidentally or by way of vandalism) or for theft of or from your vehicle, while the vehicle is in the car park, unless caused by our negligence, and then only to the extent that our negligence has caused or contributed to the damage or theft. Accordingly, you park in our car park at your own risk.

4.4 While we may use CCTV cameras in an around our car parks, they are used to assist in the proper running of the car park and the airport. We do not make any representation as to the extent of

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coverage provided by the cameras and no guarantee is given as to the security of your vehicle in car parks where CCTV is installed.

5. Claims and complaints

5.1 If your vehicle sustains damage while in the car park or if you lose your vehicle or any of your possessions from your vehicle while it is in the car park, you should:

- (a) immediately either inform a member of our staff at the airport information desk
- (b) in the case of theft, immediately inform the police; and
- (c) notify your insurers promptly.

5.2 If you consider that you have a claim against us you must write to our Customer Services Team within seventy-two (72) hours of discovery of the loss, damage or theft giving full details of the occurrence. Before submitting a claim, we ask that you satisfy yourself that the subject matter of your claim lies within the areas of our responsibility set out in these terms.

5.3 If you wish to make a claim or to register a complaint about the service that you have received please write to the Customer Services Team by email iomairportcarpark@gov.im

6. Reserved Parking Spaces

6.1 The airport can also rent spaces on an annual basis to companies and individuals. Please email finance.airport@gov.im for further details.

6.2 The annual spaces must only be used by the business/individuals who have leased/rented the space(s). Subletting of spaces is not permitted.

6.3 Each parking space will be allocated 2 permit discs & 2 exit fobs. Should more be required, a case for this must be put forward and, if approved, additional fobs (up to have maximum of 5 per space) could be granted. Each additional fob/disc will be charged at £40.

7. General

7.1 RingGo collect, store, process and use personal information in accordance with the requirements of the Data Protection Act 2018. For further details on how we collect, store, process and use your information please review our Privacy Policy at <https://myringgo.co.uk/privacy>

7.2 We reserve the right to change these terms, but once you have made a booking the terms which apply are those which were on our website at the time of booking. However please do not assume that the terms which applied on one occasion when you booked a service from us will continue to apply when you next book. We recommend that you always read the terms applicable at the time before booking to satisfy yourself that you accept them.

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7.3 These terms, along with all other relevant terms and conditions that are referred to herein (including those available at the car park and online from lounge operators), constitute the entire agreement between you and us with respect to the booking and use of car parking at the airport.