



Park and Ride and Accessible Transport

Frequently Asked Questions

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General

- Q.** What types of vehicles can use Park and Ride and Blue Badge parking sites?
- A.** The Park and Ride and Blue Badge Parking sites are for use by cars (with up to seven seats) and motorcycles only. No minibuses, motor homes or vehicles with trailers or caravans will be accepted at these sites and height restrictions will apply. Groups of spectators travelling to Games events using a minibus (eight seats or more) or coach should contact coachandminibus.queries@glasgow2014.com to obtain guidance on facilities. Please refer to the [Park and Ride and Accessible Transport Terms and Conditions](#) for further details.
- Q.** What facilities are available at the sites?
- A.** Toilets (including accessible toilets) and rest seating will be provided at Park and Ride and Blue Badge parking sites.
- Q.** What information and assistance will be available on site?
- A.** Trained staff and volunteers will be on site to help with any assistance required. The Accessible Shuttle drivers will also be able to assist. Spectators with specific needs should identify these at the time of booking.
- Q.** How long will I have to wait for a shuttle bus to take me to the venue?
- A.** Shuttle Bus services between sites and venues will operate at regular intervals. However, as transport services will be busier than usual during Games time, customers are encouraged to leave plenty of time for travel between sites and venues. Waiting times may vary between sites.
- Q.** What personal items are permitted onto sites?
- A.** Customers should refer to the [Park and Ride and Accessible Transport Conditions of Carriage](#) for guidance on baggage restrictions applicable on bus services.

Spectators are also advised that they will need to pass through the Pedestrian Screening Area (PSA) when entering the venue, so are therefore to only bring permitted items with them. Please refer to the [Essential Venue Guide](#) on the Glasgow2014 website for more information.

- Q.** What should I do if I've lost something on site?
- A.** Guidance regarding lost property can be obtained by contacting parkandride.queries@glasgow2014.com.

- Q.** Do I have to book Park and Ride and Blue Badge Parking in advance?
- A.** We recommend that spectators book as soon as possible as spaces are limited and will be sold on a first come – first served basis.

Wheelchair/Blue Badge Parking and Accessible Shuttles from rail stations need to be booked in advance.

- Q.** Which payment methods do you accept?
- A.** Our payment is provided through TicketSOUP's secure payment portal. We can accept payment from most major credit and debit cards.

- Q.** How can I get a refund on my booking?
- A.** Please refer to the [Park and Ride and Accessible Transport Terms and Conditions](#) for guidance on refunds.

- Q.** What should I do if I have not received my Travel Pack with parking permit/shuttle ticket?
- A.** If you have not received your Travel Pack/tickets five days before the event, please contact customerservices@ticketsoup.com for more information.

Those who have not received their Blue Badge car parking or Accessible Shuttle tickets and Travel Pack five days before an event should contact the freephone accessible transport booking line on 0800 952 0110 or textphone on (18001) 0800 952 0109.

- Q.** Are animals allowed on sites?
- A.** No animals (other than assistance dogs) will be permitted on sites. No animals should be left in vehicles parked on site.

- Q.** How long can I stay?
- A.** Spaces at Park and Ride and Blue Badge Parking sites are available for use on the date and session prescribed within your booking. In the event that your vehicle remains at the facility out with the period of your booking, your vehicle may be removed from site.

- Q.** What distance from the venue does the Shuttle Bus stop?
- A.** The distances between Shuttle Bus stops and venues vary according to the specific venue. In venues where a short walk is required, mobility support will be provided on request by Glasgow 2014 volunteers. Spectators are advised to check distances so they can plan their journey. Further information is available in our venues section.

Park and Ride and Accessible Transport Frequently Asked Questions

Q. Where do I catch the Shuttle Bus for my return journey?

A. Information on how to return to Park and Ride and Wheelchair/Blue Badge Parking sites is available in our [venues](#) section.

Q. The tickets I wanted are sold out, what should I do?

A. Please refer to our [transport](#) section where you can plan other travel options.

Park and Ride

Q. How do the Park and Ride sites operate?

A. Park and Ride and Blue Badge Parking sites offer pre-booked car parking spaces for spectators with an event ticket attending:

- Celtic Park
- Ibrox Stadium
- Hampden Park
- Cathkin Braes
- Strathclyde Country Park.

Regular shuttle buses will transport spectators to and from these venues.

Your Park and Ride ticket will be checked and scanned at the site entrance. You shall then be directed to a parking space. You should display the tear off portion of your ticket in your windscreen and make your way to the bus loading area serving your venue.

Q. What about the Barry Buddon Shooting Centre?

A. Park and Walk facilities will be provided in Carnoustie for the Barry Buddon Shooting Centre (with a supporting shuttle bus service). As there will be no charge for spectators using this facility on the day, it has not been included in the Park and Ride booking system. For details please see [here](#).

Q. Are any other venues served by Park and Ride?

A. No. However, all Glasgow 2014 venues are served by public transport or active travel options. For further information see [here](#).

Q. Where are the car parks located?

A. Park and Ride sites serving Glasgow venues are located on key routes on the north, south, east and west of Glasgow. Please refer to our [Park and Ride page](#) for further information.

N.P. Specific details for Park and Ride sites (including a more detailed map, together with the site address and postcode and the suggested best route there) shall be made available to customers when they download their tickets.

Q. How do I book a Park and Ride space for Celtic Park, Ibrox Stadium, Hampden Park, Cathkin Braes or Strathclyde Country Park venues?

A. Please go to our [Park and Ride page](#) from where you will be able to access our Park and Ride booking system.

Within the booking system you will be offered park and ride options for selected sessions at these venues on certain dates. Please select the venue, date and session in line with your event ticket.

You will then be offered a range of arrival times for your selected Park and Ride site. Please select the available arrival time that best suits your travel arrangements. Each booking records details and generates a unique parking permit. Therefore, each booking must be made on an individual basis. If you want to book more than one space for that timeslot (or even another timeslot), please return to the booking system after completing your booking and repeat the process.

Q. How do I travel to the car parks?

A. The recommended routes to the car parks, and their addresses, will be confirmed along with your Park and Ride ticket. Please use the suggested routes as satellite navigation equipment may not always be reliable.

Q. What time do the car parks open on event days?

A. Car parks will open three hours prior to the event being staged at each venue.

Q. What happens if I am delayed and arrive at the Park and Ride site after the timeslot I have booked?

A. To minimise delays for themselves and others at Park and Ride sites, we would strongly encourage customers to arrive during the timeslot which they have booked. However, we will do what we can to accommodate any customers who have been delayed.

Q. How much does it cost?

A. A Park and Ride ticket will cost £5.00. This is a discounted price and may increase to the full price of £10.00 nearer Games Time.

Q. Do any vehicle size restrictions apply at Park and Ride sites?

A. Park and Ride sites are intended for cars and motorcycles only, with a maximum vehicle width of 2.5m, a maximum vehicle length of 5.0m and a maximum vehicle height of 2.0m permissible.

Q. Can I book parking for more than one vehicle at a time?

A. Each booking records details and generates a unique parking permit. Therefore, each booking must be made on an individual basis.

Park and Ride and Accessible Transport Frequently Asked Questions

Q. If I book multiple sessions, will I use the same car park each time?

A. We cannot guarantee that the same Park and Ride site shall serve all sessions at a venue. It will be your responsibility to check this at the time of booking.

Q. What should I do if I am using a hire car and don't know my vehicle registration number at the time of booking?

A. We understand that where a hire car is to be used to travel to Park and Ride, spectators will not be able to confirm the registration of the vehicle at the time of booking. In this circumstance, please insert "HIRE CAR" in this field.

Q. What should I do if between booking a space and Games Time I change the vehicle I will be using?

A. We understand that some customers may change their vehicle between making their booking and Games Time. In this circumstance, please continue to use your booking - but please advise the marshals at the Park and Ride site entrance of your change of vehicle.

Q. I want to use the Park and Ride facilities to attend a games event, but I also want to visit Glasgow city centre on the same day. Can I use Park and Ride to do both?

A. Glasgow is looking forward to welcoming hundreds of thousands of visitors to Glasgow this summer and many events have been organised in parallel with the Games (see [Festival 2014](#) for more information).

Park and Ride services are intended to provide spectators with a reliable and efficient option for getting to and from specific games venues. If you choose to not use the return shuttle bus, it will be your responsibility to find an alternative way back to the Park and Ride site at your own expense. Should you wish to take in the full Games experience across Glasgow, it may be worth considering more flexible public transport and active travel options. For more information please see our [transport](#) section.

Q. If I book two sessions will they be for the same Park and Ride site?

A. We cannot guarantee that the same Park and Ride site shall serve all sessions at a venue. Please also note that not all Park and Ride sites operate all day. It will be your responsibility to check this at the time of booking. The following is a summary of which Venues are served by which Park and Ride Sites on which dates and sessions:

Park and Ride and Accessible Transport Frequently Asked Questions

		Braehead	Freescale	Silverburn	Baldinnie Road	Hamilton International Park	Eurocentral	Blochairn
23 July	AM							
	PM	Celtic Park (OC)			Celtic Park (OC)		Celtic Park (OC)	
24 July	DAY					Strathclyde CP		
25 July	AM							
	PM							
26 July	AM	Ibrox Stadium	Ibrox Stadium	Ibrox Stadium	Ibrox Stadium		Ibrox Stadium	
	PM	Ibrox Stadium	Ibrox Stadium	Ibrox Stadium	Ibrox Stadium	Ibrox Stadium	Ibrox Stadium	Ibrox Stadium
							Strathclyde CP	
27 July	AM	Ibrox Stadium			Ibrox Stadium	Ibrox Stadium	Ibrox Stadium	Ibrox Stadium
	PM	Ibrox Stadium	Hampden Park	Hampden Park	Ibrox Stadium	Ibrox Stadium	Ibrox Stadium	Ibrox Stadium
28 July	AM	Hampden Park		Hampden Park	Hampden Park	Hampden Park	Hampden Park	
	PM	Hampden Park		Hampden Park	Hampden Park	Hampden Park	Hampden Park	Hampden Park
29 July	AM	Hampden Park	Cathkin Braes	Hampden Park	Hampden Park	Cathkin Braes	Hampden Park	
	PM	Hampden Park		Hampden Park	Hampden Park		Hampden Park	Hampden Park
30 July	AM	Hampden Park		Hampden Park	Hampden Park	Hampden Park	Hampden Park	
	PM	Hampden Park		Hampden Park	Hampden Park	Hampden Park	Hampden Park	Hampden Park
31 July	AM							
	PM			Hampden Park	Hampden Park		Hampden Park	Hampden Park
1 August	AM							
	PM			Hampden Park	Hampden Park		Hampden Park	Hampden Park
2 August	AM							
	PM			Hampden Park	Hampden Park		Hampden Park	Hampden Park
3 August	AM							
	PM			Hampden Park	Hampden Park		Hampden Park	Hampden Park

Park and Ride and Accessible Transport Frequently Asked Questions

Q. I have Games tickets for the early and late sessions at the same venue. Will I be able to leave my car at the park and ride facility for both sessions or will I have to return to the car and move it between sessions?

A. Spaces at Park and Ride and Blue Badge Parking sites are available for use on the date and session prescribed within your booking. If you want to attend two sessions at a single venue you need to make two car park bookings (remembering that only one space can be booked during each online booking session) ensuring that you clearly display all Park and Ride booking tickets for that date/site in your vehicle windscreen. In this circumstance you will not have to return to and move your vehicle between sessions.

Q. Will there be a security presence at car parks?

A. Security services will be available at all car parks (does not include CCTV).

Q. How frequently will the buses operate?

A. Shuttle services from Park and Ride sites to venues will operate in accordance with demand at a frequency of at least every 20 minutes.

Q. What happens if one of our party falls ill?

A. If you, or one of your party is unwell, please inform Park and Ride staff and they will call for medical assistance.

Q. Can I wheel my buggy straight on the shuttle bus or do I have to fold it up?

A. If you are travelling with young children in pushchairs/buggies, you may have to fold it up during busy periods, otherwise you will be able to wheel the pushchair on to the bus. Please be aware that the space on board may be needed for customers in wheelchairs, who will have priority over pushchairs.

Q. Our group has split up during the event. We are about to miss the last bus – what happens?

A. The shuttle buses will have adequate capacity to get all customers back to the Park and Ride sites after the scheduled event period. It is your responsibility to check information provided on shuttle bus service arrangements. Once the last bus has left we cannot be responsible for your travel. You will have to find an alternative way back to the site once the bus has departed, at your own expense.

Bus Services from Park and Ride

Q. Can I smoke on any of your services?

A. Smoking is prohibited on all bus services and also within sites and bus loading areas

Q. Who is running this service?

A. Glasgow 2014 are working with First Games Transport Ltd. (a subsidiary of First Group Plc.) to provide Spectator Bus services.

Q. What facilities are offered on a Park and Ride bus?

A. For most Park and Ride services your transfer to the venue will be by bus. These may be single or double deck vehicles. Each will be wheelchair and pushchair accessible and staff will be available to help you board and alight on site.

Q. How long will it take shuttle buses to travel between the Park and Ride sites and venues?

A. The following table provides estimated shuttle bus journey times between the Park and Ride sites and venues:

Estimated journey times (minutes)

	Celtic Park	Ibrox Stadium	Hampden Park	Cathkin Braes	Strathclyde Country Park
Braehead (Glasgow West)	25	20	20		
Freescale (Glasgow South East)		35	30	25	
Silverburn (Glasgow South)		15	20		
Baldinnie Road (Glasgow North/East)	20	25	30		
Hamilton International Park (Glasgow South East)		30	30	25	20
Eurocentral (Glasgow North/East)	25	25	35		
Blochairn (Glasgow North/East)		20	25		

However, as transport services shall be busier than usual during games time, customers are encouraged to leave plenty of time for travel between sites and venues.

Park and Ride and Accessible Transport Frequently Asked Questions

Q. Will my party be split up? (i.e. space for two people on a bus when there are four of us)

A. While we cannot guarantee that you will all be able to sit together, we will try to keep groups together, however at busy times this might not always be possible. Spectators with accessibility requirements will always be able to travel with at least one companion. If there are not enough seats for your group to travel together you could always wait for the next bus.

Q. Can I drink and eat on board?

A. We do allow eating and drinking of non-alcoholic beverages on board buses. However for the comfort of all our customers we can't allow particularly smelly or hot food and drinks. Please note that no food or drink may be brought into Games venues.

Q. Can I bring alcohol?

A. Alcohol will not be permitted on board. Glasgow 2014 and First Games Transport Ltd. reserve the right to refuse spectators on board if they are, or appear to be, drunk or under the influence of drugs. Alcohol is also not permitted to be taken into any Games venue.

Accessible Services

Q. As a disabled spectator can I drive to the Games?

A. A limited number of parking spaces are provided close to the venue for disabled spectators who are UK Blue Badge holders, members of an equivalent national scheme, wheelchair users or easy access ticket holders.

Q. Is there Blue Badge parking at every venue?

A. Yes. A limited number of parking spaces are provided close to each venue. At some venues, the parking sites are a short distance from the venue itself, and in those cases, an accessible shuttle service will transport spectators from the car park to the venue. All the details can be found within our [accessibility](#) section.

Q. Where are the Blue Badge sites located?

A. Each venue contains a small number of accessible parking spaces; however spaces are limited, subject to availability and must be pre-booked. Details of their locations can be found within our [accessibility](#) section.

Q. What should I do if I have accessibility requirements and need assistance?

A. Blue Badge parking sites will offer facilities to accommodate those with accessibility needs.

Q. What is the cost to book an Accessible Shuttle?

A. Shuttles are free but only available to those with restricted mobility and their carer/companions.

Q. Can I book parking for more than one vehicle at a time?

A. As each booking generates a unique parking permit the details have to be recorded separately, however you can repeat the process within the same telephone call.

Q. Can I book for a double event?

A. If you want to attend two sessions you need to make two car park bookings –these can both be booked during the same call.

Q. If I book two sessions will they be for the same car park?

A. We cannot guarantee that the same Blue Badge parking site shall serve all sessions at a venue. It will be your responsibility to check this at the time of booking.

Q. Are the vehicles fully accessible?

A. Accessible shuttle buses serving sites offering blue badge parking will be available. Some venues will be served by wheelchair accessible taxis instead of buses.

Q. Can I get on the bus with my wheelchair?

A. Yes however those travelling with a mobility scooter are advised to call us to discuss their options.

Q. How many wheelchairs can fit on a bus?

A. The Accessible Fleet vehicles generally accommodate between one and three wheelchairs.

Q. Do I park free if I have a Blue Badge?

A. There is no charge for Blue Badge Parking bookings.

Q. I have a concessionary pass; can I use the car park for free?

A. No. Standard charges shall apply to all car parking bookings, other than wheelchair/Blue Badge parking.

Q. I am travelling in a wheelchair with a wheelchair ticket and have booked my shuttle from the dedicated train station, do I need to do anything else?

A. Yes, book your wheelchair space on the train by contacting Scotrail on 0800 912 2901 or via their www.scotrail.co.uk/facilities/disability-and-inclusion.

Park and Ride and Accessible Transport Frequently Asked Questions

If you are travelling with a different rail transport provider please contact them directly to book. All contact details can be found on the www.nationalrail.co.uk/stationsdestinations/disabledpassengers.

Q. Can my family/friends travel with me on the shuttle service from the train station or wheelchair/Blue badge parking?

A. We aim to keep parties together wherever possible but cannot guarantee this during busy periods. One companion/carer will always be able to travel with you.

Q. Our group will be arriving by minibus/coach. Can I book parking for the vehicle at the venue or Park and Ride site?

A. The booking system can only accommodate car bookings. Please contact the freephone Accessible Transport booking line on 0800 952 0110, for specific advice on the venue(s) you are visiting.

Q. My vehicle is adapted to accommodate my wheelchair, so is larger than a standard car can I still book a space?

A. Wheelchair/Blue Badge parking is available for vehicles that can be accommodated within standard Blue Badge parking space (max 4.8m x 6m).

If a larger space is required please call for specific advice on the venue(s) you are visiting.



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If you wish to use a text relay
service, see www.textrelay.org