



RingGo Phone Parking Payments

What is RingGo?

RingGo is a quick, easy to use mobile phone service, which lets you pay for your parking with a credit or debit card, rather than using cash at a machine. When you park your car in an area featuring the RingGo service, you simply call the number shown on the machines and pay for your parking over the phone.

With RingGo:

- You no longer need to carry change
- You don't have to visit a parking machine and
- You don't need to walk back with a parking ticket – Civil Enforcement Officers check which vehicles are parked with RingGo via their handheld units.

For more information, select from the links below.

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How do I register with RingGo?

You can pre-register with RingGo on the internet. Simply follow this link -

<https://www.myRingGo.co.uk/uk/register>

Alternatively you can register when you want to park. The national RingGo number, which will work at any RingGo site, is shown on the signs on machines:

0203 046 0010

When you phone for the first time, you will be asked for:



- The number plate, colour and make of your vehicle
- The location code where you are parked. Each area offering RingGo has its own individual [location number](#) (click for details of locations in your area). Local signs provide this information. In the example shown, the location code is 2120.
- The length of time you want to park, and
- Your payment card details

The initial registration process could take a couple of minutes. Future calls to park will be much quicker – usually taking less than a minute.

Parking with RingGo

There are several ways to pay for your parking with RingGo:

- By calling the phone service
- By text message
- By iPhone and
- Through the mobile internet

Details on each are provided below.

Automated phone service

To use the automated phone service, you simply call the telephone number on the signs when you want to park. RingGo will then remember you (by recognising your mobile phone number) and ask you to:

- Confirm the vehicle you want to park
- Confirm the location you want to park in
- Say how long you want to park, and
- Provide the security code from your credit card

Text to park

You can, alternatively, use the quick and easy RingGo “**text to park**” option instead. So for instance, you could send a message with 5952 3h 867 in it to 07786 203 121 to park for 3 hours in the Town Centre, Co-op car park.

For details on how to set up the service for your particular location please see the myRingGo website - login at <https://www.myRingGo.co.uk/uk/texttopark>).

iPhone users

iPhone users can download a RingGo iPhone application (free of charge), either through their handset, or via the [Apple iTunes store](#). This application locates your nearest RingGo zone, lets you manage your account and allows you to pay for your parking directly through the application.

Internet options

If you have a phone with mobile internet access, you can use the myRingGo site to pay for your parking. Simply login at <https://www.myRingGo.co.uk/uk/memberbooking> and complete the details.

For more information on all of these options, please see <https://www.myRingGo.co.uk/uk/home>.

How much does RingGo cost?

There is no charge for registering with RingGo and no charge for the PIN confirmation text when you set up your account.

When you park your vehicle with RingGo, you generally pay a 20p convenience charge on top of the normal parking tariff charges which apply. This parking charge will be shown on your monthly credit/debit card statement.

There is also the standard rate call to RingGo – but if you have a mobile phone package which includes free bundled minutes, your call is likely to be included within this.

If you use the RingGo “text to park” option, you will pay for the text message at your agreed operator rate. You will also pay a 10p charge for the text message (which you automatically receive), confirming the details of your parking session.

The RingGo iPhone application is free to download and use. You just pay the parking fee and the RingGo convenience charge, plus any browsing time you use.

Parking session confirmation messages and reminder texts (alerting you when your session is about to run out), cost 10p per message.

Benefits of RingGo - extending your parking session

Unlike normal parking sessions, you can remotely top up your parking fee when you use RingGo. If you want to extend your stay, simply contact the service again and the service will ask you:

- How long you want to extend
- What your card security code is

The RingGo system automatically recognises that you have a parking session currently operating.

Can I get a VAT receipt?

If you need a VAT receipt for your RingGo parking session, you can view and print it online at <https://www.myRingGo.co.uk/uk/home>. If you provide us with your e-mail address, you can opt to receive a receipt automatically every time you park. Just login in at [myRingGo](#), and add your email address into the Settings menu.

Location numbers

Please visit <http://www.myRingGo.co.uk/uk/whereitworks> to see all the location numbers in your area and across the UK.

More information on RingGo

For general information about RingGo please visit <https://www.myRingGo.co.uk/uk/home>. If you have a specific question about how RingGo operates, please see <https://www.myRingGo.co.uk/uk/help> which contains a lot of common queries.

Cobalt Telephone Technologies is a British-based company that has developed the RingGo service. We have been operating since 1997 and have been developing and managing innovative automated telephone and web-based solutions since this time. For more information please visit www.ctt.co.uk.