

TERMINAL OPERATING PROCEDURE (TOP)

Reference Number GCI-TOP-023
Issue Date 18.02.2026
Effective Date 18.02.2026
Expiry Date

AIRPORT CAR PARKING TERMS & CONDITIONS OF USE



PLEASE READ THESE TERMS AND CONDITIONS CAREFULLY. THEY RELATE TO YOUR USE OF OUR CAR PARKS.

Entry to or use of the Car Park at the Airport is subject to these Terms and Conditions, the Airport byelaws regulating the use and operation of the Airport, and the conduct of all persons while within the Airport perimeter.

These Terms and Conditions contain limited exemption clauses affecting all persons who enter or use Our Car Park.

You are advised that it is a public Car Park and open to everyone. The States, its employees, agents, or subcontractors reserve the right to refuse admittance to the Car Park. The Airport cannot guarantee the security of Your Vehicle or its contents.

Entry to and use of the Car Park is entirely at Your own risk.

1 DEFINITIONS

When the following words are used in these Terms and Conditions (the “**Terms**”), this is what they will mean:

- 1.1 “**Agreement**” means these Terms as they may be varied or supplemented from time to time;

- 1.2 **“Airport”** means Guernsey Airport, La Villiaze, Forest, Guernsey, Channel Islands, GY8 ODS
- 1.3 **“Us”, “We”, “Our” and “States”** means the States of Guernsey acting by and through the States’ Trading Supervisory Board at Brickfield House, St Andrew, Channel Islands, GY6 8TY;
- 1.4 **“You” “Your”** means the user of the Car Park;
- 1.5 **“Car Park”** means the parking facilities forming part of the Airport in the area designated for parking vehicles as marked red in the plan appended at Appendix 2;
- 1.6 **“Vehicle”** means any vehicle used to convey passengers or items that enters the Car Park, including any mechanical device on wheels or tracks, its equipment and accessories.

2 LIABILITY

- 2.1 We are not liable for any indirect or consequential losses, including missed flights, loss of profit, or other incidental costs.
- 2.2 Nothing in the Agreement limits or excludes:
 - 2.2.1 liability for deliberate or wilful default;
 - 2.2.2 liability for death or personal injury caused by negligence to the extent preserved by section 59(3) of the Trading Standards (Fair Trading) (Guernsey) Ordinance, 2023;
 - 2.2.3 liability for fraud or fraudulent misrepresentation; or
 - 2.2.5 any liability that cannot legally be limited.
- 2.3 Except as set out in condition 2.2, We will be responsible for any actions, proceedings, claims, damages, costs, expenses, losses and liabilities caused by or arising from any damage or injury suffered by any person or any property to the extent directly caused by breach of contract and / negligence of the Airport subject to the Limitation of Liability provisions at clause 20 of this Agreement.
- 2.4 You acknowledge that You enter into this Agreement with us on the basis of these Terms. You agree to indemnify us for any losses We suffer in respect of any breach of these Terms, including but not limited to overstay charges and charges for breaching these Terms including leaving the Car Park without paying any unpaid charges which are due for the car.

3 THE CAR PARK

- 3.1 We do not guarantee that there will be any vacant parking space at any time. If You are unable to find a space, You should leave the Car Park as soon as possible to ensure You do not incur a parking charge.
- 3.2 The Car Park is open to the public. We cannot guarantee that members of the public will not enter Our Car Park and cause damage to property and/or engage in criminal activity. Accordingly, You use the Car Park at Your own risk. We cannot and do not guarantee the security of any vehicle including its contents whatsoever other than that which is attributable to the willful misconduct by us, Our employees, Our agents, or subcontractors.

- 3.3 We are required to ensure that the Airport is safe and secure for all persons. We may refuse You, any person accompanying You, and/or Your Vehicle, entry to, or a right to remain in, any part of the Airport if We consider it appropriate. If We ask You to leave, or to remove Your Vehicle from, the Airport, You must do so immediately. If We have issued You with a notice excluding You from entering the Airport, You must not enter, or remain at, the Airport during the exclusion period specified in that notice.

4 PARKING

- 4.1 Entry to and exit from the Car Park must be through the designated entrances and exits.
- 4.2 You shall comply with all signs, terms, markings, speed limits and instructions issued by Our staff in the Car Park, including this Agreement and the tariff boards.
- 4.3 You should park a Vehicle within a designated bay and avoid causing an obstruction. You should ensure that You park fully within the limits of a marked bay and do not straddle bays or block the flow of traffic through the Car Park.
- 4.4 Motorcycles should only be parked within the area designated for motorcycle parking and not in any other bay.
- 4.5 Bays reserved for Blue Badge drivers (disabled drivers or passengers) should be only used by Blue Badge holders. Vehicles parked in such bays must display appropriate Blue Badges and/or windscreen stickers.
- 4.6 You should not park within a bay designated for a specific purpose when You are not entitled to do so, for example, and without limitation:
- 4.6.1 Parking in a space designated for blue badge holders without displaying a valid blue badge;
 - 4.6.2 Parking in a reserved space;
 - 4.6.3 Parking in a space reserved for rental vehicle companies;
 - 4.6.4 Parking in a restricted area (including any hatched areas);
- 4.7 If the Car Park and/or the equipment in the Car Park is damaged by You, Your Vehicle, its contents, or the passengers in Your Vehicle then, except where the damage arises as a direct result of Our negligence, We will seek to recover the cost of that repair and associated administration costs from You.
- 4.8 By parking Your Vehicle in the Car Park, You consent to us capturing, using and processing Your Vehicle registration number and personal details via CCTV for enforcement purposes, to calculate the relevant parking tariff (if applicable) and to recover any outstanding parking charges.
- 4.9 You may only use Our Car Park to park Your Vehicle and not for any other purpose (such as cleaning, repair, conducting unauthorised business activities or to stay or sleep in).
- 4.10 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.
- 4.11 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.

- 4.12 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 park in 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, will entitle us to take any of the steps set out in clause 4.15.
- 4.13 If Your Vehicle is too long or too wide to occupy a single parking bay then (in addition to any of Our rights set out in clause 4.15) 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.
- 4.14 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.
- 4.15 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:
- (a) cause Your Vehicle to be removed without notice, and You will be responsible for the costs of such removal and recovery;
 - (b) immobilise (whether by clamping or otherwise) Your Vehicle, and You will be responsible for the costs of such immobilisation and the subsequent release; and/or
 - (c) issue a parking charge notice to You for such amount as may be published at the Car Park from time to time in respect of the relevant breach.
- 4.16 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.
- 4.17 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.

4.18 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.

4.19 We may hold and refuse to allow a vehicle to exit the Car Park until all charges due in accordance with these terms have been paid in full.

5 TARIFF

The parking tariff payable by You (as varied from time to time) is displayed on the tariff boards in the Car Park, on the pay station machines within the Airport terminal, and on Our Website <https://www.airport.gg/passenger-information/parking>. You are obliged to pay the appropriate parking tariff and to comply with any instructions on the tariff board or other signage as supplemented by these Terms.

6 SECURING YOUR VEHICLE

6.1 Unless requested by the Airport or one of its employees, please ensure that the following checks have been made:

6.1.1 Your Vehicle is fully and securely locked,

6.1.2 that all windows and sunroofs are securely closed,

6.1.3 that the handbrake is firmly on,

6.1.4 any vehicle alarm, steering lock or similar fitted device is engaged; and

6.1.5 Guernsey registered Vehicles must display a valid insurance disc on the windscreen.

6.2 We are not responsible for any consequence or loss arising from a failure by You to properly secure Your vehicle.

7 POSSESSIONS

7.1 Any possessions left in the Vehicle are left entirely at the owner's risk.

7.2 Wherever possible please take Your possessions with You when You leave Your Vehicle.

7.3 We, Our employees, agents, or subcontractors, do not have any authority to accept any of Your personal possessions for storage or security.

7.4 We are not liable for any theft by third parties from Your Vehicle.

8 COURTESY TO OTHER CUSTOMERS

8.1 Should You damage another customer's Vehicle You are requested to report the matter immediately to a member of staff at the Customer Service Information Desk in the Airport terminal or ask for the Terminal Duty Officer.

8.2 You should provide the staff at the Customer Service Information Desk in the Airport terminal or the Terminal Duty Officer with the registration number for both Vehicles along with details of the damage caused.

9 SAFETY IN THE CAR PARK

9.1 For safety reasons please drive carefully in the Car Park and obey the directional signs.

- 9.2 The speed limit within the Car Park is a maximum of 10 miles per hour.
- 9.3 After You have parked Your vehicle, please proceed to the nearest exit which are signposted, and onwards to the Airport terminal building.
- 9.4 You must not, in any circumstances, exit the Car Park by walking under a Vehicle entrance/exit barrier.
- 9.5 You must ensure that any children do not play in the Car Park and that they are accompanied and always properly supervised.
- 9.6 Please be aware of other vehicles in motion around the Car Park.
- 9.7 Any caravans, trailers or large vehicles should report to the Customer Service Information desk in Airport terminal, prior to entering the Car Park.

10 TICKETS

- 10.1 If You cannot produce a parking ticket upon departure, You will be required to supply Your relevant flight information to which the parking relates, and We reserve the right to verify Your entry into the Car Park through Our CCTV records. You will be charged according to the current Airport tariffs, details of which is displayed on the tariff boards in the Car Park, on the pay station machines within the Airport terminal, and on Our website www.airport.gg/passenger-information/parking, **plus an additional £10 surcharge.**
- 10.2 In the interests of security, tickets or passes should not be left in view inside Vehicles.

11 AGENCY

- 11.1 Persons who enter into a contract with the Airport for the parking of a Vehicle in the Car Park, whether by purchasing a ticket or otherwise, do so on behalf of themselves.

12 MOBILISATION

- 12.1 If a breach or infringement of any of these Terms is committed by You then We, Our employees, Our agents, or subcontractors, may at any time at Our absolute discretion immobilise a Vehicle by a non-contact immobilising technique as appropriate.
- 12.2 The immobilised Vehicle will be removed from the Car Park and vicinity of the Airport perimeter upon payment of a charge by You, as determined from time to time by the Airport.
- 12.3 We, Our employees, Our agents, or subcontractors will not be liable for any damage caused to a Vehicle as a result of the immobilisation of the vehicle other than that which is attributable to willful misconduct on Our part.

13 MOVING AND RELOCATING OF VEHICLES

- 13.1 We reserve the right to move any Vehicle causing an obstruction within the Car Park or if a Vehicle is incorrectly parked. We will not be held liable for any damage caused to any such vehicle or property other than that which is attributable to willful misconduct on Our part.
- 13.2 We reserve the right, where the Car Park have to be closed either permanently or temporarily in whole or part or have to be evacuated in cases of emergency, to remove any Vehicle at any time to any reasonably convenient Car Park within the control of

the Airport and We will not be liable for any damage caused to any such Vehicle or property other than that which is attributable to willful misconduct on Our part.

- 13.3 We, Our employees, Our agents, Our subcontractors, or the relevant police/control authority reserve the right to move or remove any Vehicle to safeguard any person or property against injury or damage or in the event of an actual or perceived threat to security and to remove Vehicles which are, or appear to be, stolen or abandoned.

14 LIENS

- 14.1 A vehicle in the Car Park may be subject to a lien for all charges due or accruing from You to the Airport, and a general lien for all and any monies from You to the Airport.
- 14.2 If the said lien is not paid by You within 30 days' notice given by the Airport of its intentions to sell the Vehicle in default of payment, the Airport may sell the Vehicle by auction or otherwise. The proceeds of the sale may be applied in and towards satisfaction of all same owing to the Airport by You. The Airport shall be entitled to charge reasonable garage parking charges in respect of the period during which the Vehicle is in the possession of the Airport. Any balance of purchase price remaining after satisfaction of such sums shall be held by the Airport on behalf of the registered owner of the Vehicle. Notice of intention aforesaid shall be deemed to have been properly and sufficiently given by the sending of written notice by prepaid post, addressed to the registered owner at his/her last known address.

15 ABANDONED VEHICLES

- 15.1 You agree to notify the Airport in writing if Your stay will exceed 30 days otherwise. Notification should be sent to business.support@gov.gg.
- 15.2 If no notification of a stay exceeding 30 days is received in accordance with clause 15.1, We shall deem a Vehicle as having been abandoned if it remains continuously parked and unmoved for over 30 days, and We shall make arrangements by way of Gazette notice in the Guernsey Press newspaper or on Our website at www.airport.gg to notify the owner of the Vehicle's impending disposal accordingly.
- 15.3 Proof of ownership will be required for collection of the Vehicle and any costs incurred will need to be settled by You before the Vehicle may exit.

16 REFUSAL OF ACCESS OF VEHICLES

- 16.1 We reserve the right to refuse the admission of any vehicle to the Car Park for any reason whatsoever.

17 PROHIBITED ACTIVITIES

- 17.1 You must not tow or have towed a Vehicle into a Car Park. In the event of a vehicle breakdown, You must immediately contact a member of staff at the Customer Service Information Desk (situated in the main terminal concourse) to ensure that Your Vehicle removal is organised without causing damage or danger to any other person or property in the Car Park;
- 17.2 You must not sleep in Your Vehicle, or stay overnight in Your Vehicle in the Car Park, or camp in the Car Park;

- 17.3 You must not park anywhere except in a designated single marked bay in accordance with clause 4;
- 17.4 You shall not trade, conduct business operations or use OTX Car Park tickets within the Car Park without:
 - 17.4.1 a separate written contract between Us and You relating to the specific business activity to which We can agree in our absolute discretion; and
 - 17.4.2 the prior written consent from The Guernsey Airport Director.
- 17.5 No service work, maintenance, or cleaning of the Vehicle can be undertaken in the Car Park unless carried out by Airport staff or its representatives;
- 17.6 No filling or emptying fuel tanks can be conducted in the Car Park;
- 17.7 You must not misuse, obstruct, or damage any facilities or other vehicles in the Car Park including but not limited to, dropping litter or fly-tipping waste in the Car Park;
- 17.8 You must not drive dangerously, or too fast, or in contravention of the directional signs and speed limits;
- 17.9 You must not make unnecessary or loud noise, including playing music in any way that annoys other users of the Car Park;
- 17.10 You must not film or take photographs of any vehicles in the Car Park or other users of the Car Park;
- 17.11 Using the full facilities of a camper van in the Car Park is prohibited, including, but not limited to, any toilet, bathrooms, and kitchens;
- 17.12 You must not do anything to or in the Car Park that involves using the Car Park for immoral or illegal purposes;
- 17.13 You must not smoke anywhere within the Car Park;
- 17.14 You must not light fires including barbecues or fireworks anywhere within the Car Park.

18 TERMINATION

- 18.1 Should any area of the Car Park require repair that is not, in Our reasonable opinion, economic, We may terminate this Agreement.
- 18.2 In the event that, in Our reasonable opinion, the Car Park becomes unsafe or otherwise not fit for purpose, We may terminate this Agreement.
- 18.3 Notwithstanding, We may terminate this Agreement at any time with 72 hours' notice.

19 INDEMNITY

- 19.1 You agree to indemnify the Airport in respect of any claim by a third party arising out of the use of the Car Park by You, his servants, agents, or customers or arising out of any act or omission whatsoever other than claims which are attributable to the wilful misconduct or negligence on the part of the airport.

20 LIMITATION OF LIABILITY

- 20.1 We shall not be liable for any loss or damage caused by any events or circumstances beyond Our reasonable control (such as war or threat of war, riots, civil strife, terrorist

activity, industrial disputes, natural disaster, fire, adverse Weather conditions, epidemic, pandemic, or technical problems to transport, closure, or congestion of public transport links, or the actions of third parties). You may wish to take out Your own insurance to cover such risks.

- 20.2 Nothing in this Agreement excludes or limits Our liability for fraud or fraudulent misrepresentation or for any rights You have or may have under sections 46 (service to be performed with reasonable care and skill), 47 (information about trader or service to be binding), 48 and 49 (reasonable price and reasonable time) of The Trading Standards (Fair Trading) (Guernsey) Ordinance, 2023 or any other liability that cannot be excluded or limited under Guernsey law.
- 20.3 If We fail to comply with these Terms, We will be responsible to You for loss or damage You suffer that is a reasonably foreseeable result of Our breach of these terms and conditions, but We are not responsible for any loss that is not foreseeable. Loss or damage is foreseeable if it is an obvious consequence of Our breach or if it was contemplated by You and us at the time We entered the Agreement.
- 20.4 You agree not to use the Car Park for any commercial or business purpose without Our prior consent, and We have no liability to You for any loss of profit, loss of business, business interruption or loss of business opportunity.
- 20.5 Subject to condition 20.2, Our total aggregate liability to You under this Agreement including (but not limited to) liability for breach of contract, misrepresentation (whether tortious or statutory), negligence (including but not limited to negligence) or breach of statutory duty shall not exceed the parking charge assigned to Your Vehicle for Your latest use of the Car Park as applicable.

21 COMPLAINTS PROCEDURE

- 21.1 Should Your vehicle suffer damage or if You lose any of Your possessions from the vehicle whilst it is in the Car Park, We request that You immediately inform a member of staff at the Customer Service Information Desk in the Airport terminal, or alternatively ask for the Terminal Duty Officer.
- 21.2 A [Customer Feedback](#) form should be completed and submitted within 72 hours of the discovery of the loss or damage.
- 21.3 In case of theft, immediately inform the police and notify Your insurers promptly.
- 21.4 If You consider that You have a claim against the Airport You must provide written notice with full details (including any photographs) of the occurrence and submitted to the Airport using the [Customer Feedback](#) form.
- 21.5 All claims must be made within 72 hours of discovery of loss or damage.
- 21.6 A copy of Guernsey Ports feedback policy can be found at [Customer Feedback | Guernsey Airport](#) (www.airport.gg/customer-services/feedback).

22 VARIATION

- 22.1 We may revise these Terms from time to time. Please check the Terms via the Guernsey Airport Website at [Parking | Guernsey Airport](#) (www.airport.gg/passenger-information/parking) regularly to ensure You are familiar with the current version.

23 YOUR PERSONAL INFORMATION

- 23.1 We collect, store and use Your personal information when You attend the Airport, including through CCTV and automatic number plate recognition cameras, and from the details You submit to us if You book any of the services We offer. For more details about the personal information We collect, how We collect it, why We need it, what We do with it, how long We keep it and what Your rights are, please see Our privacy notice at <https://www.airport.gg/privacy-policy>.

24 LAWS AND JURISDICTION

- 24.1 This notice will be governed by and construed in accordance with Guernsey law, and any disputes relating to this notice shall be subject to the exclusive jurisdiction of the Royal Courts of Guernsey which shall be used in all cases.

Correct as of 5 January 2026

APPENDIX 1 CAR PARK VEHICLE DAMAGE REPORT/RECORD FORM

[ACI/GCI External Reports](#)

APPENDIX 2 GUERNSEY AIRPORT & CAR PARK PLANS

PLAN A – The Airport



PLAN B – The Car Park

