

FAQs

I am a member at PureGym. How will I validate my parking?

There is a validation tablet at the gym where you will need to correctly type in your car number plate in order to validate your parking before leaving the gym. Please ensure you type in your number plate correctly as the barriers will not lift if an error has been made.

I am a member at Explore Learning. How will I validate my parking?

There is a validation tablet at Explore Learning where you will need to correctly type in your car number plate in order to validate your parking before leaving Explore Learning. Please ensure you type in your number plate correctly as the barriers will not lift if an error has been made.

Why can't I receive a paper copy of my receipt?

Here at The Rock our values centre around sustainability and removing the printed element of receiving a paper receipt from the car parking system was the obvious step. If you would like a receipt for your files or for VAT purposes, you can obtain one via text or email from REEF parking directly.

Simply call 0207 842 8508, email support@reefparking.com or alternatively you can register your contact details and vehicle registration number at <http://www.reefparking.com> and email receipts will be generated each time you park. None of the details you supply to REEF parking will be used for marketing purposes by either REEF Parking or The Rock.

Will you use my details for marketing?

REEF Parking collect your number plate to administrate our car parking fees, your credit card details will be collected if you choose this payment method and if you require a copy of your car parking receipt your email or phone number may also be collected. This data will be captured on a third-party system. REEF Parking run and manage The Rock's car parking system. If you have any enquiries, you will need to contact the company directly on 0207 842 8508 or uksupport@reefparking.com Your details will NOT be used for marketing purposes by either REEF Parking or The Rock.

The charge given by the pay machine is incorrect.

This could be because the number plate has been typed incorrectly, resulting in an incorrect charge. Please call the customer support number 02078428508 and REEF Parking can immediately check what the issue is.

The machine doesn't work.

Please call the customer support number 02078428508 and REEF Parking can provide alternative methods for paying.

If your question has not been answered above, then please contact REEF Parking directly on 0207 842 8508 or uksupport@reefparking.com