

## **Long Stay Car Parking at Dundee Airport**

### **What's happening?**

Dundee Airport is introducing a new card-only payment system from 23 March 2025.

The works to install the new parking systems is currently taking place and we are doing all we can to keep inconvenience to customers to a minimum. The changes are clearly signposted at the airport.

For customers who parked in the long stay car park before 23 March 2025, we will not charge for stays up to and including 30 March. Customers should visit our help desk in the terminal building to have parking fees waived.

### **Entering the long stay car park**

1. Enter via the barrier on the left-hand lane, following the signage
2. Drive slowly up to the barrier
3. The system will log the vehicle number plate and the barrier will rise automatically
4. If the barrier does not open, please press the buzzer for assistance. In this case, you may be issued a paper ticket to use
5. Drive through the barrier and park in a car parking space

### **Paying and exiting the long stay car park**

There are two options to pay for your parking. All payment options are by card only (cashless).

#### Option 1 – Paying at the exit barrier

1. Drive up to the exit barrier in the left-hand lane
2. The screen should display your vehicle number plate and entry time
3. If you had been issued a ticket at entry, scan the ticket's QR/Barcode on the payment machine scanner
4. Follow the instructions on the card payment machine
5. A receipt will be issued on successful payment
6. The barrier will raise to allow exit from the car park

#### Option 2 – Paying at the terminal's payment machine

1. Enter the vehicle number plate on the keypad
2. You will be asked to confirm vehicle details and entry date/time
3. If you had been issued a ticket at entry, scan the ticket's QR/Barcode on the payment machine scanner
4. The machine will now display how much the car parking charge is
5. Follow the instructions on the card payment machine
6. A receipt will be issued on successful payment
7. Drive up to the left-hand lane exit barrier
8. The barrier should raise automatically

If you have any issues entering or exiting, please press the buzzer for assistance.

**Is there a charge for pick up / drop off?**

You can park for up 30 minutes free of charge in the long stay car park or use the Pay and Display car park at the front of the terminal for a maximum of 2 hours. This is at a cost of £1.50 per hour.

Car parking charges can be found here: [Airport Information for Dundee Airport – Parking - Highlands and Islands Airports Limited](#)

**What if I lose my ticket?**

If you lose your ticket, go to the external payment machine and enter your car registration. The correct charge will be generated to allow you to pay at the machine.

If you still encounter a problem, press the help button on the payment machine or visit the help desk in the terminal where staff will be able to assist.

**Are there exemptions to payment?**

Blue badge parking is only available at the short stay car park area and no charge is made for this. Blue badges must be displayed at all times whilst parking in this area.