

Eyemouth Harbour Parking FAQ

Question	Answer			
	Site 1 - Gunsreen Quay	Site 2 - Middle Pier	Site 3 - Dive Shore Road	Site 4 - Harbour Road / Marine Parade
What will the arrangements be at each site?	Permit Holders Only	Permit Holders Only	Pay to Park	Pay to Park
	Free permits available to eligible parties.	Free permits available to eligible parties.	Free permits available to eligible parties.	Free permits available to eligible parties.
	N/A	N/A	£1 per hour, capped at £12 for max. 24 hours	£1 per hour, capped at £4 for max. 8 hours
	Applicable 24/7	Applicable 24/7	Applicable 24/7	Applicable 8.30am to 5.30pm, 7 days
	Effective Mon. 24 Jun 2024	Effective Mon. 24 Jun 2024	Effective Mon. 24 Jun 2024	Date to be confirmed.
When will the change go live?	The changes were due to go live on Monday 17th June 2024. However, we want to make sure we have all permits logged correctly in advance so we are delaying the go live date by 1 week so will now go live on Monday 24th June 2024 . Please note Harbour Road will go live at a later date due to a delay in the new parking meters being installed. Date to be confirmed.			
What is changing with parking arrangements around Eyemouth Harbour?	EHT are using a third party parking management company, Creative Car Parking Ltd, to manage all parking areas around the harbour. Creative Car Parking use Civil Enforcement Ltd for enforcement of parking schemes. The middle pier and Gunsreen Quay will be permit holders only areas.			
What is not changing with parking arrangements around Eyemouth Harbour?	Harbour Road, Marine Parade and Dive Shore Road will continue to be pay to park areas as they have been since 2011 and 2009 respectively. The parking charges have not changed in that time, and the times the charges apply have not changed.			
Where should I direct parking related queries?	A specific parking email address has been set up. It is parking@eyemouth-harbour.co.uk			
Where should I direct my queries, if after reading this sheet, I require clarification on my query?	Please email your enquiry to parking@eyemouth-harbour.co.uk			
How do I obtain an application for a permit?	Please email your request to parking@eyemouth-harbour.co.uk or call the harbour office on 018907 52494 (Mon-Fri 9am-5pm)			
How often will the parking@eyemouth-harbour.co.uk email inbox be checked?	The email inbox will be checked several times daily, 7 days per week.			
Why are these changes taking place?	These measures are being taken to address congestion in these areas and to improve safety and access for all. Previous attempts to manage traffic to ensure safety and operational access for harbour users have been impossible to enforce and over time, it has become more difficult to manage congestion and nuisance parking in harbour areas, leading to safety and operational access issues.			
What happens to the revenue generated from harbour parking?	Revenue from quayside parking makes a valuable contribution to the upkeep of the harbour, which consists of ageing infrastructure which is expensive to maintain.			

Who is eligible for permits / parking exemptions?

Free parking exemptions permits will be provided to those who need access to the harbour areas for access to marine vessels. A list is provided below.

What type of permits / exemptions are available?

Permanent Exemptions are available for those who require essential and frequent access to the harbour areas. These will usually be marine related businesses or those engaged in servicing marine vessels.

Temporary Exemptions via a QR code can be provided to those who need access to the harbour areas/marine vessels occasionally, e.g. to deliver or collect goods, contract works, to attend a meeting, etc.

- One hour exemptions by QR code

- One day exemptions by QR code

How does someone know if they are eligible for permits / parking exemptions?

A list is provided below. If in doubt, please enquire on parking@eyemouth-harbour.co.uk or call the harbour office on 018907 52494 (Mon-Fri 9am-5pm)

How does someone obtain a parking permit / exemption?

We have tried to contact those eligible for permits however we are still working through this to ensure anyone who should have a permit has one before the system goes live. If you think you are eligible, or want to know if you are eligible but haven't yet applied for a permit, please contact parking@eyemouth-harbour.co.uk

Permanent Exemptions

There is a form to complete and submit to Eyemouth Harbour Trust.

There are a limited number of permanent exemptions available and marine related harbour users who access areas frequently will be prioritised. There will be temporary exemptions available for those who have less frequent marine related access requirements.

Temporary Exemptions by QR Code - 1 hour

This will be valid for 60 mins to enable loading and unloading only.

Temporary Exemptions by QR Code - 1 day

These will be valid on day of issue to 23.59 hours same day.

Is there a grace period?

All sites have a 10 minute grace period.

List of eligible for permits / exemptions

Marine / Harbour Users

RNLI

Fishermen

Charter Boat Owners

Leisure Craft Owners

Visiting Boat Owners

Contractors working on boats / quayside

Divers / anglers on trips on charter boats

Residents on Harbour Road

Non marine related businesses on Harbour Road

ALL PERMITS ARE SUBJECT TO AVAILABILITY AND MARINE RELATED BUSINESSES ARE PRIORITISED

Free Permanent Exemption

Free Permanent Exemption

Free Permanent Exemption

Free temporary exemptions

Free temporary exemptions

Free temporary exemptions

Free temporary exemptions

Residents who live directly on Harbour Road can apply for a permanent exemption.

Non marine related businesses can apply to purchase monthly or annual permits. These are subject to availability and marine related businesses will be prioritised. If available, these will cost £60 per month or £365 per annum.

Blue badge holders

Blue badge holders are invited to contact Eyemouth Harbour Trust to obtain temporary exemption permits, if not paying to park.

Emergency Services and Medics

Fire

Ambulance	Exempted at DVLA checks stage
Police (marked)	Free Temporary Exemptions
Police (unmarked)	Free Permanent / Temporary Exemptions
RNLI	Free Temporary Exemptions
Coastguard	Free Permanent Exemptions
GPs	Free Permanent Exemptions
Community Nursing Staff	Free Permanent Exemptions
Can I unload and load dive gear at the dive boats then go and park somewhere else?	Yes, you will be able to scan a QR code at the vessel which will give you a 60 minute exemption, so plenty time to unload. You will have to re-register for a second 60 minute exemption for loading at the end of your trip.
How long do I have to scan the QR code?	You must scan the QR code within 60 minutes of entering the site and before you leave the site.
What if the QR Code won't scan?	EHT will provide extra copies of the QR codes to the skippers in case one is lost or damaged. If there is an issue with a QR code scanning, please send a permit request to parking@eyemouth-harbour.co.uk clearly stating your vehicle registration number, the site/location and the time you entered the site. EHT can then log the exemption.
What if we arrive at the boat and it has gone to refuel?	In that event, you can scan the QR code when the vessel returns to the berth. You do not have to scan it within 10 minutes but you should scan it as soon as possible and certainly within the 60 minutes you have been allowed for loading or unloading.
Is there not a more user friendly method of enforcing traffic management?	Since pay and display parking was introduced on Harbour Road in 2011, various methods of parking management have been tried and tested and unfortunately, these softer approaches have failed with some drivers repeatedly flouting parking rules, to the detriment of safety and essential operational access.
Won't these measures deter visitors from coming to Eyemouth?	There are alternative free parking available around the harbour for those who do not wish to pay to park or who are not eligible for permits. Pay to park is standard in many towns who thrive on tourism.
In relation to Harbour Road, what areas are covered under the scheme?	Only the parking bays on Harbour Road and Marine Parade will be monitored so there is no possibility of anyone receiving a PCN if they drive down Harbour Road to access other areas. As there is no single point of entry on Harbour Road parking areas, these areas will be monitored with a mobile device rather than a fixed ANPR camera.
What do I do if I get a PCN in error?	There is an appeals process you can follow. This is outlined on the PCNs. EHT cannot deal with appeals on PCNs.
Can EHT assist me if I get a PCN in error?	Anyone who believes they have received a PCN in error is free to contact EHT on parking@eyemouth-harbour.co.uk and we can try to advise depending on circumstances. However EHT cannot deal with appeals on PCNs.
Are people who own holiday lets around the harbour eligible for permits?	Non marine related businesses can apply to purchase monthly or annual permits. These are subject to availability and marine related businesses will be prioritised. If available, these will cost £60 per month (50% discount on pay to park rates) or £365 per annum (75% discount on pay to park rates). There is also alternative free parking nearby.