

Parking Management at the Mercure Bristol Holland Hotel



The Client

The Mercure Bristol Holland House Hotel and Spa is a 4-star city centre hotel with 275 rooms, which has limited parking facilities. The car parks were being used by local residents and their visitors, thereby limiting the spaces available to hotel guest and spa users.



The Challenge

The hotel management needed to eliminate abuse of the hotel car parks by local residents and their visitors so that a better service could be provided for hotel guests and spa users. They also wanted to obtain a cost-effective facility that would allow them to charge for use of the car park.

The Benefits

- ♦ Minimal disruption during installation
- ♦ Fast return on investment
- ♦ Improved parking experience for hotel guests and spa users
- ♦ Steady revenue source

The Solution

APT Controls Limited fitted automatic vehicle barriers to the car park access points to prevent free access. With the support of Nortech's engineers, they also fitted a Feemaster Parking Management System to manage access to the car park and parking fee administration. With the system in place, all car park users must take a ticket as they enter, which they must take to the hotel's reception desk so that they can receive an exit token before they can leave the car park. FeeMaster determines the length of their stay and calculates any fees payable. This gives the hotel staff full control of the use of the car park and allows them to accurately charge parking fees as appropriate. Hotel guests can use the key cards to their rooms as car park passes that allows them to enter and exit the car park as necessary throughout the length of their stay

Customer's Comment

Nicholas Bees, the hotel's Accommodation Manager said "I'm more than happy with the system, which has been operating since summer 2008. We now have control of the car park whereas before we did not".