Frequently Asked Questions – W-Park

Q. Why should I register for W-Park?

A. W-Park allows you to save time and enjoy a frictionless parking experience. With payment for visits being taken automatically at exit. It also helps you track your time spent in the car park to stay more in control of your sessions.

Q. What happened to Smart Parking?

A. Smart Parking was discontinued in January of 2024, if you had a smart parking account with us, all parking related information will have been deleted but your Westfield account should still be active. This account can be used to sign up to W-Park.

Q. **Can I pre-book/pre-pay for my parking through W-Park?**

A. No, W-Park does not provide the option to reserve bays or pre-pay for car parking.

Q. I'm trying to validate my phone number for 2-factor authentication (Manage Lost Pass), and I haven't had a text.

A. Please try removing the 0 from the start of your phone number. In the event this is unsuccessful, please skip this step. You will have the option to add this at a later stage.

Q. I'm entering my postcode upon sign up and it is coming up with an error.

A. Please remove any spaces from your postcode.

Q. I'm entering my vehicle registration, and it is coming up with an error.

A. Please remove any spaces from your vehicle reg.

Q. I've set up my account and I have a request to share information with JPass – what is this and where is my information going?

A. When you set up your initial account, this is with Westfield. We need to share some information with our car parking provider, HUB Parking Technology, to allow you to set up your W-Park account. W-Park is built by HUB as they manage our car parking equipment & JPass is how HUB refer to W-Park. Please note that all data is used in-line with current GDPR laws and guidelines.

Q. The app is asking for permission to turn on AutoPay – what is this?

A. AutoPay is how the app will take payments from your card and ensure the car park barrier raises at exit. If this is not enabled, W-Park will not work, and you will need to pay manually at the pay machines or exit barrier.

Q. What does the "Park Now" function do?

A. With Park Now, if you are in the car park and you have downloaded W-Park, you can add your registration and you can pay for this session in W-Park. Alternatively, should for any reason you get a ticket at entry, you can use this function to scan your ticket and allow your payment to be processed via W-Park.

Q. How do I remove a debit/credit card?

A. Press the 3 lines in the top left-hand corner of the app, select "Settings", then "Wallet" and then press "Payment Methods". Swipe left to edit or delete the card. Please note, removing all card details from your account will log you out of W-Park.

Q. How do I change my default debit / credit card?

A. Press the 3 lines in the top left corner, select "Settings", then "Wallet" and then press "Payment Methods". Swipe left to edit the card you would like to make your default. Select the toggle to 'make default' so it goes red, and press 'save'.

Q. I need to amend / remove a registration plate from my account, how do I do this?

A. Press the 3 lines in the top left-hand corner, select "Settings", then "Vehicles". To add a plate please use the '+' at the top of the screen. To remove a plate, tap on it and press 'delete'. Please note, removing all number plates from your account will log you out of W-Park.

Q. My session is still ongoing after leaving the car park, what do I do?

A. You can manually close the session by selecting the pass, tapping the "+" button and choosing "Dispose."

Q. I don't want a receipt after every visit, how can I change this?

A. Press the 3 lines in the top left corner, select "Settings", then "Wallet" and then press "Frequency of receipts by email". In this screen you can opt to have receipts after every visit, weekly, monthly or not at all. Make your amendments and then save.

Q. I want to book via a third-party site, can I still use W-Park?

A. W-Park is not valid for use in conjunction with any third-party service.

Q. Do I need a W-Park account to use Westfield car parks?

A. A W-Park account is not required to park in our car parks at either Westfield London or Stratford. You can still park and pay under our standard manual service.

Q. I want to delete my W-Park account, how do I do this?

A. Press the 3 lines in the top left corner, select "Settings", then "Account". Scroll down and select "Delete Account", then "continue". Should you also wish to delete your Westfield account please follow the steps on the Westfield website. You must have a valid Westfield account to have a W-Park account.

Q. I have further questions I would like to ask, who can I contact?

A. Please reach out to us on email at help@urw.com and the team will be delighted to answer any questions or concerns that you may have.