
INTRODUCTION

This document outlines the protocol for accessing the Plaza Euskadi car park and the restrictions on its use.

The Plaza Euskadi car park allows members of the Deusto University community to park their vehicles as an alternative if the Bilbao campus car park reaches full capacity. The flat rate for parking (up to 24 hours) is €5.95 (VAT included, as of January 2025).

Plaza Euskadi Car Park Service

Conditions of Use

This service is available to **students currently enrolled at the University of Deusto, as well as to collaborating university staff.**

To access the service, you must register in the "**P-App**". Once your identity has been verified, add a credit card and your vehicle's number plate. Select "University of Deusto" as the associated entity and log in using your institutional account. Once this is complete, you will receive an email confirming that your account has been verified and is ready to use.

The maximum parking period is **24 hours**. After this, the standard rate will apply for the entire duration of your stay.

You must park on **level -4**.

Protocol for parking your vehicle

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1. To access the car park, simply drive your vehicle up to the entry barrier. The barrier will open automatically when your number plate is recognised.
 2. If you enabled notifications in the app, you will receive a push notification on your phone when you enter.
 3. One possible issue could be a number plate recognition error. In that case, you can use an alternative method to identify yourself: the QR code.
 4. Drive the vehicle to **level -4**. On level -2, before accessing the ramp down to level -3, you will encounter a barrier with a reader where you will need to identify yourself again.
 5. Continue to level -4 and park in any space that is not reserved for local residents.

Protocol for collecting your vehicle

To collect your vehicle, please follow these steps:

1. Go to level -4 to collect your vehicle.
2. When you reach the exit barrier on level -2, it will open automatically once your number plate has been recognised.

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