

Volunteer role information: Scanner

Thank you for volunteering!

STAYING SAFE



Wear a **PINK** Hi-viz vest at **ALL** times.

DO NOT stand in front or behind a moving vehicle

Be aware of uneven ground AND trip hazards.

Maintain a safe distance from drivers windows

Ask a team lead or another volunteer if unsure

QUICK START

- Keep the entrance clear and visible
- Use simple, clear instructions when speaking to drivers
- Direct pedestrians to use our safe walkways at all times
- Be prepared to stop and redirect vehicles

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YOUR ROLE

Check customers are at the correct car park before allowing entry.

This role is the first point of contact for customers, pedestrians and passing traffic

 See overleaf for Entrance Process and Customer Experience guidance.

 Perform regular H&S checks in your area ie pick up litter, debris etc.

WHAT WE'LL PROVIDE

- Hi-viz vest, litter picking equipment, etc. **Please use all provided equipment safely.**
- Portaloos, refreshments and bottles of water will be available too.

WHAT TO BRING

- Weather appropriate clothing
 - Closed toe footwear
 - Gardening gloves
- Limited shade is available. In hot weather please bring sun protection (hat, sun screen etc)

WHERE WE NEED YOU AND WHEN!

The rota will show where you need to be and when.
Please check the rota regularly as changes may happen.

ENTRANCE PROCESS

- 1. Slow approaching vehicles safely
- 2. Check the ticket before scanning
- 3. Scan the ticket - if scanned direct driver to next point
- 4. If not scanned, ask driver to move to a safe location to resolve
- 5. Keep traffic moving wherever possible , avoiding long stops or conversations.

See overleaf for additional guidance.

NEED HELP?

- 1. **Traffic or customer issue:** contact team lead
- 2. **Unsafe situation:** step back and report to team lead.
- 3. **Incident:** escalate immediately.

CUSTOMER EXPERIENCE

- Be friendly, welcoming and visible.
- Provide clear, confident directions and instructions.
- Remind customers of car park closing times



Opening & Closing Times



Car park	Friday		Saturday		Sunday	
	Gates open	Gates locked	Gates open	Gates locked	Gates open	Gates locked
Church St	06:30	23:30	06:30	23:30	05:30	21:30
Green Lane	06:30	23:30	06:30	23:30	05:30	21:30
The Firs	06:30	23:30	06:30	23:30	05:30	21:30
The School	X	X	06:30	23:30	05:30	21:30

Please be respectful of our neighbours when using our car parks



USING THE SCANNER

To turn the scanner on	• The power button is on the top right. • If on the home screen, press 'Scanner'
To scan a ticket	• Open the Pretix scanning screen • Point the device at the QR code • Press the scan trigger (side button) OR tap scan Green = valid Red = problem (see overleaf)
To view the number of cars scanned	• Press the 3 dots at the top right of the scanner screen • Go to 'Statistics' • Look for the current days figure at the bottom. It will show how many tickets have been scanned / checked in, compared to how many have been sold online (excluding on the day sales)
To make a phone call	• Press the circle button at the bottom and then press 'Phone' • At the top, press the 'star' to find useful saved numbers or use the dial pad button to call another number.

SCANNER TOP TIPS



Hold scanner 20–40 cm from the ticket



Keep the QR code fully visible



Keep scanner and ticket steady



Use the scanner trigger button - avoid using the touchscreen if possible



APPLE WALLET & PHONE TICKETS



Increase screen brightness



Tilt phone slightly to reduce glare



Ensure the QR code is fully visible



Bright sunlight can make phone tickets difficult to scan. Try adjusting the phone angle before



Ask the driver to write their mobile number on a dashboard slip in case of emergency.



IF A SCAN FAILS



Check scanning distance (20–40 cm)



Check for screen glare



Ensure QR code is fully visible



Try scanning again



If you still have problems, ask a Team Lead for assistance

SCANNING GUIDANCE - TICKET EXAMPLES

Silverstone School Parking
Parking Ticket

2026

SUNDAY - Church St

DRIVER'S SURNAME

Marsden

VEHICLE REGISTRATION NUMBER

P11wdm

VEHICLE MAKE/MODEL

BMW m440i

EVENT DATE

2026-07-05

CAR PARK OPENS

05:30

CAR PARK CLOSES

22:30

ORDER CODE/POSITION

G9MKB-1



Thank you!

Thank you so much for supporting
our fundraising efforts and
choosing to park with Silverstone
School Parking.

Church St are yellow tickets.
Check the DAY is correct

Silverstone School Parking
Parking Ticket

2026

SATURDAY - The Firs

DRIVER'S SURNAME

Ahmed

VEHICLE REGISTRATION NUMBER

unknown

VEHICLE MAKE/MODEL

unknown

EVENT DATE

2026-07-04

CAR PARK OPENS

06:00

CAR PARK CLOSES

23:30

ORDER CODE/POSITION

3JQMB-2



Thank you!

Thank you so much for supporting
our fundraising efforts and
choosing to park with Silverstone
School Parking.

The Firs are pink tickets.
Check the DAY is correct

Silverstone School Parking
Parking Ticket

2026

SUNDAY - The School

DRIVER'S SURNAME

Ince

VEHICLE REGISTRATION NUMBER

Wx19 wzk

VEHICLE MAKE/MODEL

Fiat

EVENT DATE

2026-07-05

CAR PARK OPENS

05:30

CAR PARK CLOSES

21:30

ORDER CODE/POSITION

VVBGM-1



Thank you!

Thank you so much for supporting
our fundraising efforts and
choosing to park with Silverstone
School Parking.

The School are blue tickets.
Check the DAY is correct

Silverstone School Parking
Parking Ticket

2026

FRIDAY - Green Lane

DRIVER'S SURNAME

Bedworth

VEHICLE REGISTRATION NUMBER

YB67YED

VEHICLE MAKE/MODEL

Mazda CX5

EVENT DATE

2026-07-03

CAR PARK OPENS

06:30

CAR PARK CLOSES

23:30

ORDER CODE/POSITION

PLUY3-2

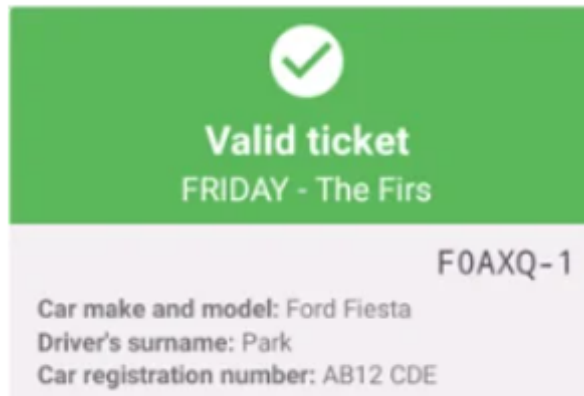


Thank you!

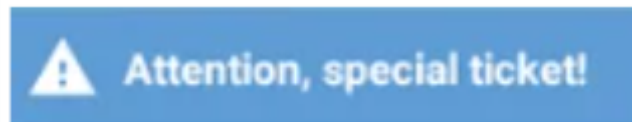
Thank you so much for supporting
our fundraising efforts and
choosing to park with Silverstone
School Parking.

Green Lane are green tickets.
Check the DAY is correct

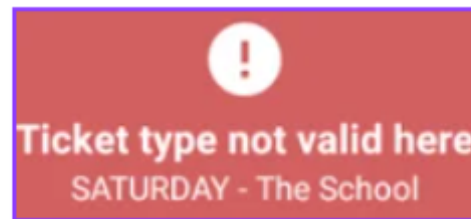
MESSAGES WHEN SCANNING TICKETS



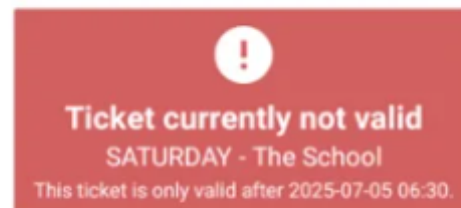
The ticket is valid
Check the car details - if they don't match ask customer to write phone number down and place on the dashboard



If this appears it signals there are notes on the booking and the customer requires special attention



→ **The ticket is valid today but not at your site.**
The correct site will be shown below the message. Direct your customer to the correct site.



→ **The ticket is not valid today.**
The correct day will be shown below the message.
Ask your customer to present the correct ticket.



→ **The scan has failed.**
Try again. If the message repeats try searching using the search icon and the code on the ticket.

Next steps

If a customer can not produce a valid ticket they should be directed to the nearest site for 'on the day' sales.
If unsure ask a coordinator for assistance.