

## **Frequently asked questions**

### **How do I purchase an annual pass?**

You can purchase a standard rate pass online using a credit/debit card via this website.

You can purchase a standard or concession rate pass in the Forest Office or in the hut using cash, cheque or credit/debit card.

### **Who is eligible for a concession pass?**

A concession pass is available if you meet any of the following criteria.

- Adults 60 years old and over
- Students
- Disabled people and their carers

A concession pass should not be purchased for family or friends, it is for your use only. Appropriate proof of eligibility is required.

### **What proof is required for a concession pass?**

- Driving licence/Smart card/Passport
- Student card
- Blue badge/DLA or PIP letter

### **How many vehicles are covered per annual pass?**

The annual pass covers up to two vehicles, a pass is provided per vehicle.

### **How long does it take to process a pass?**

A pass purchased online will take approximate one working weeks and it will be posted out to you.

A pass purchased within the Forest will be processed immediately.

### **How long is a pass valid for?**

A pass is valid for a full calendar year from date of purchase.

### **Does my annual pass cover 365 days a year?**

No, your pass is valid 364 days a year weather permitting. The only day it does not cover is The Armagh Show day, usually the second Saturday in June.

### **Where should I display my pass?**

Passes must be displayed on your vehicle dashboard at all times while in the Forest.

### **What if I forget my pass?**

Please report to the hut/Forest Office on arrival and speak to a member of staff.

### **What happens if I lose my pass?**

Please contact the Forest Office for a replacement.

### **Who can use my pass?**

The pass is for the vehicle/s nominated and should not be shared with others. Passes being misused will be revoked.

**Am I able to use my Horse Box pass when entering without the Horse Box?**

Yes, your horse box pass allows you to park your car without having to bring a horse box.

**What do I do if I change my vehicle/registration?**

Please report to the Forest Office, surrender your old passes and new passes will be issued there and then.

**What are the opening hours?**

The parks opening hours will change throughout the year, usually around twilight.

Please pay attend to the various notices situated throughout the park.

**What do I do if I am locked into the Park?**

Unfortunately we do not have staff on/near the site after closing time. We ask that you return your vehicle to the car park and make arrangements to pick it up the following day.

**How do I renew my pass?**

Please keep an eye on the parking page on the website for full details.

**Parking without an annual pass?**

Please pay the daily fee at the entrance hut on arrival or at the Pay and Display machine situated in the main car park. Please display your receipt/ticket on your dashboard, clearly visible for staff to see.

**Joint pass, Gosford and Loughgall Country Park.**

When entering Loughgall please present your joint pass to the staff inside the office, only then will the barrier be opened.