



Comhairle Cathrach  
na Gaillimhe  
Galway City Council

# Parking Made Easy for our Visitors

## Elected Members Support Pack

December 2025



# About This Pack

## Introduction for Council Members

Galway City Council wants parking to be simple and fair for residents and visitors. As the Elected Members, we know you are often the first point of contact when people have questions or concerns. This pack gives you clear information and shareable assets so you can respond quickly and confidently.

- People can pay the way that suits them best: app, website, phone, or a Payzone shop (cash/card).
- No paper ticket is needed - payment is linked to the vehicle registration number.
- Drivers need to know: how long they want to park, their vehicle registration number and their parking location or 'Parking Zone'.

Inside you'll find short scripts for clinics, newsletter and social posts, and print-ready handouts. Use them to point people to the official channels, explain non-digital options, and reassure the public that help is available and the system is designed to work for everyone.



# Parking in Galway City

## Ways To Pay



- **Using the Galway City Parking App**

- This is free to download on your smartphone.
- You can pay by card and add more time without going back to your car.
- Only download the app from an official app store (for example, Google Play, Apple App Store).



- **Paying Online**

- Go to [www.GalwayCityParking.ie](http://www.GalwayCityParking.ie) and pay by card



- **Paying by Phone**

- Call 091 894 300.
- You can pay by card over the phone.



- **Paying in a Payzone Shop**

- These shops have a pink Payzone sign outside.
- You can pay with cash or card.
- You do not need to return to your car to display a ticket.
- You can find the list of Payzone retailers in Galway City at [www.GalwayCity.ie/Parking](http://www.GalwayCity.ie/Parking)



## Parking Zones in Galway City

There are different charges for parking in different parts of Galway City.

Some places such as Cathedral Car Park and Dyke Road Car Park have one charge per day no matter how long your car is there.

Other places such as street parking and Mill Street Car Park allow you to pay for parking a few minutes or hours at a time.

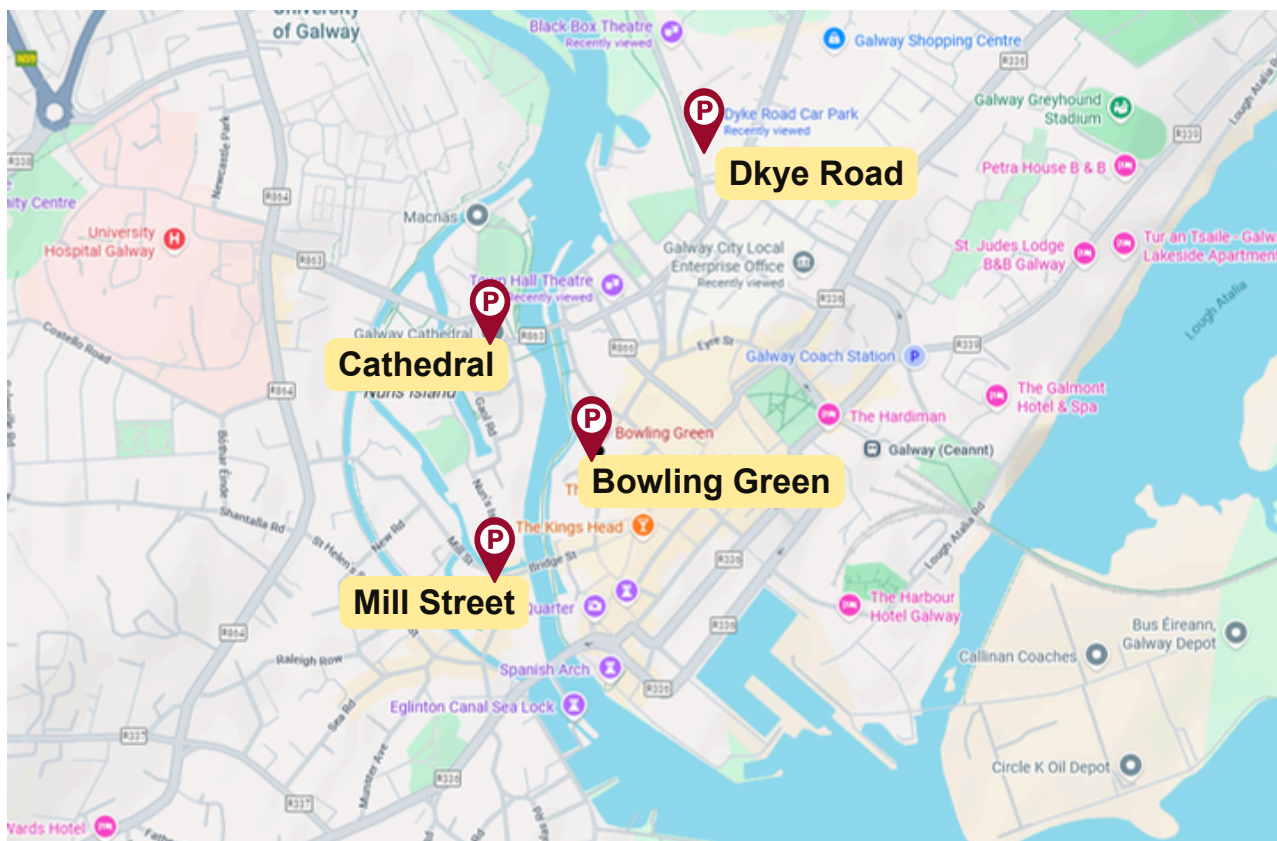
You need to know the Parking Zone no matter what way you pay.

Where you are parked	Parking Zone
On Street - includes all streets where parking fees apply.	GCOS
Bowling Green Car Park	GBGC
Cathedral Car Park	GCTH
Dyke Road Car Park	GDRC
Mill Street Car Park	GMCP



# Where Am I Parked?

- **Bowling Green Car Park** - close to Educate Together Secondary School (Eircode: H91 DP11).
- **Cathedral Car Park** - beside Galway Cathedral (Eircode: H91 A780)
- **Dyke Road Car Park** - close to The Black Box Theatre (Eircode: H91 C9PP)
- **Mill Street Car Park** - beside Mill Street Garda Station (Eircode: H91 FX61)
- **Street parking** ('on street') - check street signage to see if payment is required.



You will find the name of where you are parking and the 'zone code' on the posters on the hoods covering the old ticket machines. We will be updating signage over the coming months to make it easier to find the information you need.



## Parking Charges\*

Area	Hourly Rate	Daily Rate	Monthly Rate	Hours Charged
Street Parking	€2.50	2 hours max stay	X	Mon- Sat: 08:30 -18:30 Sunday: 13:00 - 18:00
Dyke Road Car Park	X	€10	€100	Mon- Sat: 08:30 -18:30 Sunday: 13:00 - 18:00
Cathedral Car Park	X	€10	€100	Mon- Sat: 08:30 -18:30 Sunday: 13:00 - 18:00
Mill Street Car Park	€2.50	€22.50 for 9 hours	X	Mon- Sat: 08:30 -18:30 Sunday: 13:00 - 18:00
Bowling Green Car Park	€2.50	€22.50 for 9 hours	X	Mon- Sat: 08:30 -18:30 Sunday: 13:00 - 18:00



\*2026 pricing is shown. Please note pricing is subject to change.

Please check local signage or [www.GalwayCity.ie](http://www.GalwayCity.ie) for the most current information on parking rates.

# Key Messages

## Parking in Galway City:

- **Many Ways to Pay for parking:** App, Website, Phone, or Payzone shop (cash/card).
- This is **Digital-Plus** (not digital-only): strong non-digital options remain for anyone who prefers them.
- **We're improving** signage, website information, and Payzone coverage to support residents and visitors.

## Benefits of Many Ways to Pay:

- **No paper ticket is needed.**
- You can pay for parking '**on account**' or you can pay for parking as a '**one off**' payment
- You can pay for parking **in advance** - for example, pay for parking in the morning the night before.
- If you're running late, you can '**top up**' your parking without returning to your car.

## Are there additional charges to pay for parking?

- There is **no charge** to pay for parking using the Galway City Council Parking app, website, phone or retailer option.
- Existing customers of Payzone or Park Magic can use their accounts to pay for parking in Galway City - but usual T&Cs and fees will apply.

## What languages are available?

- You can choose to pay in English or Gaeilge through the app/ online.
- To pay in your **native language**, go to [www.GalwayCityParking.ie](http://www.GalwayCityParking.ie) and translate the page in your web browser.



# Key Messages

## To pay for parking, you need to know:

1. Your vehicle registration
2. How long you want to park for
3. Your parking location or 'Parking Zone': On Street (GCOS); Dyke Road car park (GDRC), Cathedral car park (GCTH), Mill Street car park (GMCP) or Bowling Green car park (GBGC)

## Anti-fraud note:

- Galway City Council does not use QR codes on street signs.
- Always direct people to official app stores/ website/ phone number, or a Payzone shop.
- Both the Galway City Parking app and [www.GalwayCityParking.ie](http://www.GalwayCityParking.ie) are safe and secure to use. Our application is built with robust safeguards and undergoes rigorous testing and validation to ensure it meets the highest standards of protection. We continuously monitor and update our systems to defend against emerging threats.
- Unfortunately, bad actors publish bogus version of apps on the web in the hope that people will download them (from outside of the app stores) and then the bad actors can extract data for fraudulent use. That's why it's essential that customers:
  - Only download apps from official app stores (e.g., Apple App Store, Google Play).
  - Avoid downloading apps from unknown websites or third-party sources.
  - Check the developer name, reviews, and permissions before installing.
  - Keep your apps and operating system up to date to ensure you have the latest security patches.



## Help is available:

Our Community Wardens are assisting customers throughout the day. Customer Support is available by phone on (091) 894 300 or by email to [Parking@Payzone.ie](mailto:Parking@Payzone.ie)



## What to Share (this month)

- The simple “Many Ways to Pay” explainer (see Newsletter and Social below).
- The official phone number (091 894 300) and parking page [www.GalwayCityParking.ie](http://www.GalwayCityParking.ie)
- The latest list of Payzone Retailers included in this pack. As we are continually adding more retailers direct people to [www.GalwayCityParking.ie](http://www.GalwayCityParking.ie) for the latest list.
- Updates on new signage, retailer additions, or hotel/tourism info sheets in your area.
- Information about older-person and community workshops (when dates are confirmed).
- Our social media posts and share videos on your own channels.
- Keep up to date via our social media channels (Facebook, Instagram) and [www.GalwayCity.ie](http://www.GalwayCity.ie)



## Newsletter / Email blocks

Feel free to copy and paste the information below in your own newsletter or email updates:

### Short (2–3 sentences)

#### **Parking update – Many Ways to Pay**

You can now pay for parking by App, Website, Phone, or at a Payzone shop (cash/card). No paper ticket needed. You'll need to know your vehicle registration, how long you want to park and your parking location (or 'zone'). Customer Support is available at: (091) 894 300 or [Parking@Payzone.ie](mailto:Parking@Payzone.ie) See [www.GalwayCity.ie/Parking](http://www.GalwayCity.ie/Parking)

### Longer (1 paragraph)

#### **Parking in Galway – simple and fair**

To make things easier for residents and visitors, you can pay for parking in four ways: App, Website, Phone, or Payzone shop (cash/card).

You don't need a paper ticket; just your vehicle registration, how long you want to park and your parking location (or 'zone').

If you're running late, you can 'top up' your parking on your phone.

Non-digital options remain available for anyone who prefers them - pay by cash in a Payzone shop. See the full list of shops at [www.GalwayCity.ie/Parking](http://www.GalwayCity.ie/Parking)

Customer Support is available at: (091) 894 300 or [Parking@Payzone.ie](mailto:Parking@Payzone.ie)



## Clinic Talking Points

(1-minute brief)

- There are four ways to pay: App/ Website/ Phone/ Payzone shop (cash/card).
- No ticket needed - payment is linked to your registration number.
- Prefer cash? Use Payzone.
- Need help? Wardens and Customer Service (091 894 300) can guide you.
- Where to read more: [www.GalwayCity.ie/Parking](http://www.GalwayCity.ie/Parking) - includes a list/map of Payzone shops and FAQs.
- We're improving signage and growing retailer coverage based on feedback.

Keep a few business card takeaways at your clinic (App/ Website/ Phone/ Payzone + phone number + URL).



## Quick Replies to Common Questions

**Q: I don't use apps. How can I pay?**

A: You can pay by Phone using your bank card, or in a Payzone shop with cash or card. Details: [GalwayCity.ie/Parking](http://GalwayCity.ie/Parking) or 091 894 300.

**Q: Where's my zone?**

A: There are five zones in Galway City -

One zone covers all street parking in the City, whether you're in College Road or Sea Road (On Street GCOS).

The other four zones are Galway City Council car parks: Dyke Road car park (GDRC), Cathedral car park (GCTH), Mill Street car park (GMCP) or Bowling Green car park (GBGC)

You'll need to know the zone to pay for App, Website, Phone or shop payments.

**Q: Is there a QR code to scan?**

A: No. For your safety, GCC does not use QR codes on street signs. Use the official app/website/phone or a Payzone shop.

**Q: I'm not sure I can manage this.**

A: That's OK. We keep non-digital options and short how-to guides.

There is a dedicated Customer Service team in Payzone to help people pay by phone, app or website. You can contact them on (091) 894 300 or [Parking@Payzone.ie](mailto:Parking@Payzone.ie)

For 'how to' guides, or in-person assistance, contact Galway City Council on (091) 536 400.



## Quick Replies to Common Questions

### Q. Is there a €10 minimum payment for parking?

A. No. When you set up an account on the app/ website, you have the option of keeping your account 'in credit' to pay for parking. The minimum amount of credit you can apply is €10. However, you can choose to pay 'as you go', and do not have to keep credit on your account.

### Q. I'm borrowing my mum's car, which is linked to her account. How can I pay for parking?

A. You can pay for parking as a 'one off' payment on the app, online, by phone or in a Payzone shop. You don't need an account to pay for parking on a 'one off' basis, and can make payment for any car/ vehicle registration, even if it's linked to someone else's account.



If you have more than one car registered on your account, check you have selected the right car registration when you go to pay.

## Why does Galway City Council charge for parking?

Parking space is limited. Charging a small fee helps Galway City Council manage demand fairly and keep the city moving. It also supports local services. In plain English, parking charges:

- Keep spaces turning over so one car doesn't take a spot all day. This makes it easier for shoppers, patients, carers, trades, and visitors to find a space when they need one.
- Reduce congestion and circling for parking, which cuts delays and improves safety and air quality on busy streets.
- Support town-centre vitality by making short stays more available close to shops and services.
- Encourage choice: some people decide to walk, cycle, use public transport, or park in a long-stay car park instead—freeing up prime spaces for short visits.
- Fund local services: income helps pay for parking operations, signage, maintenance, safer streets, and transport improvements—reducing pressure on general budgets.

The goal is to guide behaviour fairly, not to catch people out. Clear information, multiple ways to pay (App • Website • Phone • Payzone), and better signage are designed to make paying simple and predictable.

### **Short clinic script (for Members to use):**

“We charge for parking to manage limited space fairly and keep the city moving. It helps fund local services and makes short stays easier near shops and appointments. You can pay by app, website, phone, or in a Payzone shop with cash or card—no paper ticket needed. You'll need to know how long you want to park, your vehicle registration number and your parking location or 'zone'. For full details, see [GalwayCity.ie/Parking](http://GalwayCity.ie/Parking) or call (091) 894 300.”

**You'll find a printable page overleaf, which you can use as a handy reference guide.**





# Parking in Galway City

Galway City has a number of public and private car parks for visitors coming to the city. You can find a list at [www.GalwayCity.ie/Parking](http://www.GalwayCity.ie/Parking)

**Always check street/ local signage to find out if parking fees apply.**

Galway City Council operates a number of **public car parks** at Dyke Road, Cathedral, Mill Street, and Bowling Green. Parking charges apply in these car parks.

If you are parking **on the street**, check local street signage to find out if parking charges apply. Generally, you will have to pay for parking on the street in the city centre.

## Ways to Pay for Galway City Council Parking:



### Using the Galway City Parking App

- Download the free 'Galway City Parking' app, and pay by card.
- Only download the app from an official app store (for example, Google Play, Apple App Store).



### Paying Online

- Go to [www.GalwayCityParking.ie](http://www.GalwayCityParking.ie) and pay by card



### Paying by Phone

- Call 091 894 300.
- You can pay by card over the phone.



### Paying in a Payzone Shop

- These shops have a pink Payzone sign outside.
- You can pay with cash or card.
- You can find the list of Payzone retailers in Galway City at [www.GalwayCity.ie/Parking](http://www.GalwayCity.ie/Parking)



## To Pay for Parking in Galway City Council parking, you need to know:

- Your vehicle registration
- How long you want to park for
- Your parking location or 'Parking Zone': On Street (GCOS); Dyke Road car park (GDRC), Cathedral car park (GCTH), Mill Street car park (GMCP) or Bowling Green car park (GBGC)

### Tips:



- Once you have paid for parking, you **do not need to display a ticket in your car.**
- You can pay for parking 'on account' or as a 'one off' payment
- You can pay for parking in advance - for example, pay for parking in the morning the night before.
- If you're running late, you can 'top up' your parking without returning to your car.
- To pay in your native language, go to [www.GalwayCityParking.ie](http://www.GalwayCityParking.ie) and translate the page in your web browser.

Customer Support is available at:



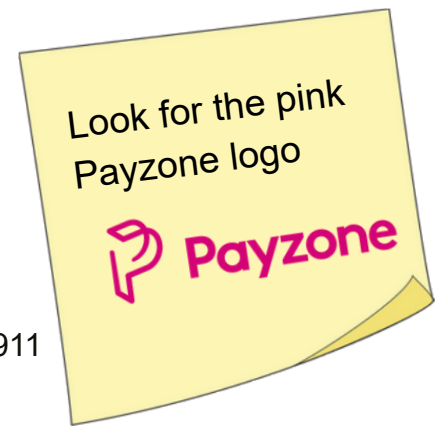
(091) 894 300



[Parking@Payzone.ie](mailto:Parking@Payzone.ie)

Read more - [www.GalwayCity.ie/Parking](http://www.GalwayCity.ie/Parking)

# Galway City Payzone Shops\*



## City Centre

- Londis, Eyre Square, 10 Eyre Square
- Henchy's Daybreak, 38 Eyre Square
- The Coffee Hut, Galway Retail Park, Headford Road +353 91 534 911
- Bridge Stores, Bridge Street +353 91 568 774
- Newspoint, Galway Shopping Centre +353 91 630 724
- XI, Corrib Centre, Eyre Street +353 91 566 760
- XL, Eyre Square Centre +353 91 630 724
- XL, Dominick Street +353 91 535984
- Number 26 Foodstore, 26 Upper Dominick Street +353 91 582 740
- Gala, Prospect Hill +353 91 539 646
- Ros News, Eglinton Street +353 91 569 759
- Centra, Lough Atalia Road +353 91 895 740
- Londis, Newcastle Road +353 91 585 708
- Circle K, Newcastle Road +353 91 501 964
- Monaghans, Ravens Terrace +353 91 587 492
- Monaghans, Westside, Seamus Quirke Road +353 91 519 816
- Spar, Mainguard Street +353 91 534 892

## Salthill

- XL Kelleher's, Lower Salthill +353 91 522 418
- Spar, Upper Salthill
- Maxol, Whitestrand, Lower Salthill +353 91 589 125

## Other Locations

- Central G&L, 5 Upper Newcastle +353 91 521 811
- Merlin Stores, Merlin Park
- Alrem Stores, Ballybane +353 91 766 759
- Circle K, College Road +353 91 567 933
- Spar, Renmore Road +353 91 751 550
- Delaneys Mace, Liosban Industrial Estate
- XL, Briarhill Shopping Centre
- Sweeney Oil, Headford Road +353 91 555 999
- Mullans Convenience Store, Headford Road +353 91 760 894
- Meehans Spar Westwood, Upper Newcastle +353 91 766 530
- Applegreen, Tuam Road +353 91 381 156
- XL, Laurel Park
- Londis, Mervue +353 91 534 892
- Cappagh Stores, Cappagh Road, Knocknacarra +353 91 590 600

**\*List correct as of November 2025.**

We are always adding more retail outlets where you can pay for your parking. You can find the latest map of Payzone shops on [www.GalwayCity.ie/Parking](http://www.GalwayCity.ie/Parking)



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## Notes

[illegible]

## Notes

[illegible]



**Parking Customer Support** is available at:



00 353 (0)91 894 300



[Parking@Payzone.ie](mailto:Parking@Payzone.ie)

**Customer Support Hours:**

Monday to Friday: 9am – 6pm

Saturday: 9am – 5:30pm

You can find more information about parking in Galway City at  
[www.GalwayCity.ie/Parking](http://www.GalwayCity.ie/Parking)



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