# Cardiff's NCP car park at Westgate Street faces backlash over pricing and maintenance



In recent discussions surrounding parking options in Cardiff, the NCP car park located on Westgate Street has come under scrutiny due to a plethora of negative reviews from users. With a mere two-star rating on Google, based on 595 reviews, visitors have consistently flagged various issues that detract from their experience.

The NCP car park, which is situated directly opposite the Principality Stadium and adjacent to Womanby Street, is described by many as "possibly the most expensive car park" in the city. Users have expressed dissatisfaction with several aspects of the facility, including high costs, questionable accessibility, inadequate signage, and concerns about security.

One disgruntled user, Justin Woodfield, articulated his frustration online stating, "This place is terrible - from the stench of urine, to the absolute rip-off prices. Parked for a little over 3 hours and got charged £23.80, after 7pm on a weekday! No prices advertised anywhere in the car park - avoid at all costs." He further compared his experience unfavourably with that of a friend who had parked at John Lewis for a significantly lower fee of £3.60 for the same duration.

Another user, David Steer, mirrored these sentiments by commenting on the facility's design and functionality. "Stuck in the middle of a one way system and inadequately sign-posted. Once inside, the automatic door shuts behind you, and you are in the largest concrete urinal I have ever been in," he wrote, referencing the car park's poor maintenance and layout.

A timely visit to the car park revealed further corroboration of the complaints posted online. The stairwell bore an unpleasant smell, and while one of the two lifts was operational at the time, visitors noted that both lifts were narrow, potentially complicating access for those with prams or mobility challenges. The parking spaces were also reported as small and tightly packed, making parking manoeuvres difficult.

Entry to the facility presents challenges as well, with the only pedestrian access located along a dimly lit side street next to active vehicle traffic, which some may find unsettling, particularly during evening hours.

As for pricing, NCP users face steep charges. The structures’ rates include £5.95 for the first hour and escalate to £32.95 for a 24-hour stay. An early bird option is available at £10.95, provided users arrive before 9am and exit by midnight. In contrast, alternative parking options in Cardiff, such as the St David's and John Lewis car parks, offer more competitive rates, with the first hour costing £2.70 and the three to four-hour structures at approximately £5.50, representing significant savings compared to the Westgate Street NCP.

Given these considerations, NCP car parks on Westgate Street and near the Hilton have emerged as the costliest options within Cardiff, prompting potential users to consider alternative facilities. In light of the numerous complaints lodged, the NCP management has chosen to remain silent on the matter, failing to respond to concerns raised by patrons.

Source: [Noah Wire Services](https://www.noahwire.com)

## References

* <https://www.ncp.co.uk/find-a-car-park/car-parks/cardiff-westgate-street/> - This URL confirms the location and pricing structure of the NCP car park on Westgate Street, including its proximity to the Principality Stadium and its rates, such as £5.95 for the first hour.
* <https://www.tripadvisor.com/ShowTopic-g186460-i309-k14131932-NCP_car_Park_Quay_Street_Cardiff-Cardiff_South_Wales_Wales.html> - While not directly about Westgate Street, this URL mentions problems with NCP car park systems in Cardiff, such as technical issues and crowded payment queues, which resonate with the complaints about Westgate Street.
* <https://www.noahwire.com> - This is the source article providing context about the negative reviews and high costs associated with the NCP car park on Westgate Street.
* <https://www.tripadvisor.com/FAQ_Answers-g186460-d23546731-t8965160-Was_wondering_where_the_nearest_secure_parking.html> - This URL advises users to download the NCP app for cheaper parking, highlighting the price variations and promotions available for NCP car parks in Cardiff.
* <https://www.google.com/search?q=ncp+westgate+street+cardiff+reviews> - A search on Google would reveal the two-star rating for the NCP car park on Westgate Street, supporting the claim of negative user experiences.