

## Conditions of use for you, the season ticket holder

### 1. Season ticket information

#### Definition of a season ticket

A season ticket is intended for use only by the season ticket holder to enable them to park in parking bays in a nominated car park.

#### Car parks

Our website has details of the [car parks where seasons are available](#) and the tariffs that apply.

#### E-season ticket

The display of a season ticket is not required and we will not issue you with a paper season ticket. The equipment our Civil Enforcement Officers use provides access to your details for verification purposes.

### 2. Who can apply and what needs to be provided

#### Who qualifies

The Council will issue season tickets to anyone wishing to park regularly in a nominated Council operated car park.

#### Season ticket valid only for the named vehicle

A season ticket is valid only for the specific vehicle registration given in the application. Failure to insert a vehicle registration mark correctly may result in a Penalty Charge Notice being issued.

### 3. Prevention of fraud

The council is required by law to protect the public funds it administers. It may share information provided to it with other bodies responsible for; auditing, or administering public funds, or where undertaking a public function in order to prevent and detect fraud.

### 4. How long can I have my permit for?

#### Length of season ticket and renewal

- The season ticket will be valid for 1, 3, 6 or 12 months from the date of issue.
- It is your responsibility to renew the season ticket on its expiry.
- If you wish to renew your season ticket, please apply at least 21 days before the current season ticket expires.

## **5. Where can I use my season ticket?**

### **Parking places**

- The vehicle must be parked in a marked bay, excluding motorcycle bays and disabled bays, in the nominated car park only.
- A season ticket does not guarantee the availability of a parking space.
- The Council reserves the right to suspend any parking bay/location as required.

## **6. Change of details**

### **Change of address**

You must update your details if you change your home or work address.

### **Change of vehicle**

If you change your vehicle on a temporary or permanent basis, you will need to amend your details online immediately.

## **7. Important information**

### **Refunds**

Refunds cannot be made for periods when the season ticket is not used. However, a refund may be payable for a season ticket holder who wishes to permanently surrender their unexpired season ticket for the full months that are unexpired. Refunds will be subject to an administration fee of £23.50.

### **Please note:**

- 1 It is a criminal offence if, with intent to deceive, you knowingly make a false statement or mishandle or forge documents to get a season ticket for yourself or others. The Council may prosecute under the Theft Acts or other relevant criminal legislation.
- 2 Failure to have a valid season ticket or inform us of a change of vehicle may result in a Penalty Charge Notice being issued.
- 3 Season tickets are not transferable to other places or persons, unless so instructed by the Council.
- 4 Season ticket holders are not permitted to sell or transfer the season ticket to other parties.