

Annual Parking Permits – Terms & Conditions

The use of Annual Parking Permits is governed by the relevant Off Street Parking Places Order as amended. Copies of which can be requested by making a written request to parking.permits@bristol.gov.uk or Parking Services PO Box 3399 Bristol BS1 9NE

Trenchard Street and West End Multi-storey Car Parks

- Annual Parking Permits at Trenchard Street and West End Multi-Storey Car Parks will take the form of a plastic card that will operate the barriers on entry and exit.
- Where a vehicle registration number has been provided on application, this will be added to your permit and will be recognised by the automatic number plate recognition (ANPR) system and the barriers will open and close automatically.
- You should carry your plastic access card as this will be required in the event that the ANPR cannot read your vehicle registration number.
- Plastic access cards are also required to access the customer lifts at Trenchard Street.
- A second vehicle registration number can be added to the permit, but only one vehicle will be given access at any one time and only one plastic card will be issued per permit.
- Reserved bays are available at West End only on payment of the additional fee.
- Paper permits will also be supplied to customers who purchase a reserved bay at West End. This must be displayed in the vehicle at all times.
- All vehicles must park in marked bays only.
- Unreserved bays in West End and all bays in Trenchard are open to the general public. Annual parking permit holders are not guaranteed spaces in the event that the car park is full.

Temple Gate Multi-Storey Car Park

- Annual Parking Permits at Temple Gate Multi-Storey Car Park will take the form of a plastic card that will operate both the vehicle entrance/exit gate and the pedestrian entry/exit gate, AND a paper permit which must be displayed in the vehicle.
- Photocopied paper permits are not acceptable.
- Permits are only valid for the bay number printed on the permit.
- The Council reserves the right to relocate customers to different parking bays to those initially provided.

Queen Square Car Park

- Annual Parking Permits at Queen Square Car Park will take the format of a paper permit which must be displayed in the vehicle.
- Photocopied permits are not acceptable.
- Permits are only valid for the bay number printed on the permit and for the hours shown on the signage in the same numbered bay.
- To be eligible for a permit you must be a business based in Queen Square.
- Permit numbers are strictly limited and a waiting list is in operation.
- Permits that are not renewed promptly or with outstanding debts recorded, will be cancelled and offered to the company at the top of the waiting list.

General Conditions

- Permits are for the use of the applicant and are not transferable.
- Any misuse of an Annual Parking Permit may result in the issuing of a Penalty Charge Notice, the potential removal of the vehicle and the withdrawal of the Annual Parking Permit.
- Plastic access cards and paper parking permits remain the property of Bristol City Council and must be returned to the Council on request.
- In the unlikely event that you cannot park in your allocated bay (where you have one), you must contact the Parking Services Operations Team on 0117 9038070 for advice. Do NOT park in someone else's bay.
-

Payments

- An invoice will be issued for all Parking Permits. Payment must be made in full unless a direct debit is set up in which case the invoice must be fully paid before the expiry of the parking permit.
- Parking Services may refuse to renew or reissue any permit if any debt remains outstanding on previous invoices.
- All permits and additional fees incur VAT at the standard rate.
- Permits will run from 1st April to 31st March each year. If you apply mid-year, your permit will expire on the 31st March and you will be charged pro-rata for the first year. If you renew your permit you will then be charged the full annual fee from the 1st April.
- We will write to you about the renewal of your permit in February.

Lost or Stolen Permits

- If you lose your permit you should report it at www.reportmyloss.co.uk. You may apply for a replacement paper permit or plastic access cards by contacting parking.permits@bristol.gov.uk. You must include the reference number provided by www.reportmyloss.co.uk and you will need to pay a £10.00 administration fee.
- If your permit is stolen, we will replace it free of charge on receipt of a crime reference number provided by the police. Please send full details to parking.permits@bristol.gov.uk

Cancelling your permit

- Subject to payment of a £30.00 cancellation fee, you may cancel your permit at any time by writing to parking.permits@bristol.gov.uk,
- You will receive a pro rata refund or credit note for unused time, less the £30.00 cancellation fee. Any amounts still owing must be paid within 14 days.
- The council reserves the right to cancel your parking permit:
 - If this is because you have not adhered to these terms and conditions, the cancellation fee will be charged in full.
 - If this is because the Council has withdrawn the parking permit facility for other reasons, no cancellation fee will be payable.