Bristol City Council Residents Parking Scheme Terms and Conditions

Table 1 Version control

Version	Date Published	Notes
1.0	October 2019	First issue.
1.1	November 2020	Addition of Cheswick Village PPA Addition of Chatsworth Road/Edward Road PPA Amendment to table of charges in 4.2 to remove zero emission Customer Permit. Addition of 9.11.1 regarding lost or stolen Customer Permits
1.2	May 2021	Amendment to paragraphs 5.10, 8.12 & 9.13 to clarify autorenewal of 3 monthly permits. Amendment to paragraphs 5.2, 5.3, 6.2, 6.3, 7.2, 7.3, 8.2, 8.3, 9.3, 9.4, 10.1 & 10.2.6 to make clear that any RPS permits are not valid in public or private Council Car Parks Removal of 3.5 relating to transition period from paper permits to digital permits. Addition of 3.6.1 regarding collection of evidence. Addition of 3.9 to provide link to BCC Privacy Notices. Correction of cross referenced clauses.

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1.3	June 2022	Amendments to 4.2 Table 2 Permit Types to update all permit costs for all zones except Easton & St Philips RPS Amendments to 6.8 to update the cost of Chargeable Visitors' Permits for all zones except Easton & St Philips RPS
1.4	January 2024	Amendments to 4.2 Table 2 Permit Types to update permit costs for all zones except Easton & St Philips RPS
1.5	February 2024	Amendments to 4.2 Table 2 to update permit costs for Easton & St Philips RPS Amendment of 6.8 to remove separate pricing for Easton & St Philips RPS Visitor Permits Removal of 8.8, 8.13.1, 9.8, 9.14.1 relating to different Customer and Business Permit structure for Easton & St Philips RPS. Amended 5.6.1, 5.7.1.3, 8.9.1, 8.14.1.2, 10.6.1 and 10.7.1.3 to clarify lease/hire evidence details. Amended 5.10.1, 8.12.1 and 9.13.1 to clarify details of auto-renewal permits.

Version	Date Published	Notes
1.6	February 2025	Amendments to 4.2 Table 2 Permit Types to update permit costs for all zones
1.7	February 2026	Addition of Traders Permits.
1.8	April 2026	Amendments to 4.2 Table 2 Permit Types to update permit costs for all zones including bringing Easton & St Philips RPS costs in line with all other zones and introducing a different cost for Chargeable Visitors' Permits in the Clifton Village, Clifton East & Kingsdown RPS zones. Amendments to 6.8 to update the cost of Chargeable Visitors' Permits for all zones and to introduce a different cost for Chargeable Visitors' Permits in the Clifton Village, Clifton East & Kingsdown RPS zones.

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Version	Date Published	Notes
1.9	May 2026	Addition of Medical Permits. Amendments to 10.5 to clarify the criteria for a Blue Badge Permit to be issued and the addition of 10.5.2 to clarify that the Blue Badge must be registered to the address for which the Blue Badge Permit is to be issued.

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2. Introduction

2.1 This document sets out Bristol City Council's (BCC) Terms and Conditions relating to the purchase and use of permits within its Residents' Parking Schemes (RPS).

3. General Terms

3.1 This document sets out the information required to request each of the Permits available, and the way in which they should be used. It is derived from the Traffic Regulation Order (TRO) for the individual Residents' Parking Schemes. The TRO shall take precedence in the event of any dispute and in all cases the Council's decision is final

3.2 BCC reserves the right to update this document from time to time

3.3 The terms 'Digital Permits' and 'Virtual Permits' are used interchangeably and, in both cases, refer to a permit that is not issued in paper form.

3.4 Permits are not transferrable and are not for resale.

3.5 In applying for any Permit described in this document, the applicant accepts these Terms & Conditions. Please retain this document for future reference.

3.6 Bristol City 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, administering public funds, or where undertaking a public function, in order to prevent and detect fraud. For more information visit www.bristol.gov.uk/data-protection-foi/fraud-prevention-and-detection

3.6.1 As detailed in individual chapters of these terms & conditions, the council reserves the right to request additional evidence to verify any permit application.

3.7 BCC reserves the right to refuse the application or renewal of any of any Permit described in this document if there has been a previously fraudulent application or misuse on the part of the applicant.

3.8 If these Terms and Conditions are not complied with or in the event that a permit is misused, then a Penalty Charge Notice may be issued to the vehicle using the permit.

3.9 The Council's Privacy Notice relating to the administration of parking permits can be found at Privacy - bristol.gov.uk

4. Permit Types

4.1 The following permits are offered for use within BCC's permit parking zones:

- Residents' Permits
- Visitors' Permits
- Essential Visitors' Permits
- Business Permits
- Customer Permits
- Blue Badge Permits
- Traders Permits
- Medical Permits

4.2 The charge for each permit type is as follows:

Table 2 Permit types

Permit Type	Category	Cost
Residents' Permit All zones	1st Permit Bands A-K (CO^2 < 226 g/km)	£129.00
	1st Permit Band L-M (CO^2 226+ g/km)	£193.00
	1st Permit (No CO^2 band or registered before March 2001)	£129.00
	2nd Permit	£233.00
	3rd Permit	£581.00
Visitors' Permit All zones except Clifton Village (CV), Clifton East (CE) & Kingsdown (KN)	Initial allocation	Free
	Chargeable allocation	£2.00 each in multiples of 10
Visitors' Permit: Clifton Village (CV), Clifton East (CE) & Kingsdown (KN) only	Initial allocation	Free
	Chargeable allocation	£2.50 each in multiples of 10
Essential Visitors' Permit	All types	Free
Business Permit All zones	Full Price Permits	£355.00
	Discounted Rate Permits	£208.00
	Electric Vehicle	Free
Customer Permit All zones	Full Price Permits	£370.00
	Discounted Rate Permits	£222.00
Blue Badge Permit	Blue Badge Permit	Free
Traders Permit	Traders permit	£284.00

Permit Type	Category	Cost
Traders Daily Permits	Traders Daily Permits (batch of 25)	£92.00
Medical Permit	Medical Permit	£284.00

4.2.1. Electric Vehicles do not include any vehicle classified as a hybrid vehicle.

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5. Residents' Permit Terms and Conditions

5.1 Residents' Permits are for the use of residents only and are valid within the defined boundary of the scheme for which the permit has been issued (unless any additional roads have been specifically designated for use and show the relevant zone designation on the local signage).

5.2 Residents' Permits are valid in marked on street parking bays which are designated for their use (these are either Permit Only bays or bays which are signed as being for shared use by both for Permit Holders and Pay & Display customers) and in Permit Parking Areas (PPA) (indicated by entry signage).

5.3 Residents' Permits are not valid in Pay & Display Only bays or where other restrictions apply. Permits are not valid in public or private Council Car Parks. Always read the local signage.

5.4 Residents' Parking Schemes improve the availability of parking spaces but having a Residents' Permit does not guarantee a space.

5.5 Subject to the clauses below, a maximum of three permits can be issued to a household located within the boundary of an RPS. A household is defined as one address that is registered as one household for Council Tax purposes. The third permit will only be issued if the Council believes there to be sufficient capacity within the RPS to do so.

5.5.1 If a household has any off street parking, no more than one Residents' Permit will be issued.

5.5.1.1 In the following areas, a household with off street parking may receive two Residents' Permits:

5.5.1.1.1 Pitlochry Close PPA

5.5.1.1.2 Cheswick Village PPA

5.5.1.1.3 Chatsworth Road & Edward Road PPA

5.5.1.2 Paragraph 5.5 does not apply to Bower Ashton RPS.

5.5.2 If a household is on a private road, no more than one Residents' Permit will be issued.

5.5.3 Households which, since 1st August 2018, have a formal Car-Free or Low Car Advice attached to any planning consent are not eligible for Residents' Permits.

5.5.4 Households which have a Class M Council Tax exemption ie Halls of Residence are not eligible for Residents' Permits.

5.6 Subject to the clauses below, a maximum of two vehicles can be added to one permit; however the Residents' Permit can only be used in one of those vehicles at a time. It is the residents' responsibility to nominate the active vehicle using the MiPermit Smartphone App, through their online MiPermit account, or by calling MiPermit on 0345 5207007. (Lines are open 8am to 6pm Monday to Friday, 8am to 4pm Saturday, and 10am to 4pm Sundays and Bank Holidays.)

5.6.1 Residents' Permits can only be issued to the registered keeper of a vehicle. The registered keeper of a vehicle is defined as the person who uses the vehicle and who is named

on the V5C, or who is able to show, through the production of the V5C and a signed lease / long term hire agreement / confirmation from their employer on Company headed paper, that they are the authorised user of the vehicle.

5.6.2 Residents' Permits can only be issued to passenger vehicles or car derived vans (with a maximum laden weight less than 3.5 tonnes). Permits for other vehicles can only be issued at the Council's discretion.

5.7 The Council or its agent (Chipside Ltd is the Council's Data Processor), may, at any time, require a resident to supply evidence to verify any information given to it.

5.7.1 Evidence relating to vehicles may include:

5.7.1.1 A copy of the V5C which shows the resident is the registered keeper.

5.7.1.2 In the case of a company car, a copy of the V5C which shows the Company as the registered keeper, together with an official letter from the Company naming the resident as the authorised user.

5.7.1.3 In the case of a lease/long term hire vehicle, a copy of the V5C which shows the Company as the registered keeper, together with a signed copy of the lease/hire agreement naming the resident as the authorised user.

5.7.2 Evidence relating to residency may include:

5.7.2.1 Council Tax documentation issued by BCC.

5.7.2.2 A BCC or Housing Association rent book or private tenancy agreement.

5.7.2.3 A utility bill or bank statement which is less than three months old.

5.7.2.4 Correspondence from a solicitor relating to the property purchase.

5.8 All Residents' Permits will be issued as virtual permits and residents will not receive a paper permit as a matter of course. There is no need to display a permit in the vehicle. Where two vehicle registration numbers have been added to one Residents' Permit, it is the resident's responsibility to nominate the active vehicle, as described in paragraph 5.6.

5.9 The Council reserves the right to issue a paper permit in exceptional circumstances, and if you are issued with a paper permit it must be displayed in the vehicle.

5.10 Permits will be approved for 12 months from the date of issue. The appropriate fee (as shown in the table in paragraph 4.2) must be paid before a permit will be issued. Where two vehicle registration numbers have been added to one Residents' Permit, and these vehicles qualify for different charges based on their emission levels, the permit price charged will be the higher of the two charges.

5.10.1 You may select a 3 month permit duration in MiPermit and will be charged one quarter of the annual cost. If you select the 'autorenew' option, your permit will autorenew three times. After this, you will need to apply for a new permit. Auto-renewal will be subject to any price variation and will renew at the relevant price.

5.11 The Council may cancel your Residents' Permit in the circumstances listed below, and you will be given 48 hours' notice in writing. No refund will be due (except relating to paragraph 5.11.6, if there was an associated duplication of the payment).

5.11.1 You are no longer a resident of the household for which the Residents' Permit was given.

5.11.2 You are no longer the keeper of the vehicle to which the Residents' Permit was issued.

5.11.3 Your initial payment was subsequently dishonoured.

5.11.4 You have not supplied acceptable evidence as described in paragraph 5.7.

5.11.5 The vehicle to which the Residents' Permit was assigned has been adapted and is no longer a passenger vehicle or a car derived van with a max laden weight less than 3.5 tonnes.

5.11.6 The permit is a duplicate, issued in error by the Council.

5.12 You may cancel your Residents' Permit at any time. The Council will issue a pro rata refund for any time remaining between the cancellation date and the Residents' Permit's normal expiry date.

5.13 You will be contacted, using the email address associated with your MiPermit account, to remind you when your Residents' Permit is due for renewal; however it is your responsibility to renew your permit. If you do not renew your Residents' Permit before its expiry date, it will no longer be valid and you will be at risk of receiving a Penalty Charge Notice (PCN) if you continue to park in restricted areas. If a permit is not renewed before its expiry date other eligible residents living in the property may take the property's permit allocation, which could mean you will be unable to purchase another permit.

5.14 Temporary cover for vehicles such as Courtesy Cars etc (formally known as "e cover") will no longer be provided. If you need to park a temporary vehicle you will need to use a Visitor Permit or pay to park in a Pay & Display bay.

5.15 If you change your vehicle permanently, you should cancel your existing Residents' Permit and immediately reapply for a new Residents' Permit for your new vehicle. You will need to pay for a new 3 or 12 month permit, but you will receive a pro rata refund for any unused time on the Residents' Permit that you cancel.

6. Visitors' Permits Terms and Conditions

6.1 Visitors' Permits are available to residents only and are valid within the defined boundary of the scheme for which they have been issued (unless any additional roads have been specifically designated for use and show the relevant zone designation on the local signage).

6.2 Visitors' Permits are valid in marked on street parking bays which are designated for their use (these are either Permit Only bays or bays which are signed as being for shared use by both for Permit Holders and Pay & Display customers) and in Permit Parking Areas (PPA) (indicated by entry signage).

6.3 **Visitors' Permits are not valid in Pay & Display Only bays** or where other restrictions apply. Permits are not valid in public or private Council Car Parks. Always read the local signage.

6.4 Residents' Parking Schemes improve the availability of parking spaces but having Visitors' Permits does not guarantee spaces being available.

6.5 Subject to the clauses below, a household located within the boundary of an RPS can apply for the number of free Visitors' Permits and the number of chargeable Visitors' Permits as shown in the table in 6.6.

6.5.1 Households which, since 1st August 2018, have a formal Car-Free or Low Car Advice attached to any planning consent are not eligible for Visitors' Permits.

6.5.2 Households which have a Class M Council Tax exemption ie Halls of Residence are not eligible for Visitors' Permits.

6.6 The annual entitlement for Visitors' Permits is as follows:

Table 3 Annual entitlement for Visitors Permits

RPS	Annual Entitlement of Free Visitors' Permits	Annual Entitlement of Chargeable Visitors' Permits
Bedminster East	50	50
Bower Ashton	70	70
Chatsworth Road & Edward Road PPA	70	70
Cheswick Village PPA	50	50
Clifton East	60	60
Clifton Village	60	60
Cliftonwood and Hotwells	60	60
Cotham	50	50
Cotham North	50	50
Easton and St Phillips	50	50
Kingsdown	60	60
Montpelier	50	50
Pitlochry Close PPA	50	50
Redcliffe	60	60
Redland	50	50
Southville	60	60
Spike Island	60	60

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RPS	Annual Entitlement of Free Visitors' Permits	Annual Entitlement of Chargeable Visitors' Permits
St Pauls	50	50

6.7 If the residents of a household change, an additional allocation of free permits will not be provided until the anniversary of the previous annual issue has been reached. However:

6.7.1 A new resident will be entitled to any unused Visitor Permits, if they are cancelled within the MiPermit Portal by the former resident.

6.7.2 A new resident may purchase an additional annual allocation of chargeable Visitor Permits, as shown in 6.6.

6.8 Chargeable Visitors' Permits cost £2.00 each in all zones, except for Clifton Village (CV), Clifton East (CE) and Kingsdown (KN), where they cost £2.50 each. They can be bought in multiples of 10.

6.9 Each Visitor Permit is valid for one calendar day and provides parking for one vehicle, which must be a passenger vehicle or car derived van (with a maximum laden weight less than 3.5 tonnes). Visitors' Permits can only be used for other vehicles with explicit consent from BCC in advance.

6.10 The Council or its agent (Chipside Ltd is the Council's Data Processor), may, at any time, require a resident to supply evidence to verify any information provided. Evidence relating to residency may include:

6.10.1 Council Tax documentation issued by BCC.

6.10.2 A BCC or Housing Association rent book or private tenancy agreement.

6.10.3 A utility bill or bank statement which is less than three months old.

6.10.4 Correspondence from a solicitor relating to the property purchase.

6.11 All Visitor Permits will be issued as virtual permits and residents will not receive paper scratchcards. There is no need to display a Visitor Permit in the vehicle. You **must activate** each Visitor Permit.

6.11.1 To do this you will need the Vehicle Registration Number of the vehicle and the date it will be parked.

6.11.2 It is the resident's responsibility to ensure the correct Vehicle Registration Number is input. An incorrect vehicle registration number may result in a Penalty Charge Notice being issued to the vehicle parked.

6.11.3 Visitors' Permits cannot be changed or cancelled once activated (unless you have set them up for a future date).

6.11.4. You can activate your Visitors' Permit in one of the following ways:

6.11.4.1 Online, using your MiPermit account

6.11.4.2 Using the MiPermit Smartphone App

6.11.4.3 By phone to MiPermit on 0345 5207007. (Lines are open 8am to 6pm Monday to Friday, 8am to 4pm Saturday, and 10am to 4pm Sundays and Bank Holidays.)

6.12 The Council reserves the right to issue paper scratchcards in exceptional circumstances, and if you are issued with paper scratchcards they must be correctly validated and displayed in the vehicle.

6.13 Any unused Visitors' Permits (free or chargeable) will expire 12 months from the date of issue.

6.14 For chargeable Visitors' Permits, the appropriate fee (as shown in paragraph 4.2) must be paid before any Visitor Permits will be issued.

6.15 The Council may cancel your Visitors' Permits in the circumstances listed below, and you will be given 48 hours' notice in writing. No refund will be due (except relating to paragraph 6.15.4, if there was an associated duplication of the payment).

6.15.1 You are no longer a resident of the household for which the Visitors' Permits were given.

6.15.2 Your initial payment was subsequently dishonoured.

6.15.3 You have not supplied acceptable evidence as described in paragraph 6.9.

6.15.4 The Visitors' Permits are duplicates, issued in error by the Council.

6.16 You may cancel your Visitors' Permits at any time. The Council will not issue a refund for unused Visitors' Permits.

7. Essential Visitors' Permits Terms & Conditions

7.1 Essential Visitors' Permits (EVPs) may be issued free of charge to the resident of any household within an RPS for use by an essential visitor to that resident. EVPs are valid within the defined boundary of the scheme for which the permit has been issued (unless any additional roads have been specifically designated for use and show the relevant zone designation on the local signage).

7.2 EVPs are valid in marked on street parking bays which are designated for their use (these are either Permit Only bays or bays which are signed as being for shared use by both for Permit Holders and Pay & Display customers) and in Permit Parking Areas (PPA) (indicated by entry signage).

7.3 **EVPs are not valid in Pay & Display Only bays** or where other restrictions apply. Permits are not valid in public or private Council Car Parks. Always read the local signage.

7.4 Residents' Parking Schemes improve the availability of parking spaces but having an EVP does not guarantee a space being available.

7.5 Subject to the clauses below, a household can apply for an EVP if a resident can demonstrate that:

7.5.1 They are in receipt of Attendance Allowance; or

7.5.2 They are in receipt of the care component of Disability Living Allowance or the daily living component of Personal Independence Payment; or

7.5.3 Their essential visitor is in receipt of Carer's Allowance in respect of the residents' own care needs.

7.6 Households which, since 1st August 2018, have a formal Car-Free or Low Car Advice attached to any planning consent are eligible for EVPs.

7.7 Households which have a Class M Council Tax exemption i.e. Halls of Residence are eligible for EVPs.

7.8 Residents wishing to apply for an EVP should fill out a contact form at www.bristol.gov.uk/contactrps, and the Council will contact you to discuss your requirements.

7.9 The form of EVP offered, will be that which best fits the care needs of the resident as determined by Council Officers. This could include:

7.9.1 A paper permit for use in multiple vehicles;

7.9.2 A virtual EVP linked permanently to a single vehicle;

7.9.3 A number of virtual daily EVPs which will need to be activated as required.

7.10 Once agreed, the MiPermit system will be configured to the individual households' requirements and residents can subsequently apply & manage their EVP online.

7.11 The MiPermit system will not store any personal information regarding resident's care needs. It will, however, contain a record of the documentation seen by BCC officers, for audit purposes.

7.12 All daily EVPs are issued as Virtual Permits and you will not receive paper scratchcards. There is no need to display a daily EVP in the vehicle. You **must activate** each daily EVP.

7.12.1 To do this you will need the Vehicle Registration Number of the vehicle and the date it will be parked.

7.12.2 It is the resident's responsibility to ensure the correct Vehicle Registration Number is input. An incorrect vehicle registration number may result in a Penalty Charge Notice being issued to the vehicle parked.

7.12.3 EVPs cannot be changed or cancelled once activated (unless you have set them up for a future date).

7.12.4 You can activate your EVP in one of the following ways:

7.12.4.1 Online, using your MiPermit account

7.12.4.2 Using the MiPermit Smartphone App

7.12.4.3 By phone to MiPermit on 0345 5207007. (Lines are open 8am to 6pm Monday to Friday, 8am to 4pm Saturday, and 10am to 4pm Sundays and Bank Holidays.)

7.13 All EVPs are valid for 12 months from the date of issue. Any unused daily EVPs will expire 12 months from the date of issue.

7.14 Each daily EVP is valid for one calendar day and provides parking for one vehicle

7.15 All EVPs are only valid for use in passenger vehicles or car derived vans (with a maximum laden weight less than 3.5 tonnes). EVPs can only be used for other vehicles with explicit consent from BCC in advance.

7.16 The Council or its Data Processor, Chipside Ltd, may, at any time, require an applicant or permit holder to supply evidence to verify any information provided. Evidence relating to residency may include:

7.16.1 Council Tax documentation issued by BCC.

7.16.2 A BCC or Housing Association rent book or private tenancy agreement.

7.16.3 A utility bill or bank statement which is less than three months old.

7.16.4 Correspondence from a solicitor relating to the property purchase.

7.17 The Council may cancel your EVPs in the circumstances listed below, and you will be given 48 hours' notice in writing.

7.17.1 You are no longer a resident of the household for which the EVP was given.

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7.17.2 The resident is no longer in receipt of Attendance Allowance, the care component of Disability Living Allowance or the daily living component of Personal Independence Payment

7.17.3 The essential visitor is no longer in receipt of Carer's Allowance in respect of the residents' own care needs.

7.17.4 You have not supplied acceptable evidence acceptable as described in paragraph 7.15.

7.17.5 The EVPs are duplicates, issued in error by the Council.

7.18 You may cancel your EVPs at any time.

7.19 If the essential visitor changes their vehicle and you have an annual virtual permit, you should cancel your existing permit and immediately reapply for a new EVP for the new vehicle.

7.20 Temporary cover for vehicles such as Courtesy Cars etc (formally known as "e cover") will no longer be provided. If your essential visitor needs to park a temporary vehicle you will need to use a Visitor Permit or pay to park in a Pay & Display bay.

7.21 You will be contacted, using the email address associated with your MiPermit account, to remind you when your EVP is due for renewal; however it is your responsibility to renew your permit. If you do not renew your EVP before its expiry date, it will no longer be valid and your essential visitor will be at risk of receiving a Penalty Charge Notice (PCN) if they continue to park in restricted areas.

7.22 If you have a paper permit and it is lost or stolen, you should fill out a contact form at www.bristol.gov.uk/contactrps. A replacement will be issued as soon as possible providing you are able to supply a Report my Loss reference number or a Crime Reference number in support of the loss or theft.

8. Business Permit Terms and Conditions

8.1 Business Permits are for the operational use of businesses only and are valid within the defined boundary of the scheme for which the permit has been issued (unless any additional roads have been specifically designated for use and show the relevant zone designation on the local signage).

8.2 Business permits are NOT to be used for staff parking.

8.3 Business Permits are valid in marked on street parking bays which are designated for their use (these are either Permit Only bays or bays which are signed as being for shared use by both for Permit Holders and Pay & Display customers) and in Permit Parking Areas (PPA) (indicated by entry signage).

8.4 **Business Permits are not valid in Pay & Display Only bays** or where other restrictions apply. Permits are not valid in public or private Council Car Parks. Always read the local signage.

8.5 Residents' Parking Schemes improve the availability of parking spaces but having a Business Permit does not guarantee a space.

8.6 Subject to paragraphs 8.6.2, 8.7, and 8.8, a maximum of seven Business Permits can be issued to a business located within the boundary of an RPS. Seven Business Permits will only be issued if the Council believes there to be sufficient capacity within the RPS to do so.

8.6.1 If a business operates from multiple addresses, it will be entitled to a maximum of seven permits for each individual address.

8.6.2 If multiple businesses operate from a single address, each business will be entitled to a maximum of seven permits.

8.7 Subject to paragraphs 8.6 and 8.8, businesses are also entitled to Customer Permits, for use by their customers (see Section 9 for full details). **The total number of Business and Customer Permits that each business may have (in any combination) is seven.**

8.8 Different rules apply in Clifton Village RPS:

8.8.1 The maximum number of discounted permits available to businesses who qualify for full (not partial) small business rate relief is 3 (in any combination of Business Permits and Customer Permits

8.8.2 Schools, charities & places of worship are entitled to 7 discounted rate permits (in any combination of Business & Customer Permits). Organisations meeting these criteria and wanting more than 3 permits should fill out a contact form at www.bristol.gov.uk/contactrps before submitting an application on the MiPermit portal.

8.8.3 Very large organisations may be entitled to more Business and/or Customer Permits. Please review the scheme rules at https://www.bristol.gov.uk/clifton-village-business-and-customer-parking-permits . Organisations meeting these criteria should fill out a contact form at www.bristol.gov.uk/contactrps before submitting an application on the MiPermit portal.

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8.9 Subject to the clauses below, a maximum of two vehicles can be added to one permit; however the Business Permit can only be used in one of these vehicles at a time. It is the business' responsibility to nominate the active vehicle using the MiPermit Smartphone App, through their online MiPermit account, or by calling MiPermit on 0345 5207007. (Lines are open 8am to 6pm Monday to Friday, 8am to 4pm Saturday, and 10am to 4pm Sundays and Bank Holidays.)

8.9.1 Business Permits can only be issued to the registered keeper of a vehicle. The registered keeper of a vehicle is defined as the business that uses the vehicle and is named on the V5C, or who is able to show, through the production of the V5C and a signed lease / long term hire agreement that they are the authorised user of the vehicle.

8.9.2 Alternatively, if the registered keeper is an individual, the business must confirm on company headed paper that the registered keeper is using the vehicle for business purposes and that the vehicle is insured for business use.

8.9.3 Business Permits can only be issued to passenger vehicles or car derived vans (with a maximum laden weight less than 3.5 tonnes). Permits for other vehicles can only be issued at the Council's discretion.

8.10 All Business Permits are issued as virtual permits and you will not receive a paper permit. There is no need to display a permit in the vehicle. Where two vehicle registration numbers have been added to one Business Permit, it is the business' responsibility to nominate the active vehicle, as described in paragraph 8.9.

8.11 The Council reserves the right to issue a paper permit in exceptional circumstances, and if you are issued with a paper permit it must be displayed in the vehicle.

8.12 Permits will be approved for 12 months from the date of issue. The appropriate fee (as shown in the table in paragraph 4.2) must be paid before a permit will be issued. Where two vehicle registration numbers have been added to one Business Permit and only one of the two is an electric vehicle, the zero rate fee for an electric vehicle will not apply.

8.12.1 You may select a 3 month permit duration in MiPermit and will be charged one quarter of the annual cost. If you select the 'autorenew' option, your permit will autorenew three times. After this, you will need to apply for a new permit. Auto-renewal will be subject to any price variation and will renew at the relevant price.

8.13 To qualify for Business Permits at the discounted rate, you must be able to demonstrate that you are a school, charity, place of worship or are entitled to full (not partial) small business rate relief.

8.14 The Council or its agent (Chipside Ltd is the Council's Data Processor), may, at any time, require a business to supply evidence to verify any information provided.

8.14.1 Evidence relating to vehicles may include:

8.14.1.1 A copy of the V5C which shows the business is the registered keeper.

8.14.1.2 A copy of the V5C which shows the Company as the registered keeper, together with a signed copy of the lease/hire agreement naming the business as the authorised user.

8.14.1.3 A copy of the V5C showing an individual is the registered keeper, plus confirmation from the business on company headed paper that the registered keeper is using the vehicle for business purposes and that the vehicle is insured for business use.

8.14.2 Evidence relating to the business' location may include:

8.14.2.1 National Non Domestic Rates documentation issued by BCC.

8.14.2.2 A utility bill which is less than three months old.

8.14.2.3 Correspondence from a solicitor showing that the business owns or rents the property.

8.15.3. Evidence confirming eligibility for discounted rate Business Permits may include:

8.15.3.1. Confirmation that they are a school (as defined in Section 4 of the Education Act 1996)

8.15.3.2. Confirmation that they are a charity (as defined in Section 1 of the Charities Act 2011)

8.15.3.3. Confirmation that they are a place of worship (as defined in Section 10 of the Equalities Act 2010)

8.15.3.4. Confirmation that they are in receipt of full small business rate relief.

8.15 The Council may cancel your Business Permit in the circumstances listed below, and you will be given 48 hours' notice in writing. No refund will be due (except relating to paragraph 8.16.68.16.5, if there was an associated duplication of the payment).

8.16.1. The business or school or charity or place of worship to which the Business Permit was given no longer exists at the address to which the Business Permit was issued.

8.16.2. The business is no longer the keeper of the vehicle to which the Business Permit was issued.

8.16.3. Your initial payment was subsequently dishonoured.

8.16.4. You have not supplied acceptable evidence as described in paragraph 8.14.

8.16.5. The vehicle to which the Business Permit was assigned has been adapted and is no longer a passenger vehicle or a car derived van with a max laden weight less than 3.5 tonnes.

8.16.6. The permit is a duplicate, issued in error by the Council.

8.16 You may cancel your Business Permit at any time. The Council will issue a pro rata refund for any time remaining between the cancellation date and the Business' Permit's normal expiry date.

8.17 You will be contacted, using the email address associated with your MiPermit account, to remind you when your Business Permit is due for renewal; however it is your responsibility to renew your permit. If you do not renew your Business Permit before its expiry date, it will no longer be valid and you will be at risk of receiving a Penalty Charge Notice (PCN) if you continue to park in restricted areas.

8.18 Temporary cover for vehicles such as Courtesy Cars etc (formally known as “e cover”) will no longer be provided. If you need to park a temporary vehicle you will need to park in a Pay & Display bay.

8.19 If you change your vehicle permanently, you should cancel your existing Business Permit and immediately reapply for a new Business Permit for your new vehicle. You will need to pay for a new 3 or 12 month permit, but you will receive a pro rata refund for any unused time on the Business Permit that you cancel.

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9. Customer Permit Terms & Conditions

9.1 Customer Permits are for the use of customers of a business within an RPS and are valid within the defined boundary of the scheme for which the permit has been issued (unless any additional roads have been specifically designated for use and show the relevant zone designation on the local signage).

9.2 Customer Permits are NOT to be used for staff parking.

9.3 Customer Permits are valid in marked on street parking bays which are designated for their use (these are either Permit Only bays or bays which are signed as being for shared use by both for Permit Holders and Pay & Display customers) and in Permit Parking Areas (PPA) (indicated by entry signage).

9.4 **Customer Permits are not valid in Pay & Display Only bays** or where other restrictions apply. Permits are not valid in public or private Council Car Parks. Always read the local signage.

9.5 Residents' Parking Schemes improve the availability of parking spaces but having a Customer Permit does not guarantee a space.

9.6 Subject to paragraphs 9.7 and 9.8, a maximum of seven Customer Permits can be issued to a business located within the boundary of an RPS. Seven Customer Permits will only be issued if the Council believes there to be sufficient capacity within the RPS to do so.

9.6.1 If a business operates from multiple addresses, it will be entitled to a maximum of seven permits for each individual address.

9.6.2 If multiple businesses operate from a single address, each business will be entitled to a maximum of seven permits.

9.7 Subject to paragraphs 9.6 and 9.8, businesses are also entitled to Business Permits, for operational use by the business (see Section 8 for full details). **The total number of Business and Customer Permits that each business may have (in any combination) is seven.**

9.8 Different rules apply in Clifton Village RPS:

9.8.1 The maximum number of discounted permits available to businesses who qualify for full (not partial) small business rate relief is 3 (in any combination of Business Permits and Customer Permits

9.8.2 Schools, charities & places of worship are entitled to 7 discounted rate permits (in any combination of Business & Customer Permits). Organisations meeting these criteria and wanting more than 3 permits should fill out a contact form at www.bristol.gov.uk/contactrps before submitting an application on the MiPermit portal.

9.8.3 Very large organisations may be entitled to more Business and/or Customer Permits. Please review the scheme rules at https://www.bristol.gov.uk/clifton-village-business-and-customer-parking-permits . Organisations meeting these criteria should fill out a contact form at www.bristol.gov.uk/contactrps before submitting an application on the MiPermit portal.

9.9 Customer Permits can only be used in passenger vehicles or car derived vans (with a maximum laden weight less than 3.5 tonnes). Permits for other vehicles can only be issued at the Council's discretion.

9.10 No car repair and/or garage business shall use a Customer Permit:

9.10.1 To enable the storage of vehicles

9.10.2 To enable the sale of vehicles

9.10.3 To enable the repair or maintenance of vehicles (unless such work is necessary to enable a broken down vehicle to be moved).

9.11 All Customer Permits are issued as paper permits, which must be displayed in the vehicle.

9.11.1 Lost or stolen Customer Permits will not be replaced or refunded.

9.12 The Council reserves the right to require a business to activate the Customer Permit with each and every vehicle registration number in which it is used. The process for this will be communicated at the time the requirement is introduced and these Terms and Conditions will be updated accordingly.

9.13 Permits will be approved for 12 months from the date of issue. The appropriate fee (as shown in the table in paragraph 4.2) must be paid before a permit will be issued.

9.13.1 You may select a 3 month permit duration in MiPermit and will be charged one quarter of the annual cost. If you select the 'autorenew' option, your permit will autorenew three times. After this, you will need to apply for a new permit. Auto-renewal will be subject to any price variation and will renew at the relevant price.

9.14 To qualify for Customer Permits at the discounted rate, you must be able to demonstrate that you are a school, charity, place of worship or are entitled to full (not partial) small business rate relief.

9.15 The Council or its agent (Chipside Ltd is the Council's Data Processor), may, at any time, require a business to supply evidence to verify any information provided.

9.15.1 Evidence relating to the business' location may include:

9.15.1.1 National Non Domestic Rates documentation issued by BCC.

9.15.1.2 A utility bill which is less than three months old.

9.15.1.3 Correspondence from a solicitor showing that the business owns or rents the property.

9.15.2 Evidence confirming eligibility for discounted rate Business Permits may include:

9.15.2.1 Confirmation that they are a school (as defined in Section 4 of the Education Act 1996)

9.15.2.2 Confirmation that they are a charity (as defined in Section 1 of the Charities Act 2011)

9.15.2.3 Confirmation that they are a place of worship (as defined in Section 10 of the Equalities Act 2010)

9.15.2.4 Confirmation that they are in receipt of full small business rate relief.

9.16 The Council may cancel your Customer Permit in the circumstances listed below, and you will be given 48 hours' notice in writing. No refund will be due (except relating to paragraph 9.16.4, if there was an associated duplication of the payment)

9.16.1 The business or school or charity or place of worship to which the Customer Permit was given no longer exists at the address to which the Customer Permit was issued.

9.16.2 Your initial payment was subsequently dishonoured.

9.16.3 You have not supplied acceptable evidence as described in paragraph 9.15

9.16.4 The permit is a duplicate, issued in error by the Council.

9.17 You may cancel your Customer Permit at any time. The Council will not issue a refund for cancelled Customer Permits.

9.18 You will be contacted, using the email address associated with your MiPermit account, to remind you when your Customer Permit is due for renewal; however it is your responsibility to renew your permit. If you do not renew your Customer Permit before its expiry date, it will no longer be valid and your customer will be at risk of receiving a Penalty Charge Notice (PCN) if you continue to use it.

10. Blue Badge Permits Terms & Conditions

10.1 Blue Badge Permits are valid in marked on street disabled parking bays within the defined boundary of the scheme for which the permit has been issued (unless any additional roads have been specifically designated for use and show the relevant zone designation on the local signage).

10.2 Blue Badge Permits are not valid in:

10.2.1 Pay & Display Only bays

10.2.2 Permit Holder Only bays

10.2.3 Bays which are signed as being for shared use by both for Permit Holders and Pay & Display customers

10.2.4 Loading bays

10.2.5 Car Club bays

10.2.6 Public or private Council Car Parks.

10.3 Within an RPS, disabled parking bays are generally installed close to shops and other community facilities or near the property of a disabled person who has successfully applied for a disabled parking bay near their home.

10.4 A disabled parking bay can be used by any vehicle displaying a Blue Badge Permit or a Blue Badge.

10.5 A resident of an address within a Residents Parking Scheme area, who is also a Blue Badge holder and who has successfully applied for a disabled parking bay to be installed near their home, may apply for a Blue Badge Permit.

10.5.1 A resident who meets these criteria should fill out a contact form at www.bristol.gov.uk/contactrps before submitting an application on the MiPermit portal.

10.5.2 The Bue Badge must be registered with the Department of Transport and Bristol City Council at the address for which the Blue Badge Permit is to be issued.

10.6 Subject to the clauses below, a maximum of two vehicles can be added to one Blue Badge Permit; however the Blue Badge Permit can only be used in one of those vehicles at a time. It is the residents' responsibility to nominate the active vehicle using the MiPermit Smartphone App, through their online MiPermit account, or by calling MiPermit on 0345 5207007. (Lines are open 8am to 6pm Monday to Friday, 8am to 4pm Saturday, and 10am to 4pm Sundays and Bank Holidays.)

10.6.1 Blue Badge Permits can only be issued to the registered keeper of a vehicle. The registered keeper of a vehicle is defined as the person who uses the vehicle and who is named on the V5C, or who is able to show, through the production of the V5C and a signed lease / long term hire agreement / confirmation from their employer on Company headed paper, that they are the authorised user of the vehicle.

10.6.2 Residents' Permits can only be issued to passenger vehicles or car derived vans (with a maximum laden weight less than 3.5 tonnes). Permits for other vehicles can only be issued at the Council's discretion.

10.7 The Council or its agent (Chipside Ltd is the Council's Data Processor), may, at any time, require a resident to supply evidence to verify any information provided.

10.7.1 Evidence relating to vehicles may include:

10.7.1.1 A copy of the V5C which shows the resident is the registered keeper.

10.7.1.2 In the case of a company car, a copy of the V5C which shows the Company as the registered keeper, together with an official letter from the Company naming the resident as the authorised user.

10.7.1.3 In the case of a lease/long term hire vehicle, a copy of the V5C which shows the Company as the registered keeper, together with a signed copy of the lease/hire agreement naming the resident as the authorised user.

10.7.2 Evidence relating to residency may include:

10.7.2.1 Council Tax documentation issued by BCC.

10.7.2.2 A BCC or Housing Association rent book or private tenancy agreement.

10.7.2.3 A utility bill or bank statement which is less than three months old.

10.7.2.4 Correspondence from a solicitor relating to the property purchase.

10.8 All Blue Badge Permits are issued as Virtual Permits and residents will not receive a paper permit. There is no need to display a permit in the vehicle. Where two vehicle registration numbers have been added to one Blue Badge Permit, it is the resident's responsibility to nominate the active vehicle, as described in paragraph 10.6.

10.9 The Council reserves the right to issue a paper permit in exceptional circumstances, and if you are issued with a paper permit it must be displayed in the vehicle.

10.10 Permits will be valid for 12 months from the date of issue.

10.11 The Council may cancel your Blue Badge Permit in the circumstances listed below, and you will be given 48 hours' notice in writing.

10.11.1 You are no longer a resident of the household for which the Blue Badge Permit was given.

10.11.2 You are no longer the keeper of the vehicle to which the Blue Badge Permit was issued.

10.11.3 You have not supplied acceptable evidence as described in paragraph 10.7.

10.11.4 The vehicle to which the Residents' Permit was assigned has been adapted and is no longer a passenger vehicle or a car derived van with a max laden weight less than 3.5 tonnes.

10.11.5 The permit is a duplicate, issued in error by the Council.

10.12 You may cancel your Blue Badge Permit at any time.

10.13 You will be contacted, using the email address associated with your MiPermit account, to remind you when your Blue Badge Permit is due for renewal; however it is your responsibility to renew your permit. If you do not renew your Blue Badge Permit before its expiry date, it will no longer be valid and you will be at risk of receiving a Penalty Charge Notice (PCN) if you continue to park in a disabled parking bay without displaying your Blue Badge.

10.14 Temporary cover for vehicles such as Courtesy Cars etc (formally known as “e cover”) will no longer be provided. If you need to park a temporary vehicle you will need to use your Blue Badge, a Visitor Permit or pay to park in a Pay & Display bay.

10.15 If you change your vehicle permanently, you should cancel your existing Blue Badge Permit and immediately reapply for a new Residents’ Permit for your new vehicle.

11. Traders Permit Terms & Conditions

11.1 Traders Permits are for the operational use of businesses conducting trade activity or activities at addresses within one or more Residents Parking Scheme (RPS) or Permit Parking Areas (PPA).

11.1.1 Trade activities are defined as the carrying out of one or more of the following activities:

Aerial fitting.

Bathroom fitting.

Building.

Carpentry.

Carpet fitting.

Decorating.

Electrical installation or maintenance.

Gardening.

Gas fitting/installation.

Insulation installation.

Joinery.

Kitchen fitting.

Masonry.

Painting.

Plumbing.

Roofing.

Tiling.

Tree surgery.

Window installation.

11.1.2 Other trade activity or activities will be considered on a case-by-case basis.

11.2 Traders Permits are not to be used for staff parking for commuter purposes where the business is located within a RPS or PPA area.

11.3 Traders Permits are valid in marked on-street parking bays which are designated for their use (these are either Permit Only bays or bays which are signed as being for shared use by both for Permit Holders and Pay & Display customers) and in Permit Parking Areas (PPA) (indicated by entry signage).

11.4 **Traders Permits are not valid in Pay & Display Only** bays or where other restrictions apply. Permits are not valid in public or private Council Car Parks. Always read the local signage.

11.5 Residents' Parking Schemes improve the availability of parking spaces but having a Traders Permit does not guarantee a space.

11.6 Traders Permits are available as vehicle specific annual permits and/or as Traders Daily Permits.

11.6.1 Traders Daily Permits are sold in batches of 25 with a maximum of three issues of a batch of 25 within any 12-month period to any one business.

11.6.2 Each Traders Daily Permit is valid for one calendar day and provides parking for one vehicle, which must be a passenger vehicle or car derived van (with a maximum laden weight less than 3.5 tonnes). Daily Traders Permits can only be used for other vehicles with explicit consent from Bristol City Council in advance.

11.6.3 Traders Daily Permits will be issued as virtual permits and traders will not receive paper scratchcards. There is no need to display a Traders Daily Permit in the vehicle. You **must activate** each Traders Daily Permit.

11.6.3.1 To do this you will need the Vehicle Registration Number of the vehicle and the date that it will be parked

11.6.3.2 It is the permit holder's responsibility to ensure that the correct Vehicle Registration Number is inputted. An incorrect Vehicle Registration Number may result in a Penalty Charge Notice being issued to the vehicle parked.

11.6.3.3 Traders Daily Permits cannot be changed or cancelled once activated (unless they have been set up for a future date).

11.6.3.4 Traders Daily Permits may be activated either online, using your Mipermit account, using the MiPermit Smartphone App or by phone to MiPermit on 0345 5207007 (Lines are open 8am to 6pm Monday to Friday, 8am to 4pm Saturday, and 10am to 4pm Sundays and Bank Holidays.)

11.6.3.5 The council reserves the right to issue paper scratchcards in exceptional circumstances and, if you are issued paper scratchcards, they must be correctly validated and displayed in the vehicle.

11.6.3.6 Daily Traders Permits are valid for a year from the date of purchase and will expire 12 months from the date of issue.

11.6.3.7 You may cancel your Daily Traders Permits at any time. Bristol City Council will not issue a refund for any unused Daily Traders Permits.

11.7 Subject to the clauses below, a maximum of two vehicles can be added to one annual permit; however, the Traders Permit can only be used in one of these vehicles at a time. It is the business' responsibility to nominate the active vehicle using the MiPermit Smartphone App, through their online MiPermit account, or by calling MiPermit on 0345 5207007. (Lines are open 8am to 6pm Monday to Friday, 8am to 4pm Saturday, and 10am to 4pm Sundays and Bank Holidays.)

11.7.1 Traders Permits can only be issued to the registered keeper of a vehicle. The registered keeper of a vehicle is defined as the business that uses the vehicle and is named on the V5C, or who is able to show, through the production of the V5C and a signed lease / long term hire agreement that they are the authorised user of the vehicle.

11.7.2 Alternatively, if the registered keeper is an individual, the business must confirm on company headed paper that the registered keeper is using the vehicle for business purposes and that the vehicle is insured for business use.

11.7.3 Traders Permits can only be issued to passenger vehicles or car derived vans (with a maximum laden weight less than 3.5 tonnes). Permits for other vehicles can only be issued at the Council's discretion.

11.8 All annual Traders Permits are issued as virtual permits and you will not receive a paper permit. There is no need to display a permit in the vehicle. Where two vehicle registration numbers have been added to one annual Traders Permit, it is the business' responsibility to nominate the active vehicle, as described in paragraph 11.8.

11.9 The Council reserves the right to issue a paper permit in exceptional circumstances, and if you are issued with a paper permit it must be displayed in the vehicle.

11.10 Permits will be approved for 12 months from the date of issue. The appropriate fee (as shown in the table in paragraph 4.2) must be paid before a permit will be issued.

11.11 The Council or its agent (Chipside Ltd is the Council's Data Processor), may, at any time, require a business to supply evidence to verify any information provided.

11.11.1 Evidence relating to vehicles may include:

11.11.1.1 A copy of the V5C which shows the business is the registered keeper.

11.11.1.2 A copy of the V5C which shows the company as the registered keeper, together with a signed copy of the lease/hire agreement naming the business as the authorised user.

11.11.1.3 A copy of the V5C showing an individual is the registered keeper, plus confirmation from the business on company headed paper that the registered keeper is using the vehicle for business purposes and that the vehicle is insured for business use.

11.11.2 Confirmation of the nature of your trade (for example: an advert, letterhead or invoice) and/or your Company Registration Number.

11.11.3 A current copy of their Professional Indemnity Insurance or Public Liability Insurance in the name of the business.

11.12 The Council may cancel your annual Traders Permit in the circumstances listed below, and you will be given 48 hours' notice in writing. No refund will be due (except relating to paragraph 11.13.5, if there was an associated duplication of the payment).

11.12.1 The business is no longer the keeper of the vehicle to which the annual Traders Permit was issued.

11.12.2 Your initial payment was subsequently dishonoured.

11.12.3 You have not supplied acceptable evidence as described in paragraph 11.12.

11.12.4 The vehicle to which the annual Traders Permit was assigned has been adapted and is no longer a passenger vehicle or a car derived van with a max laden weight less than 3.5 tonnes.

11.12.5 The permit is a duplicate, issued in error by the Council.

11.13 You may cancel your annual Traders Permit at any time. The Council will issue a pro rata refund for any time remaining between the cancellation date and the Traders Permit's normal expiry date.

11.14 You will be contacted, using the email address associated with your MiPermit account, to remind you when your annual Traders Permit is due for renewal; however, it is your responsibility to renew your permit. If you do not renew your annual Traders Permit before its expiry date, it will no longer be valid, and you will be at risk of receiving a Penalty Charge Notice (PCN) if you continue to park in restricted areas.

11.15 Temporary cover for vehicles such as Courtesy Cars etc (formally known as "e cover") will no longer be provided. If you need to park a temporary vehicle you will need to park in a Pay & Display Bay and pay the appropriate charge or make use of a Daily Traders Permit.

11.16 If you change your vehicle permanently, you should cancel your existing annual Traders Permit and immediately reapply for a new annual Traders Permit for your new vehicle. You will need to pay for a new permit, but you will receive a pro rata refund for any unused time on the annual Traders Permit that you cancel.

12. Medical Permits Terms & Conditions

12.1 Medical Permits are for the operational use of professional carers who undertake the provision of domiciliary healthcare (the provision of healthcare within the home) at addresses within one or more Residents Parking Scheme (RPS) or Permit Parking Areas (PPA).

12.1.1 Professional carers are defined as a registered healthcare provider (i.e. doctors, nurses, health and social care service personnel and community care personnel) operating through either the council or the NHS, care providers registered with the Care Quality Commission or any other provider who is registered with the Health & Care Professions Council.

12.2 Medical Permits are not to be used for staff parking for commuter purposes where the care provider is located within a RPS or PPA area.

12.3 Medical Permits are valid in marked on-street parking bays which are designated for their use (these are either Permit Only bays or bays which are signed as being for shared use by both for Permit Holders and Pay & Display customers) and in Permit Parking Areas (PPA) (indicated by entry signage).

12.4 **Medical Permits are not valid in Pay & Display Only** bays or where other restrictions apply. Permits are not valid in public or private Council Car Parks. Always read the local signage.

12.5 Residents Parking Schemes improve the availability of parking spaces but having a Medical Permit does not guarantee a space.

12.6 Medical Permits are available as vehicle specific annual permits.

12.7 Subject to the clauses below, a maximum of two vehicles can be added to one annual permit; however, the Medical Permit can only be used in one of these vehicles at a time. It is the permit holder's to nominate the active vehicle using the MiPermit Smartphone App, through their online MiPermit account, or by calling MiPermit on 0345 5207007. (Lines are open 8am to 6pm Monday to Friday, 8am to 4pm Saturday, and 10am to 4pm Sundays and Bank Holidays.)

12.7.1 Medical Permits can only be issued to the registered keeper of a vehicle. The registered keeper of a vehicle is defined as the care provider that uses the vehicle and is named on the V5C, or who is able to show, through the production of the V5C and a signed lease / long term hire agreement that they are the authorised user of the vehicle.

12.7.2 Medical Permits can only be issued to passenger vehicles or car derived vans (with a maximum laden weight less than 3.5 tonnes). Permits for other vehicles can only be issued at the Council's discretion.

12.8 All annual Medical Permits are issued as virtual permits and you will not receive a paper permit. There is no need to display a permit in the vehicle. Where two vehicle registration numbers have been added to one annual Medical Permit, it is the business' responsibility to nominate the active vehicle, as described in paragraph 12.7.

12.9 The Council reserves the right to issue a paper permit in exceptional circumstances, and if you are issued with a paper permit it must be displayed in the vehicle.

12.10 Permits will be approved for 12 months from the date of issue. The appropriate fee (as shown in the table in paragraph 4.2) must be paid before a permit will be issued.

12.11 The Council or its agent (Chipside Ltd is the Council's Data Processor), may, at any time, require a care provider to supply evidence to verify any information provided.

12.11.1 Evidence relating to vehicles may include:

12.11.1.1 A copy of the V5C which shows the care provider is the registered keeper.

12.11.1.2 A copy of the V5C which shows a company as the registered keeper, together with a signed copy of the lease/hire agreement naming the care provider as the authorised user.

12.11.1.3 A copy of the V5C showing an individual is the registered keeper, plus confirmation from the business on company headed paper that the registered keeper is using the vehicle for care purposes and that the vehicle is insured for business use.

12.11.2 Confirmation that the permit holder is a registered healthcare provider operating through either the council or the NHS, is a care provider registered with the care Quality Commission or any other provider who is registered with the Health & Care Professions Council, who undertakes the provision of domiciliary healthcare (i.e. healthcare within the home). This would usually take the from of a letter from their employer on headed paper confirming that they are a registered healthcare provider.

12.11.3 A current copy of their vehicle insurance document confirming that the vehicle is insured for business use. This may also be confirmed within a letter from their employer on headed paper that also confirms that they undertake the provision of domiciliary healthcare as referenced in paragraph 12.11.2.

12.12 The Council may cancel your annual Medical Permit in the circumstances listed below, and you will be given 48 hours' notice in writing. No refund will be due (except relating to paragraph 12.12.5, if there was an associated duplication of the payment).

12.12.1 The care provider is no longer the keeper of the vehicle to which the annual Medical Permit was issued.

12.12.2 Your initial payment was subsequently dishonoured.

12.12.3 You have not supplied acceptable evidence as described in paragraph 12.11.

12.12.4 The vehicle to which the annual Medical Permit was assigned has been adapted and is no longer a passenger vehicle or a car derived van with a max laden weight less than 3.5 tonnes.

12.12.5 The permit is a duplicate, issued in error by the Council.

12.13 You may cancel your annual Medical Permit at any time. The Council will issue a pro rata refund for any time remaining between the cancellation date and the Medical Permit's normal expiry date.

12.14 You will be contacted, using the email address associated with your MiPermit account, to remind you when your annual Medical Permit is due for renewal; however, it is your responsibility to renew your permit. If you do not renew your annual Medical Permit before its

expiry date, it will no longer be valid, and you will be at risk of receiving a Penalty Charge Notice (PCN) if you continue to park in restricted areas.

12.15 Temporary cover for vehicles such as Courtesy Cars etc (formally known as “e cover”) will no longer be provided. If you need to park a temporary vehicle you will need to park in a Pay & Display Bay and pay the appropriate charge or make use of a resident’s Visitors Permit.

12.16 If you change your vehicle permanently, you should cancel your existing annual Medical Permit and immediately reapply for a new annual Medical Permit for your new vehicle. You will need to pay for a new permit, but you will receive a pro rata refund for any unused time on the annual Medical Permit that you cancel.