Pre-Paid Parking Tickets – Terms & Conditions

The use of Pre-Paid Parking Tickets 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

- Pre-Paid Parking Tickets are valid at either Trenchard Street OR West End Multi-Storey Car Parks.
- Tickets are sold in packs of 20 individual paper tickets.
- Each ticket is validated at the time of first exit using the unique QR code printed on the ticket and remains valid until midnight on the same day as the date of validation.
- Multiple entries and exits on the same day, using the same ticket, are allowed.
- Park in marked bays only.
- Unreserved bays in West End and all bays in Trenchard are open to the general public. Pre-paid ticket holders are not guaranteed spaces in the event that the car park is full.

General Conditions

- Pre-paid tickets are not for resale.
- Any misuse of Pre-Paid Parking Tickets may result in the issuing of a Penalty Charge Notice, the potential removal of the vehicle and the withdrawal of the Pre-Paid Parking Tickets.
- In the unlikely event that your Pre-Paid tickets do not work, please contact parking.permits@bristol.gov.uk.
- Pre-Paid tickets will be valid for a minimum of 12 months from the date of issue.
- Expired tickets will not be refunded or exchanged unless there are exceptional circumstances. The Council's decision in this matter is final.

Payments

- An invoice will be issued for all Pre-Paid Parking Tickets
- Payment must be made in full according to the terms on the invoice.
- Parking Services may refuse to sell additional Pre-Paid Parking Tickets if any debt remains outstanding on previous invoices.
- All permits incur VAT at the standard rate.

Lost or Stolen Pre-Paid Parking Permits

- Please look after your Pre-Paid Parking Tickets as they cannot be replaced if lost or stolen.
- Tickets will either be hand delivered or sent by a 'signed for' postage method depending on your delivery address and the number of tickets purchased.

Cancelling your Pre-Paid Parking Permits

- Subject to payment of a £30.00 cancellation fee, you may cancel and return any Pre-Paid Parking Tickets if you no longer need them. Tickets must still be in date. You will receive a pro-rata refund less the £30.00 cancellation fee. Please write to parking.permits@bristol.gov.uk to arrange the return of your tickets.