

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 use and remains valid for 1 day.
- Multiple entries and exits on the same day, using the same ticket are allowed.
- Pre-paid tickets will enable customers to access the customer lifts at Trenchard Street.
- 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 at least 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.