



Bristol City Council Liveable Neighbourhoods Bus Gate Exemptions

Terms and Conditions

Table 1 Version control

Version	Date Published	Notes
1.0	December 2024	First issue.
2.0	March 2025	Addition of Blue Badge and Low Income Household bus gate exemptions.
3.0	May 2025	Amendments to paragraphs 4.2.3.3 and 4.2.3.3.1 to remove the requirement for the vehicle to be registered to an address within the East Bristol Liveable Neighbourhood for a Blue Badge exemption. Addition of paragraph 4.2.3.3.2 regarding company and leased vehicles for Blue Badge exemptions.
4.0	February 2026	Addition of Pile Marsh exemption

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2. Introduction

2.1 This document sets out Bristol City Council's (BCC) Terms and Conditions relating to bus gate exemptions within Liveable Neighbourhood scheme areas.

3. General Terms

3.1 In applying for any exemption described in this document, the applicant accepts these terms and conditions.

3.2 The Council reserves the right to:

3.2.1 update this document from time to time.

3.2.2 request additional evidence to verify any exemption application.

3.2.3 cancel any exemption where the applicant is no longer believed to be entitled to it.

3.2.4 cancel any exemption where wilful misuse has been identified.

3.2.5 refuse any application or renewal of any of any exemption if there has been a previously fraudulent application or wilful misuse on the part of the applicant.

3.3 If an exemption is cancelled, the registered keeper of the vehicle will be liable for any Penalty Charge Notice incurred by driving through the bus gate without a valid exemption.

3.4 Exemptions are recorded digitally. Paper exemption certificates will not be issued.

3.5 Exemptions are issued free-of-charge to the exemption holder.

3.6 The Council's Privacy Notice relating to the administration of Liveable Neighbourhood Bus Gate exemptions can be found at [Privacy statement: what we do with your personal data](#)

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

4. East Bristol Liveable Neighbourhood Exemption types

4.1 Authorised Vehicles

4.1.1 The types of vehicles listed in 4.1.2 are authorised vehicles and are permitted to travel through Bus Gates in the scheme area.

4.1.2 Buses

Emergency Services Vehicles

Bicycles

Solo motorcycles

Taxis & Private Hire Vehicles

4.2 Special exemptions

4.2.1 Professional carers who work in the homes of residents within a liveable neighbourhood are eligible for a bus gate exemption subject to the clauses below.

4.2.1.1 A professional carer is defined as any person who is 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) who undertakes the provision of domiciliary healthcare (i.e. healthcare within the home).

4.2.1.2 The applicant must demonstrate that they are a professional carer who undertakes domiciliary healthcare within homes within the East Bristol Liveable Neighbourhood. This would be confirmed by providing a letter from their employer on headed paper.

4.2.1.3 The applicant must demonstrate that they are the registered keeper of the vehicle for which they are applying for a bus gate exemption by providing a current copy of a vehicle registration document (V5C or ‘log book’) issued by the Driver & Vehicle Licensing Agency showing the name and address of the registered keeper, or where the vehicle is owned by a business (including leased vehicles), an official letter or a signed copy of the lease/hire agreement naming the applicant as the authorised user.

4.2.1.4 The applicant must demonstrate the vehicle is insured for business purposes by providing a copy of their current vehicle insurance document or a recent letter from their employer on headed paper confirming that they demonstrate to their employer that their vehicle is insured for business purposes.

4.2.2 Residents of the East Bristol Liveable Neighbourhood whose vehicle has a disabled tax class are eligible for a bus gate exemption, subject to the clauses below.

4.2.2.1 The applicant must demonstrate that they live within the East Bristol Liveable Neighbourhood. Evidence of residency may include:

- 4.2.2.1.1 Council tax documentation issued by Bristol City Council
- 4.2.2.1.2 A Bristol City Council or Housing Association rent book or private tenancy agreement.
- 4.2.2.1.3 A utility bill or bank statement which is less than three months old.
- 4.2.2.1.4 Correspondence from a solicitor relating to the property purchase.

4.2.2.2 The applicant must demonstrate that the vehicle for which they are applying for an exemption is registered to their address in the East Bristol Liveable Neighbourhood and be in receipt of the disabled tax class.

- 4.2.2.2.1 Evidence relating to disabled tax class would be a current copy of a vehicle registration document (V5C or 'log book') issued by the Driver & Vehicle Licensing Agency showing the address to which the vehicle is registered and the tax class to be disabled.

4.2.3 Residents of the East Bristol Liveable Neighbourhood who hold a valid disabled Blue Badge are eligible for a bus gate exemption, subject to the clauses below.

4.2.3.1 The applicant must demonstrate that they live within the East Bristol Liveable Neighbourhood. Evidence of residency may include:

- 4.2.3.1.1 Council tax documentation issued by Bristol City Council
- 4.2.3.1.2 A Bristol City Council or Housing Association rent book or private tenancy agreement.
- 4.2.3.1.3 A utility bill or bank statement which is less than three months old.
- 4.2.3.1.4 Correspondence from a solicitor relating to the property purchase.

4.2.3.2 The applicant must demonstrate that they, or the person on whose behalf they are acting, holds a valid Blue Badge that is registered with Bristol City Council at the application address within the East Bristol Liveable Neighbourhood.

4.2.3.3 The applicant must demonstrate that the vehicle for which they are applying for an exemption is registered to an address in the Bristol area.

- 4.2.3.3.1 Evidence relating to the address at which the vehicle is registered would be a current copy of a vehicle registration document (V5C or 'log book') issued by the Driver & Vehicle Licensing Agency showing the address to which the vehicle is registered.

4.2.3.3.2 Where the vehicle is owned by a business (including leased vehicles), an official letter from the business, or a signed copy of a current lease/hire agreement, naming the applicant as the authorised user and allowing for personal use of the vehicle, must be supplied in addition to the V5C.

4.2.3.4 Where the registered keeper of the vehicle is not the person named on the Blue Badge, the applicant must demonstrate that the registered keeper lives at the address listed on the V5C. Evidence of residency may include:

- 4.2.3.1.1 A current driving licence.
- 4.2.3.1.2 Council tax documentation issued by Bristol City Council
- 4.2.3.1.3 A Bristol City Council or Housing Association rent book or private tenancy agreement.
- 4.2.3.1.4 A utility bill or bank statement which is less than three months old.
- 4.2.3.1.5 Correspondence from a solicitor relating to the property purchase.

4.2.4 Professional carers, disabled tax class and Blue Badge exemptions are applied for via the MiPermit Smartphone App or through the applicant's online MiPermit account at [MiPermit](#).

- 4.2.4.1 Exemptions will be granted for a calendar year from the date of approval.
- 4.2.4.2 The exemption is vehicle specific and cannot be transferred to another vehicle.
- 4.2.4.3 If the exemption holder changes vehicle or no longer requires the existing exemption they should request the cancellation of the existing exemption by emailing parking.permits@bristol.gov.uk.
- 4.2.4.4 Where an exemption is required for a new vehicle then a new application should be submitted for that vehicle.
- 4.2.4.5 Exemption holders will be contacted, using the email address associated with their MiPermit account, to remind them when their exemption is due to expire. It is the exemption holder's responsibility to renew their exemption before its expiry date. If the exemption is not renewed it will no longer be valid and they will be at risk of receiving a Penalty Charge Notice (PCN) if they drive through a bus gate.
- 4.2.4.6 If an exemption is to be cancelled prior to its expiry date, the exemption holder will be informed with a minimum of 48 hours' notice via the email address associated with their MiPermit account.
- 4.2.4.6 Temporary exemptions for courtesy cars, short-term hire cars etc will not be provided.

4.2.5 Parents or carers of children with special educational needs and disability (SEND) who live within the East Bristol Liveable Neighbourhood and who receive a [personal travel budget](#) for their child are eligible for bus gate exemptions. Eligibility is managed by the Home to School Travel team who can be contacted via home.school.travel@bristol.gov.uk

4.2.6 Residents who live within the East Bristol Liveable neighbourhood who are on a low income and need to drive to work are eligible for a bus gate exemption, subject to the clauses below. The exemption is valid for a one-off 12 month period and cannot be renewed. Applications should be made via the on-line application form at [East Bristol Liveable Neighbourhood bus gates](#)

4.2.6.1 The applicant must demonstrate that they are in receipt of Housing Benefit, Universal Credit or the Council Tax reduction scheme at the application address.

4.2.6.1.1 Evidence relating to being in receipt of Housing Benefit, Universal Credit or the Council Tax reduction scheme would be a copy of recent award letters or council tax bills confirming that the applicant is currently in receipt of one of these benefits.

4.2.6.2 The applicant must demonstrate that the vehicle for which they are applying for an exemption is registered to the application address in the East Bristol Liveable Neighbourhood.

4.2.6.2.1 Evidence relating to the address at which the vehicle is registered would be a current copy of a vehicle registration document (V5C or 'log book') issued by the Driver & Vehicle Licensing Agency showing the address to which the vehicle is registered.

4.2.6.3 The applicant must demonstrate that they are employed for more than 18 hours per week.

4.2.6.3.1 Evidence relating to the applicant's employment status would be either a letter from their employer, a copy of their contract of employment or a pay slip confirming their place of employment.

4.2.6.4 Where the applicant is self-employed, they must demonstrate that the vehicle is insured for business use.

4.2.6.4.1 Evidence that the vehicle is insured for business use would be a copy of the motor insurance certificate confirming that the vehicle is insured for business use.

4.2.6.5 Applicants in receipt of Active Travel offers for the East Bristol Liveable Neighbourhood will not be eligible for a bus gate exemption.

4.2.7 Residents and businesses on 14 eligible roads within the East Bristol Liveable Neighbourhood area, whose vehicle or vehicles are registered to their address, are eligible for an exemption to the Pile Marsh bus gates only, subject to the clauses below. This exemption is valid until 1st March 2027 and cannot be

renewed. Applications should be made via the on-line application form at [East Bristol Liveable Neighbourhood bus gates](#)

4.2.7.1 The resident or business must provide proof of address for one of the following streets:

- Avon Park (Netham Gardens only)
- Barnes Street
- Blackswarth Road
- Claremont Terrace
- Crews Hole Road (Riverside Nursing Home only)
- Derby Street
- Gladstone Street
- Grindell Road
- Lewin Street
- Netham Road (Northern section only)
- Pile Marsh
- St Patrick's View
- Terrell Gardens
- Weavers Mill Close

4.2.7.1.1 Evidence relating to proof of address may include a Council Tax documentation issued by BCC, a BCC or Housing Association rent book or private tenancy agreement, a utility bill or bank statement which is less than three months old, correspondence from a solicitor relating to the property purchase.

4.2.7.2 The resident or business must provide proof which shows the resident is the registered keeper of the vehicle and the vehicle is registered to the eligible address identified in 4.2.7.1

4.2.7.2.1 Evidence relating to vehicles may include a copy of the V5C which shows the resident is the registered keeper. 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. 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.