

## How to pay your business rates

**Direct Debit** is the easiest way to pay your business rates. You are protected by the direct debit guarantee. You can set up your direct debit online with a choice of payment dates at [www.bristol.gov.uk/paybusinessrates](http://www.bristol.gov.uk/paybusinessrates).

**BACS** you will need to quote: Bank A/C no 41322266 Sort Code 56-00-05 and your account number as shown on the front of the bill. Email a remittance advice to [BACSremittance@bristol.gov.uk](mailto:BACSremittance@bristol.gov.uk). Please allow 7 days for payment to reach your account.

**Debit or credit card** online at [www.bristol.gov.uk/pay](http://www.bristol.gov.uk/pay) or on our automated phone line on 0117 903 6402 available 24 hours. Please quote the first 11 digits only of your Business Rate Account reference.

Please visit [www.bristol.gov.uk/business-rates-explained](http://www.bristol.gov.uk/business-rates-explained) for information on business rates and the council's spending plans.

## How to contact us

**Email:** [business.rates@bristol.gov.uk](mailto:business.rates@bristol.gov.uk)

**Phone:** 0117 922 3300 between 8.30am and 6pm

Closed Wednesday 12:00 to 1:30pm for staff training

**Further information about business rates, how your bill is calculated, can be found at [www.bristol.gov.uk/rates](http://www.bristol.gov.uk/rates).**

## Change of address or circumstances

You must advise the council immediately if circumstance change which will affect your relief or any reduction. It is a criminal offence to knowingly provide false information which results in a reduction to your rates liability, to do so may result in prosecution and in all cases the reduction will be removed immediately from the date it was applied and a revised bill will be issued.

## Retail, Hospitality and Leisure Relief

The discount for 2025/26 has been set at 40%, but it will not be applied automatically. You must reapply at [www.bristol.gov.uk/businessratesreduction](http://www.bristol.gov.uk/businessratesreduction).

## What we do with your personal data

Your personal data will be processed lawfully, fairly and in a transparent manner. Our privacy notice is online at [www.bristol.gov.uk/resourcesprivacy](http://www.bristol.gov.uk/resourcesprivacy). If you would like a paper copy of our privacy notice please contact us.

## Fraud prevention and detection

Visit [www.bristol.gov.uk/fraudprevention](http://www.bristol.gov.uk/fraudprevention) for how the council will use your data for fraud prevention and detection.

## Electronic billing

You can switch off paper billing by signing up to your account online. You can see your previous bills and payments, as well as your current and future bills. Go to [www.bristol.gov.uk/businessratesregister](http://www.bristol.gov.uk/businessratesregister).

## Instalments

To choose to pay your business rates bill in instalments up to and including March of the financial year to which this bill relates, contact us by email at [business.rates@bristol.gov.uk](mailto:business.rates@bristol.gov.uk).

## IMPORTANT

If your bill includes a reduction for discretionary relief, you should keep this bill as a record of the assistance you have been provided with under the Subsidy Rules exemption. You will need to provide a copy of this bill if your organisation subsequently applies for or is offered other Subsidy aid. You will also need to refer to this bill for any subsequent applications for relief or discount from business rates. Please retain this bill for a minimum period of 3 years as documentary evidence. You may need to keep this bill for a longer period for other purposes.

## Understanding your rateable value

The Valuation Office Agency (VOA) values all business properties for business rates. The valuation is based on information the VOA holds about your property. To understand why your property has a certain rateable value, please go to GOV.UK and search 'How business rates are calculated'.

You will need to use a business rates valuation account to tell the VOA you think your rateable value is too high. You must continue to pay your business rates as normal until a decision on any appeal has been made. To register go to [www.gov.uk/business-rates-valuation-account](http://www.gov.uk/business-rates-valuation-account).