



# Gloucestershire Parking Terms and Conditions

Version 1.19

November 2021



# Gloucestershire Parking Terms and Conditions

Version History		
Version	Date Published	Notes
1.0	September 2016	For consultation
1.1	January 2017	Adopted - no changes from consultation
1.2	May 2017	Update of charges for motorcycles
1.3	June 2017	Update on permits for motorcycles
1.4	June 2017	Update on suspension of parking places
1.5	July 2017	Update on obtaining council tax number from district council
1.6	August 2017	Update on hotel vouchers
1.7	November 2017	Update on hotel vouchers
1.8	January 2018	Update on waivers
1.9	February 2018	Update on waivers
1.11	October 2018	Update on business permits
1.12	November 2018	Update on business permits
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1.14	May 2019	Update to all permits – clarification of permits only valid where permit parking is permitted.
1.15	August 2019	Update on visitor vouchers
1.16	March 2020	Update on carer permits
1.17	April 2020	Update on suspension of parking places – new provider contact details
1.18	September 2020	Update increase in permit charges
1.19	November 2021	Updated terms for residents permits and refund section added

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# 1. Introduction

This document sets out Gloucestershire County Council's (GCCs) Terms and Conditions relating to parking permits, waivers, suspensions and voucher along with the services/products offered relating to permitted parking.

- Section 2 relates to Permit Parking
- Section 3 relates to Waivers
- Section 4 relates to Suspensions

## 1.1. General Terms

1. This document sets out the information required to request each of the items available, and the way in which the items should be used.
2. Obtaining any item described in this document through false or inaccurate information or using the item in a way not prescribed within these Terms and Conditions may result in its immediate cancellation, and GCC reserves the right to withhold outstanding money or to make a reasonable charge for any refund.
3. In making an application for any of the items below, the applicant authorises GCC to make further checks as GCC sees fit to validate the data provided.
4. GCC reserves the right to refuse the application or renewal of any of any item described in this document if there has been previously fraudulent application or misuse on the part of the applicant.
5. In applying for any item described in this document, the applicant accepts the T&Cs in this document.
6. GCC reserves the right to update this document and the terms, conditions and charges within it from time to time.

## 2. Permit Parking

### 2.1. Permit Types

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

- Resident Permit
- Visitor Voucher
- Business Permit
- Carers Permit
- Hotel Voucher

The Terms and Conditions of Use are set out in the following sections.

The charge for each permit type is set out in Table 2.1 below.

**Table 2.1 – Parking Permit Charges**

Permit type	Charges
<b>Resident Permit</b>	1 <sup>st</sup> permit £61.80 per year or £5.15 monthly
	2 <sup>nd</sup> permit £123.60 per year or £10.30 monthly
	'Eco' cars (Vehicle Excise Duty Band 'A') To purchase a reduced charge permit you will need to contact MiPermit on 0333 123 5900
	1st Permit - £30 per year or £2.50 monthly 2nd Permit - £60 per year or £5 monthly
	Motorcycles <b>under</b> 300cc (reduced charge) (Motorcycles <b>over</b> 300cc require a standard car permit) To purchase a reduced charge permit you will need to contact MiPermit on 0333 123 5900
<b>Visitor Voucher (1 full calendar day)</b>	£12.50 per set of 10 (£1.25 per voucher) Limited to 50 per household in any 12 month period

Permit type	Charges	
	Only one voucher required for a weekend (Saturday and Sunday)	
<b>Carer</b>	Free (£0)	
<b>Business permit</b>	Standard Business permit	£309
	Business permit (Imperial Square, Cheltenham)	£927
<b>Waivers</b>	Green Waivers (in permitted parking areas) £20/day Red Waivers (in no waiting areas) £25/day	
<b>Hotel Voucher</b>	£2.50 per voucher per day Limited to one voucher per room up to the number of rooms registered by the “hotel”	

## 2.2. Resident Permit Terms and Conditions

1. A maximum of two permits can be issued to a household.
2. Permits are for residents only and can only be used within the permit zone boundary defined for the permit zone.
3. Please note no refunds will be given for unused or unwanted permits, or where access to parking is not available e.g. when work to the highway is carried out. Permits can be purchased annually or monthly.
4. Permits are valid for one year or one month from the date of issue and can be renewed by on-line or telephone application to GCC's administrative provider.
5. Customer details can be changed or permits transferred between vehicles or zones at no additional cost up to a maximum of four changes per 12 month period.
6. Customers must provide a valid Council Tax reference number for their property when applying for a permit. The parking permit application will ask you to supply your council tax account number; you can find this on your council tax bill. Please note that to protect the information on your council tax account this number cannot be given to you over the telephone.

If you do not have a copy of your bill you can;

- Telephone or email your local council tax office on to request another copy to be posted to your property.
- Visit the council tax office to collect copy of your bill. Please note you will need to ensure that you take photo identification with you which confirms your address, a copy of your bill cannot be given to you without identification.

If you have just moved in and need to register for council tax or notify a change of address, please contact your local council tax office. Alternatively, you can supply the following documents as evidence to obtain a temporary reference number (please note that this is not a council tax number) that can be used to apply for a parking permit via MiPermit;

- Tenancy agreement for the new property.
- Completion documents from a solicitor in relation to the new property.
- A utility bill (with the new address clearly printed on the bill).
- A new council tax liability form in relation to the new property.
- Bank statement (with the new address clearly printed on the statement).

7. Permits will only be issued for the permit zone in which the residential property is located.
8. Permits must be surrendered if the holder ceases to be a resident at the household address. Permits will be invalidated if the holder no longer resides at the address.
9. If you are applying for a low emissions vehicle permit then you will need to call MiPermit on 0333 123 5900. You will be required to provide a copy of your vehicles V5 registration document that clearly shows the vehicles emissions. Please note that your vehicle must produce less than 100g/km to obtain a low emissions permit.

10. Permits are only issued to one individual registration number. It remains the resident's responsibility to ensure the vehicle registration number is correctly input and any vehicle changes updated. An incorrect vehicle registration number may lead to the issue of a Penalty Charge Notice which will not be cancelled.
11. GCC makes every reasonable endeavour to remind permit holders when the permit is due to expire; however it remains the permit holder's responsibility to renew in a timely manner.
12. Parking schemes improve the availability of a parking space but a permit does not guarantee a space.
13. Permits are only valid for designated on-street bays where permit parking is permitted, but not valid for off-street car parks or other restrictions.
14. The permit will be issued as a virtual permit through an electronic record and no paper receipts will be issued.
15. Vehicles must be parked in accordance with the parking restrictions at all times.
16. Vehicles must be moved on the instruction of a Police Officer, Civil Enforcement Officer, a Council Officer or Utility Company Contractor in the course of their contracted works.
17. Vehicles for which a permit is purchased do not need to be registered at the permit holders' address, but in making the application the permit holder undertakes that the vehicle is for the primary use of a resident at the property and is normally kept at that property.
18. Obtaining or possessing a permit through false or fraudulent information, including the sale or transfer of permits, will invalidate the permit(s) and no refund of any payment will be made. Anyone identified will have their future household permit entitlement reviewed.
19. GCC is required by law to share personal data to help the detection of fraud. Consequently this authority is under a duty to protect the public funds it administers, and to this end may use the information you provide through your application for the prevention and detection of fraud. It may also share this information with other bodies responsible for auditing or administering public funds for these purposes. For further information see our [Fair Processing Notice](#)
20. All permits remain the property of GCC, who retain the right to withdraw it when not used in accordance with these terms and conditions. GCC reserves the right to change the terms and conditions. The terms and conditions advertised on the website will be the current valid terms and conditions for use of residents parking permit.
21. Please retain this section for reference.

## 2.3. Visitor Vouchers Terms and Conditions

1. Visitor vouchers can be issued to a household for the use of their visitors only and must be used within the permit zone boundary defined for the permit zone.
2. Visitor vouchers are valid for one year from the date of issue and can be obtained by on-line or telephone application to GCC's administrative provider.
3. Visitor vouchers are available in blocks of 10 vouchers. A maximum of 50 visitor vouchers (5 blocks) may be purchased within any 12 month period.
4. Visitor vouchers may be purchased in one transaction of 50 (5 blocks), or as separate blocks of 10. A maximum of 5 blocks (50 vouchers in total) will be issued in any 12 month period. Please see the [Parking Permits and Zone Maps](#) page on our website for a further explanation and detailed examples.
5. Please note no refunds will be given for unused or unwanted vouchers, or where access to parking is not available e.g. when work to the highway is carried out.
6. Visitor vouchers apply for one calendar day, or two days over Saturday and Sundays, and are issued to a specific visiting vehicle when activated.
7. Customers must provide a valid Council Tax reference number for their property when registering to apply for visitor vouchers.
8. Visitor vouchers will only be issued for the permit zone in which the residential property is located.
9. Visitor vouchers must be surrendered if the holder ceases to be a resident at the household address. Vouchers will be invalidated if the holder no longer resides at the address.
10. Permits are only valid for designated on-street bays where permit parking is permitted, but not valid for off-street car parks or other restrictions.
11. The Visitor voucher will be issued as a virtual permit through an electronic record and no paper receipts will be issued.
12. The Visitor voucher must be activated on-line or by telephone before use. It remains the resident's responsibility to ensure the vehicle registration number is correctly input and any vehicle changes updated. An incorrect vehicle registration number may lead to the issue of a Penalty Charge Notice which will not be cancelled.
13. A Penalty Charge notice may be issued if the terms and conditions are not met or the visitor voucher has expired.
14. Parking schemes improve the availability of a parking space but a visitor voucher does not guarantee a space.
15. Vehicles must be moved on the instruction of a Police Officer, Civil Enforcement Officer, a Council Officer or Utility Company Contractor in the course of their contracted works.
16. Vehicles must be parked in accordance with the parking restrictions at all times.
17. Obtaining a voucher or possessing a voucher through false or fraudulent information will invalidate the voucher and no refund of any payment will be made.
18. GCC is required by law to share personal data to help the detection of fraud. Consequently this authority is under a duty to protect the public funds it administers, and to this end may use the information you provide through your application for the prevention and detection of fraud. It may also share this information with other bodies responsible for auditing or administering public funds for these purposes. For further information see our [Fair Processing Notice](#)
19. All visitor vouchers remain the property of GCC, who retains the right to withdraw it when not used in accordance with these terms and conditions. GCC reserves the right to change the terms and conditions. The terms and conditions advertised on the website will be the current valid terms and conditions for use of visitor vouchers.

20. Please retain this section for reference.

## 2.4. Business Permit Terms and Conditions

1. A maximum of two permits can be issued to one business. Permits are for businesses only and must be used within the permit zone boundary defined for the permit zone.
2. Business permits are issued for operational business use such as loading/unloading, and unplanned deliveries.
3. Permits are valid for one year from the date of issue and can be renewed by on-line or telephone application to GCC's administrative provider.
4. Permits will be issued as a digital record and no paper receipts will be issued.
5. Each permit must be activated via the on-line portal. It remains the permit holder's responsibility to ensure the vehicle registration number is correctly input and any vehicle changes updated. An incorrect vehicle registration number may lead to the issue of a Penalty Charge Notice which will not be cancelled.
6. Customers must provide a Business Rates reference number along with a copy of their latest statement for their business when applying for a permit(s).
7. Please note no refunds will be given for unused or unwanted permits, or where access to parking is not available e.g. when work to the highway is carried out.
8. Business permits are NOT to be used for private or staff parking. Misuse will result in the permit(s) being cancelled and no refunds will be given.
9. A Penalty Charge Notice will be issued where the terms of the Business Permit are not complied with, and will not be cancelled.
10. Permits will only be issued for the permit zone in which the business property is located.
11. Permits must be surrendered if the holder ceases to occupy the business address. Permits can only be used for businesses currently undertaking business within the designated business permit zone and paying business rates for a property within that zone.
12. GCC makes every endeavour to remind the permit holder when the permit is due to expire; however it remains the permit holder's responsibility to renew in a timely manner.
13. Parking schemes improve the availability of a parking space but a permit does not guarantee a space.
14. Permits are only valid for designated on-street bays where permit parking is permitted, but not valid for off-street car parks or other restrictions.
15. Vehicles must be parked in accordance with the parking restrictions at all times.
16. Vehicles must be moved on the instruction of a Police Officer, Civil Enforcement Officer, a Council Officer or Utility Company Contractor in the course of their contracted works.
17. Obtaining a permit or possessing a permit through false or fraudulent information will invalidate the permit and no refund of any payment will be made. Only permits issued by GCC or its agent are valid and any duplicate or any alternatives will not be considered.
18. GCC is required by law to share personal data to help the detection of fraud. Consequently this authority is under a duty to protect the public funds it administers, and to this end may use the information you provide through your application for the prevention and detection of fraud. It may also share this information with other bodies responsible for auditing or administering public funds for these purposes. For further information see our [Fair Processing Notice](#)
19. All permits remain the property of GCC, who retains the right to withdraw it when not used in accordance with these terms and conditions. GCC reserves the right to change the terms and conditions. The terms and conditions advertised on the website will be the current valid terms and conditions for use of a business permit.
20. Please retain this section for reference.

## 2.5. Business Permit Terms and Conditions (Imperial Square)

1. A maximum of two permits can be issued to one business. Permits are for businesses only and must be used within the permit zone boundary defined for the permit zone.
2. Business permits are issued for business use such as loading/unloading, unplanned deliveries etc.
3. Permits are valid for one year from the date of issue and can be renewed by on-line or telephone application to GCC's administrative provider.
4. Permits will be issued as a paper permit and will be required to be clearly displayed on the inside of the front windscreen of the vehicle.
5. Customers must provide a Business Rates reference number for their business when applying for a permit(s).
6. Replacement of any paper permit will result in an administration charge of £15. Replacement permits must not be used in addition to the original.
7. Please note no refunds will be given for unused or unwanted permits, or where access to parking is not available e.g. when work to the highway is carried out.
8. Business permits are NOT to be used for private staff or customer parking. Misuse will result in the permit(s) being cancelled and no refunds will be given.
9. A Penalty Charge Notice will be issued where the terms of the Business Permit are not complied with, and will not be cancelled.
10. Permits will only be issued for the permit zone in which the business property is located.
11. Permits must be surrendered if the holder ceases to occupy the business address. Permits can only be used for businesses currently undertaking business within the designated business permit zone and paying business rates for a property within that zone.
12. GCC makes every endeavour to remind the permit holder when the permit is due to expire; however it remains the permit holder's responsibility to renew in a timely manner.
13. Parking schemes improve the availability of a parking space but a permit does not guarantee a space.
14. Permits are only valid for designated on-street bays where permit parking is permitted, but not valid for off-street car parks or other restrictions.
15. Vehicles must be parked in accordance with the parking restrictions at all times.
16. Vehicles must be moved on the instruction of a Police Officer, Civil Enforcement Officer, a Council Officer or Utility Company Contractor in the course of their contracted works.
17. Obtaining a permit or possessing a permit through false or fraudulent information will invalidate the permit and no refund of any payment will be made. Only permits issued by GCC or its agent are valid and any duplicate or any alternatives will not be considered.
18. GCC is required by law to share personal data to help the detection of fraud. Consequently this authority is under a duty to protect the public funds it administers, and to this end may use the information you provide through your application for the prevention and detection of fraud. It may also share this information with other bodies responsible for auditing or administering public funds for these purposes. For further information see our [Fair Processing Notice](#)
19. All permits remain the property of GCC, who retains the right to withdraw it when not used in accordance with these terms and conditions. GCC reserves the right to change the terms and conditions. The terms and conditions advertised on the website will be the current valid terms and conditions for use of a business permit.
20. Please retain this section for reference.

## 2.6. Carer Permit Terms and Conditions

1. The applicant remains responsible for cascading the Terms and Conditions to all permit holders within their care organisation.
2. Carer permits should only be used in conjunction with active and ongoing care at the residence of the person in receipt of the care. GCC reserves the right to require evidence that this requirement is being met should the need arise.
3. Applicants must include in their application a letter from Social Services that specifies who is being cared for. Without this information the application may not be processed.
4. Please note Carer Permits are for Domiciliary Care ONLY, they DO NOT cover a vehicle for deliveries or for transporting people to appointments and cannot be used for office work, meetings, administration at the office and surgery location within the permit zone.
5. Carer permits are provided where on-street parking is required in Permit Parking bays (Permit Holders Only or shared bays) in Gloucestershire for the purposes of carrying out domiciliary care.
6. A "Care Organisation" as referred to in the application form is defined as a statutory, commercial or charitable organisation or authority that carries out domiciliary care.
7. Permits are valid for 12 months from the date of issue and can be renewed by application to GCC for use in Gloucestershire. No reminders will be sent.
8. Permits may only be used in the permit parking zones indicated on the permit.
9. Permits are only valid for designated on-street bays where permit parking is permitted, but not valid for off-street car parks or other restrictions.
10. Please note no refunds will be given for unused or unwanted carers permits, or where access to parking is not available e.g. when work to the highway is carried out.
11. Permits must be managed on a daily basis by the person that applied for the permit. That person shall make all professionals who will use the permits fully aware of all terms and conditions relating to the issue of the permit.
12. The permit will be issued as a virtual permit through an electronic record and no paper receipts will be issued.
13. Vehicles must be parked in accordance with the parking restrictions at all times.
14. Misuse of a permit, forging or possessing a forged permit, or making a false statement for the issue of a permit may result in the permit being cancelled immediately and no further permits issued to the specified vehicle registration mark or number. GCC reserves the right to take any further action it considers appropriate.
15. Obtaining a permit or possessing a permit through false or fraudulent information will invalidate the permit and no refund of any payment will be made. Only permits issued by GCC or its agent are valid and any duplicate or any alternatives will not be considered.
16. GCC is required by law share personal data to help the detection of fraud. Consequently this authority is under a duty to protect the public funds it administers, and to this end may use the information you provide through your application for the prevention and detection of fraud. It may also share this information with other bodies responsible for auditing or administering public funds for these purposes. For further information see our [Fair Processing Notice](#)
17. All permits remain the property of GCC, who retain the right to withdraw it when not used in accordance with these terms and conditions. GCC reserves the right to change the terms and conditions. The terms and conditions advertised on the website will be the current valid terms and conditions for use of carer permits.
18. Additional Terms and Conditions may be incorporated into the issue letter.
19. Please retain this section for reference.

## 2.7. Hotel Vouchers Terms and Conditions

1. Hotel vouchers are limited to one voucher per Hotel room, and must be used within the permit zone boundary defined for the permit zone.
2. Please note no refunds will be given for unused or unwanted vouchers or where access to parking is not available e.g. when work to the highway is carried out.
3. Hotel vouchers apply from 12 noon, for 24 hours and are issued to a specific visiting vehicle when activated.
4. Hotel vouchers are for the use of customers/guests only, and are NOT to be used for staff or business use. Misuse may result in vouchers being cancelled for which no refunds will be given or the hotel or guest house being removed from the hotel voucher scheme.
5. Hotel vouchers are valid for the day or days of issue and can be obtained by on-line or telephone application to GCC's administrative provider.
6. Hotels and Guest Houses are defined as being any premises offering accommodation to visitors on a commercial basis from a business rated premises, or a holiday home let to persons on holiday.
7. Customers must provide a Business Rates reference number for their business when applying for vouchers.
8. Hotel vouchers will only be issued for the permit zone in which the hotel is located. Hotel vouchers must be surrendered if the holder ceases to operate from the business address.
9. Hotel vouchers are only valid for designated on-street bays, and not valid for off street car parks or other restrictions.
10. Hotel vouchers are only available to hotels registered with the scheme and for the numbered rooms declared at registration.
11. The Hotel voucher will be issued as a virtual voucher through an electronic record and no paper receipts will be issued.
12. Hotel vouchers are debited from the registered hotel payment card on a monthly basis.
13. The Hotel voucher must be activated on-line or by telephone before use. It remains the hotel's responsibility to ensure the vehicle registration number is correctly input and any vehicle changes updated. An incorrect vehicle registration number may lead to the issue of a Penalty Charge Notice which will not be cancelled.
14. Vehicles must be parked in accordance with the parking restrictions at all times.
15. Permits are only valid for designated on-street bays where permit parking is permitted, but not valid for off-street car parks or other restrictions.
16. Parking schemes improve the availability of a parking space but a hotel voucher does not guarantee a space.
17. Obtaining a voucher or possessing a voucher through false or fraudulent information will invalidate the voucher and no refund of any payment will be made.
18. GCC is required by law to share personal data to help the detection of fraud. Consequently this authority is under a duty to protect the public funds it administers, and to this end may use the information you provide through your application for the prevention and detection of fraud. It may also share this information with other bodies responsible for auditing or administering public funds for these purposes. For further information see our [Fair Processing Notice](#)
19. All Hotel vouchers remain the property of GCC, who retain the right to withdraw it when not used in accordance with these terms and conditions. GCC reserves the right to change the

terms and conditions. The terms and conditions advertised on the website will be the current valid terms and conditions for use of visitor vouchers.

20. Please retain this section for reference.

### 3. Waiver Terms and Conditions

1. A Waiver is available to tradesmen actively conducting work in a permit area – they allow a specified vehicle to park in a specified street whilst the applicant carries out their work.
2. Waiver permits are issued solely at the discretion of GCC and remain the property of GCC. A Waiver may be withdrawn at any time by GCC with notice given to the applicant.
3. A Green Waiver application must be made by on-line or telephone application to GCC's administrative provider.
4. Green Waivers are for parking in unrestricted areas of the street (i.e. not on single or double yellow lines). They are valid for the location and period purchased for On-Street Pay & Display Bays, Limited Waiting Bays and Resident Parking Bays. Using a Green Waiver on any other parking restriction or location may result in a Penalty Charge Notice being issued.
5. A Red Waiver application must be made by on-line or telephone application to GCC's administrative provider 10 days before parking is required.
6. Red Waivers are for parking in restricted areas of the street. Red Waivers are valid for the location and period purchased (where applicable) for Single or Double yellow lines, Loading Bays, Areas with Loading Restrictions and Pedestrian Areas.
7. Once a Red Waiver has been purchased Gloucestershire County Council Parking Team will review your request and make a decision based on availability. You will be informed via email of the council's decision.
8. A Waiver can only be valid for one vehicle at any time. No more than 2 waivers can be issued per street/road at any time.
9. A Waiver will be issued as a virtual permit through an electronic record and no paper receipts will be issued.
10. There is a processing charge of £20 per day for a Green Waiver (in permitted parking areas and £35 per day for a Red Waiver (in no waiting areas), for a maximum period of 14 days. No refunds will be given for unused or invalidated waivers.
11. A Waiver does not guarantee a parking space at a specific location or on a specific part of the public highway. When a suitable location to park at a stated address cannot be found, a waiver will be given for the nearest suitable location. The vehicle is only permitted to park at or near to the notice address stated.
12. The vehicle should be parked in a manner that is safe and does not cause a hazard or nuisance to other drivers or pedestrians.
13. Materials or goods must not be deposited on the footway or carriageway except when loading or unloading is occurring.
14. A Waiver is invalid if used for any vehicle other than originally stated and a Penalty Charge Notice will be issued. If there is a change of vehicle details due to a vehicle breakdown, GCC must be informed by telephone immediately to discuss alternative actions.
15. Waivers are only issued to one individual registration number. It remains the applicant's responsibility to ensure the vehicle registration number is correctly input and any vehicle changes updated. An incorrect vehicle registration number may lead to the issue of a Penalty Charge notice which will not be cancelled.
16. The vehicle must be moved on the instruction of a Police Officer, Civil Enforcement Officer, a Council Officer or Utility Company Contractor in the course of their contracted works.
17. A Penalty Charge Notice will always be issued where the terms of the Waiver are not complied with and will not be cancelled.
18. GCC reserves the right not to issue any Waiver where the vehicle involved has outstanding Penalty Charge Notices issued to it, or where the council considers parking at a specified location may be hazardous, dangerous or a nuisance to others.

19. Obtaining a waiver or possessing a waiver through false or fraudulent information will invalidate the waiver and no refund of any payment will be made.
20. GCC is required by law to share personal data to help the detection of fraud. Consequently this authority is under a duty to protect the public funds it administers, and to this end may use the information you provide through your application for the prevention and detection of fraud. It may also share this information with other bodies responsible for auditing or administering public funds for these purposes. For further information see our [Fair Processing Notice](#).
21. All waivers remain the property of GCC, who retain the right to withdraw it when not used in accordance with these terms and conditions. GCC reserves the right to change the terms and conditions. The terms and conditions advertised on the website will be the current valid terms and conditions for use of waivers.
22. Please retain this section for reference.

## 4. Suspension of Parking Places Terms and Conditions

1. Applications to suspend the use of a parking place should be made with GCC's enforcement agent (currently NSL).
2. Advance notification of a request for a suspension must be made using the relevant form available from GCCs enforcement agent (NSL) and received at least 7 days before the required date of suspension.
3. Each application to suspend the use of parking place can include up to a MAXIMUM of 3 adjacent parking spaces.
4. A parking space is an individual space if marked or a length of 5m within a longer parking bay if individual spaces are not marked.
5. An administration charge will be made of £25 per day for each bay suspended per application. Refund requests for unused days will incur a £25 administration charge.
6. Where an applicant requires more than 5 parking spaces to be suspended, applications should be made directly to GCC at [parking@gloucestershire.gov.uk](mailto:parking@gloucestershire.gov.uk), allowing a minimum of 7 days' notice.
7. Emergency applications will be considered, but only if made during working hours directly to GCC parking team (01452 425610).
8. Payment can be made by telephone or by invoice. Please note: no refunds will be given for any unused bays or access to a bay is not available.
9. GCC and their enforcement agent (NSL) reserve the right to refuse any application.
10. If an extension is required, the applicant must contact GCC's enforcement agent (NSL) in writing no later than one working day before the expiry date. Failure to do this will result in the space(s) being reinstated and the request can only be considered as a new application subject to the notice periods set out above.
11. In the event of difficulties (including but not limited to vehicles being parked in the suspended space(s)), the applicant should contact GCC's enforcement agent (NSL) immediately by telephone (01452 937137).
12. A suspension suspends the general right for anyone to park at the designated location and is only issued in respect of the dates applied for. A Waiver will be issued to the applicant to allow parking of the applicants vehicle where required.
13. The applicant/driver must move any vehicle they park in a suspended space if so directed by a Police Officer or a Civil Enforcement Officer authorised by GCC or their enforcement agent (NSL). The applicant /driver must park safely at all times and not obstruct access to side roads and or adjacent premises.
14. Obtaining a suspension through false or fraudulent information will invalidate the suspension and no refund of any payment will be made.
15. GCC is required by law to share personal data to help the detection of fraud. Consequently this authority is under a duty to protect the public funds it administers, and to this end may use the information you provide through your application for the prevention and detection of fraud. It may also share this information with other bodies responsible for auditing or administering public funds for these purposes. For further information see [Fair Processing Notice](#)
16. GCC retains the right to withdraw suspensions when not used in accordance with these terms and conditions. GCC reserves the right to change the terms and conditions. The terms and conditions advertised on the website will be the current valid terms and conditions for use of suspensions.
17. Please retain this section for reference.

## 5. Parking Permit Refund Policy

### Introduction

This document has been compiled to confirm the council's parking permit refund policy as a guide for staff and customers.

All permits are issued in accordance with the relevant terms and conditions, these can be found here: <https://www.goucestershire.gov.uk/media/2097275/goucestershire-parking-tcs-v117-apr20.pdf>

### Refund Policy

- 1) Annual Residents Parking Permits shall only be refunded under the following circumstances:
  - a) a permit holder can no longer use the permit as a result of a medical condition, e.g. If their driving license has been terminated due to the medical condition;
  - b) death of a permit holder
- 2) In the case of either of the events above, Gloucestershire County Council will require copies of relevant information to confirm that the above reasons apply and the permit holder is eligible for a refund.
- 3) In the case that there is 6 months or more remaining on a resident's permit and the vehicle is changed to a low emissions vehicle we will refund you the resident permit balance so you can apply for a new lower rate low emissions permit.
- 4) No refunds will be given for unused or unwanted permits, or where access to parking is not available.
- 5) Monthly permits are not eligible for refund.
- 6) No other permits are eligible for refund.

### Refund Value

Permits shall only be refunded on the following basis:

- 1) The permit must have a minimum of six months of use remaining.
- 2) The permit shall be cancelled from the start of the next calendar month e.g. a permit cancelled on 24<sup>th</sup> May would be refunded from 1<sup>st</sup> June;
- 3) After application of the rules above including submission of relevant information, a refund would be due to the customer for any remaining balance on the permit.

### Further Information

Further information in relation to parking and parking permits is available on the county council website here: [www.goucestershire.gov.uk/parking](http://www.goucestershire.gov.uk/parking)