



Gloucestershire

**Parking Terms
and Conditions**

Version 1.24

April 2026

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
1.13	April 2019	Update on permit prices
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
1.20	February 2022	Correct refund section for bay suspensions

1.21	April 2022	Increased permit charges
1.22	March 2023	Terms updated
1.23	June 2023	Increased Permit charges and terms updated
1.24	April 2026	Update on Permit prices; clarification of misuse, audit powers, definitions and operational terms

1. Definitions

For the purposes of these Terms and Conditions, unless the context otherwise requires:

“Permit” means any parking permit, visitor voucher, business permit, carer permit, hotel voucher, waiver or suspension issued by Gloucestershire County Council or its appointed agent.

“Misuse” means any use of a Permit that is contrary to its stated purpose, eligibility criteria, these Terms and Conditions, or any applicable Traffic Regulation Order.

“Visitor” means a person who is temporarily attending a residential property and does not normally reside at, work from, or regularly attend that address.

“Habitual use” means regular, repeated or continuous use that substitutes for a Permit otherwise required.

“Operational business use” means short-duration parking directly related to the active conduct of business at nearby premises.

“Civil Enforcement Officer (CEO)” means a person authorised by Gloucestershire County Council to enforce parking restrictions.

“Gate Streets” means the Gloucester City Centre streets of Westgate Street, Eastgate Street, Northgate Street and Southgate Street.

“NHS” means National Health Service bodies and contractors commissioned to provide NHS services.

Gloucestershire County Council may interpret these definitions reasonably and proportionately in accordance with the purpose of the relevant parking scheme.

1.1. 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

2. 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 an administrative charge reflective of the reasonable costs incurred by Gloucestershire County Council in processing the application, investigation, cancellation or refund.
3. Misuse includes, but is not limited to, use by an ineligible person or vehicle, use outside the authorised zone, use after eligibility has ceased, or any attempt to circumvent parking controls.
4. 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.
5. Gloucestershire County Council may carry out verification checks at any time, including retrospective checks, and may suspend or cancel a Permit pending investigation.
6. GCC reserves the right to refuse the application or renewal of any item described in this document if there has been previously fraudulent application or misuse on the part of the applicant.
7. Where Misuse or false declaration is identified, Gloucestershire County Council may refuse future applications from the applicant, household, address, or associated business.
8. In applying for any item described in this document, the applicant accepts the T&Cs in this document.
9. GCC reserves the right to update this document and the terms, conditions and charges within it from time to time.
10. Each application and any identified misuse will be considered on its individual merits, having regard to the specific facts and circumstances of the case.
11. 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.

2.1. General Obligations of Permit Holders

11. Permit holders must notify Gloucestershire County Council immediately of any change of circumstances that may affect eligibility, including (but not limited to) a change of address, change of vehicle, or cessation of residency, business operation or care provision.
12. Failure to notify relevant changes of circumstances may result in cancellation of the Permit, enforcement action, refusal of future applications, or a combination of these.
13. The issue or renewal of a Permit does not create any legitimate expectation that future Permits will be issued, renewed or made available on the same terms, nor that the Terms and Conditions or applicable charges will remain unchanged.
14. Determination of Permit eligibility and Misuse is an administrative function. Civil Enforcement Officers are not required to assess eligibility or compliance with these Terms and Conditions at the roadside.
15. These Terms and Conditions will be applied fairly and proportionately, having regard to Gloucestershire County Council's duties under the Equality Act 2010.
16. All Permits remain the property of Gloucestershire County Council and may be withdrawn where they are not used in accordance with these Terms and Conditions.
17. If any provision of these Terms and Conditions is held to be invalid or unenforceable, the remaining provisions shall remain in full force and effect.
18. Gloucestershire County Council reserves the right to amend these Terms and Conditions at any time. The version published on the Council's website will be the current and valid version.

3. Permit Parking

3.1. Permit Types

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

- Resident Permit, including 'Eco' cars (Vehicle Excise Duty Band 'A')
- Visitor Voucher
- Business Permit
- Carer Permit
- Hotel Voucher
- Cheltenham Racecourse Permit
- Gloucester Gate Streets Trader Permit
- Arle Court Transport Hub
- NHS Parking Permits

The user Terms and Conditions for each permit type are set out in the document below.

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

Resident Permits		
Permit	Annual Charge	Monthly Charge
1st Permit	£80.00	£6.66
2nd Permit	£160.00	£13.33

'Eco' Cars		
<i>(Vehicle Excise Duty Band 'A')</i>		
To purchase a reduced-charge permit, please contact MiPermit on 0333 123 5900.		
Permit	Annual Charge	Monthly Charge
1st Permit	£50.00	£4.17
2nd Permit	£100.00	£8.33

Motorcycles (Under 300cc – Reduced Charge)		
<i>(Motorcycles over 300cc require a standard car permit)</i>		
To purchase a reduced-charge permit, please contact MiPermit on 0333 123 5900.		
Permit	Annual Charge	Monthly Charge
1st Permit	£43.00	£3.58
2nd Permit	£86.00	£7.17

Visitor Vouchers	
Limited to 50 vouchers per household in any 12-month period	
Only one voucher is required for a full weekend (Saturday and Sunday)	
Voucher Type	Charge
Visitor Voucher (1 full calendar day)	£16.20 per set of 10 (£1.62 per voucher)

Business Permits	
* Where a second business permit is issued to the same business, a higher fee applies.	
Permit Type	Charge
Standard Business Permit (1st)	£400.00
Standard Business Permit (2nd)*	£500.00
Business Permit – Imperial Square, Cheltenham	£1,200.00

NHS and Carer Permits	
Permit Type	Charge
NHS Carer Permit	Free (£0)
Private Carer	£30.00
NHS Parking	Free (£0)

Waivers	
Waiver Type	Charge
Green Waiver (permitted parking areas)	£20.00 per day
Red Waiver (no waiting areas)	£25.00 per day

Hotel Vouchers	
Limited to one voucher per room, up to the number of rooms registered by the hotel	
Voucher	Charge
Hotel Voucher	£3.50 per voucher, per day

Other Permits		
Permit	Charge	
Cheltenham Racecourse Permit	Free (£0)	
Gloucester Gate Street Permit	£10.00 per year	

For more permit information please refer to our website at:

<https://www.gloucestershire.gov.uk/highways/parking/permit-information/>

3.2. 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 online 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. Vehicle or zone changes are intended to accommodate genuine changes of circumstances only. Gloucestershire County Council may refuse further changes where patterns indicate potential misuse or circumvention of eligibility.
7. 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).

8. Permits will only be issued for the permit zone in which the residential property is located.
9. Permits become invalid immediately when the holder ceases to reside at the address and must not be used thereafter.
10. 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.

11. If you are applying for an 'Eco' car (Vehicle Excise Duty Band 'A') vehicle permit then your vehicle details will be checked against a national database to ensure that it qualifies for this permit. Please note that your vehicle must produce less than 100g/km to obtain an 'Eco' car (Vehicle Excise Duty Band 'A') permit and be registered in the UK.
12. Permits are only issued to one individual registration mark. It remains the resident's responsibility to ensure the vehicle registration mark is correctly input and any vehicle changes updated. An incorrect vehicle registration mark may lead to the issue of a Penalty Charge Notice which will not be cancelled. Please note that users are unable to change the registration mark of a vehicle that has an 'Eco' car (Vehicle Excise Duty Band 'A') permit. Any customer wishing to change the registration mark will need to contact the council at parking@gloucestershire.gov.uk and include the new vehicle registration mark and date of transfer.
13. 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.
14. Parking schemes improve the availability of a parking space, but a permit does not guarantee a space.
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. The permit will be issued as a virtual permit through an electronic record, and no paper receipts will be issued.
17. The vehicle must be primarily used by a resident of the property and normally kept at that address. Gloucestershire County Council may require evidence to verify this, including insurance documents, registered keeper details, mileage patterns or observational evidence.
18. 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.
19. Vehicles for which a permit is purchased do not need to be registered with the DVLA 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.
20. 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.

3.3. 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 must only be used by genuine visitors.
3. 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.
4. 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.
5. 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.
6. 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.
7. Visitor vouchers must not be used for habitual, continuous or commuter parking, or as a substitute for a resident permit
8. Where Gloucestershire County Council identifies patterns of use inconsistent with genuine visitor parking, vouchers may be cancelled without refund and further vouchers may be refused.
9. Cancellation may occur even where individual uses appear compliant, but patterns indicate misuse.
10. Visitor vouchers apply for one calendar day, or two days over Saturday and Sundays, and are issued to a specific visiting vehicle when activated.
11. Customers must provide a valid Council Tax reference number for their property when registering to apply for visitor vouchers.
12. Visitor vouchers will only be issued for the permit zone in which the residential property is located.
13. 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.
14. The burden of demonstrating that a person is a genuine visitor rests with the resident permit holder.
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. The Visitor voucher will be issued as a virtual permit through an electronic record, and no paper receipts will be issued.

17. The Visitor voucher must be activated on-line or by telephone before use. It remains the resident's responsibility to ensure the vehicle registration mark is correctly input and any vehicle changes updated. An incorrect vehicle registration mark may lead to the issue of a Penalty Charge Notice which will not be cancelled.
18. A Penalty Charge notice may be issued if the terms and conditions are not met, or the visitor voucher has expired.
19. Parking schemes improve the availability of a parking space, but a visitor voucher does not guarantee a space.
20. 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.
21. Vehicles must be parked in accordance with the parking restrictions at all times.
22. 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.
23. 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.

3.4. Business Permit Terms and Conditions

1. Each separate business is permitted a maximum of two permits. Permits are for businesses only and must be used within the permit zone boundary defined for the permit zone.
2. 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.
3. Permits will be issued as a digital record, and no paper receipts will be issued.
4. Each permit must be activated via the on-line portal. It remains the permit holder's responsibility to ensure the vehicle registration mark is correctly input and any vehicle changes updated. An incorrect vehicle registration mark may lead to the issue of a Penalty Charge Notice which will not be cancelled.
5. 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).
6. 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.
7. 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.
8. Gloucestershire County Council may analyse usage patterns and require evidence of operational business use. Failure to provide reasonable evidence may result in cancellation of the permit without refund.

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. 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.

3.5. Business Permit Terms and Conditions (Imperial Square)

1. Each separate business is permitted a maximum of two permits. Permits are for businesses only and must be used within the permit zone boundary defined for the permit zone.
2. 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.
3. Permits will be issued as a paper copy.
4. Customers must provide a Business Rates reference number for their business when applying for a permit(s).
5. 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.
6. 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.
7. Gloucestershire County Council may analyse usage patterns and require evidence of operational business use. Failure to provide reasonable evidence may result in cancellation of the permit without refund.
8. A Penalty Charge Notice will be issued where the terms of the Business Permit are not complied with and will not be cancelled.
9. Permits will only be issued for the permit zone in which the business property is located.
10. 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.
11. 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.
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. Vehicles must be parked in accordance with the parking restrictions at all times.
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. 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.

17. 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.

3.6. 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. Carer permits are valid only for the duration of an active care visit. These care visits must be activated manually and must not be used before or after care is delivered, or for unrelated activities.
4. 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.
5. 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, staff parking at a workplace, meetings, administration at the office and surgery location within the permit zone.
6. 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.
7. 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.
8. 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.
9. Permits become invalid immediately when care provision ceases or where the three-hour stay has been exhausted and must not be used thereafter.
10. Permits may only be used in the permit parking zones indicated on the permit.
11. 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.
12. 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.
13. 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.

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. 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.
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 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 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.
20. Additional Terms and Conditions may be incorporated into the issue letter.

3.7. GCC Carer Permit (Internal Staff)

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 receiving care. GCC reserves the right to require evidence that this requirement is being met.
3. Applicants must upload their completed signed application form. Without this information, the application may not be processed.
4. Carer Permits are for domiciliary care only. They do not cover vehicles used for deliveries, transporting people to appointments, office work, meetings, or administration at the office or surgery location within the permit zone.
5. GCC Carer Permits allow on-street parking in Permit Parking bays (Permit Holders Only or shared bays) in Gloucestershire for the purposes of carrying out domiciliary care, for a maximum stay of 3 hours.
6. A Penalty Charge Notice may be issued if the terms and conditions are not met, or the stay has expired.
7. Permit systems improve the availability of parking but do not guarantee a space. Parking operates on a first-come, first-served basis and stays do not need to be activated in advance.
8. Vehicles must be moved on the instruction of a Police Officer, Civil Enforcement Officer, Council Officer, or Utility Company Contractor in the course of their contracted works.
9. Vehicles must be parked in accordance with parking restrictions at all times.
10. 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.
11. Permits are only valid for designated on-street bays where permit parking is permitted. They are not valid for off-street car parks or other restrictions.
12. No refunds will be given for unused or unwanted Carer Permits, or where access to parking is not available (e.g. when highway works are taking place).
13. Permits must be managed daily by the person who applied for them. That person must ensure all professionals who will use the permits are fully aware of all terms and conditions.
14. The permit will be issued as a virtual permit through an electronic record; no paper receipts will be issued.
15. Misuse of a permit, forging or possessing a forged permit, or making a false statement for the issue of a permit may result in immediate cancellation and no further permits being issued to the specified vehicle registration. GCC reserves the right to take further action as appropriate.

16. Obtaining or possessing a permit through false or fraudulent information will invalidate the permit and no refund will be made. Only permits issued by GCC or its agent are valid; duplicates or alternatives will not be considered.

17. GCC is required by law to share personal data to help detect fraud. The information you provide may be used for the prevention and detection of fraud and may be shared with other bodies responsible for auditing or administering public funds. For further information, see our Fair Processing Notice.

18. All permits remain the property of GCC, who retain the right to withdraw them when not used in accordance with these terms and conditions. GCC reserves the right to amend the terms and conditions; the version published on the website will be the current valid version for Carer Permits.

19. Additional Terms and Conditions may be included in the issue letter.

3.8. NHS Parking Permits

1. These Terms and Conditions apply to National Health Service (NHS) Parking Permits issued by Gloucestershire County Council (GCC) and administered on its behalf by MiPermit.

2. NHS Parking Permits are issued to eligible NHS staff only and permit parking solely in locations designated for NHS permit holders, subject to the conditions set out below.

3. All NHS Parking Permits are issued at the discretion of Gloucestershire County Council and remain the property of GCC at all times.

4. To be eligible for an NHS Parking Permit, applicants must:

- Hold valid NHS employment; and
- Register for a MiPermit account; and
- Upload a valid NHS staff identification badge when applying.

5. Permits will only be issued once eligibility has been verified. Gloucestershire County Council reserves the right to refuse or withdraw a permit where eligibility cannot be confirmed or is no longer valid.

6. NHS Parking Permits are nontransferable and must not be shared, sold, or used by any person other than the eligible NHS staff member to whom the permit is issued.

7. NHS Parking Permits are issued for specific locations and permit types, as determined by the applicant's employer and role.

8. Staff employed by **Gloucestershire Health and Care NHS** are eligible to apply only for the '**NHS – Mayhill Way Permit**' and may park exclusively at the Mayhill Way location.

9. **Gloucestershire Royal Hospital (GRH) NHS staff** must apply for the '**NHS – Kingsholm Staff**' permit and may park only in the designated NHS bays at:

- Hillfield Road;
- Lansdown Road; and
- Myers Road.

10. Permits are valid only for the locations specified above. Parking in any other onstreet or offstreet location is not permitted unless a separate valid permit or exemption applies.
11. NHS permit parking bays operate **Monday to Friday between 8:00am and 7:00pm**, unless otherwise signed.
12. A daily parking charge applies to NHS onstreet parking bays. Charges are payable via the MiPermit system in accordance with the published tariff at the time of use.
13. Parking operates on a firstcome, firstserved basis. An NHS Parking Permit does **not** guarantee the availability of a parking space.
14. Payment does not need to be made in advance. Charges apply only when parking takes place within the operational hours.
15. NHS Parking Permits are virtual permits linked to the vehicle registration mark (VRM) registered on the MiPermit account. No paper permit or display is required.
16. It remains the permit holder's responsibility to ensure that the correct vehicle registration mark is recorded. An incorrect or missing VRM may result in enforcement action.
17. Permits must be used only for work related NHS purposes and must not be used for personal, non work related parking.
18. Vehicles parked in NHS bays without a valid NHS Parking Permit, parked outside authorised locations, or parked outside permitted times may be issued with a Penalty Charge Notice.
19. Misuse of an NHS Parking Permit, including but not limited to:
 - Use by an ineligible person;
 - Use outside authorised locations or hours;
 - Provision of false or misleading information;
20. Continued use after eligibility has ceased; may result in immediate cancellation of the permit without refund.
21. Where misuse or false declaration is identified, Gloucestershire County Council may refuse future permit applications from the permit holder or associated account.
22. Gloucestershire County Council reserves the right to carry out verification checks at any time, including retrospective checks, and may suspend or cancel a permit pending investigation.
23. Permit holders must notify GCC or MiPermit immediately if their employment status changes or if they no longer meet the eligibility criteria.
24. No refunds will be given where permits are withdrawn or cancelled due to misuse, false declaration, or ineligibility.

3.9. 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 granted, or the hotel or guest house being removed from the hotel voucher scheme.
5. Gloucestershire County Council may apply graduated sanctions for misuse, including written warnings, temporary suspension from the scheme or permanent removal.
6. 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.
7. 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.
8. Customers must provide a Business Rates reference number for their business when applying for hotel vouchers.
9. 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.
10. Hotel vouchers are only valid for designated on-street bays, and not valid for off street car parks or other restrictions.
11. Hotel vouchers are only available to hotels registered with the scheme and for the numbered rooms declared at registration.
12. The Hotel voucher will be issued as a virtual voucher through an electronic record, and no paper receipts will be issued.
- 13.

Hotel vouchers are charged on a per day per vehicle basis and are debited from the registered hotel payment card on a monthly basis.

14. The Hotel voucher must be activated on-line or by telephone before use. It remains the hotel's responsibility to ensure the vehicle registration mark is correctly input and any vehicle changes updated. An incorrect vehicle registration mark may lead to the issue of a Penalty Charge Notice which will not be cancelled.

15. Responsibility for correct activation and use of hotel vouchers rests with the hotel or guest house.
16. Vehicles must be parked in accordance with the parking restrictions at all times.
17. 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.
18. Parking schemes improve the availability of a parking space, but a hotel voucher does not guarantee a space.
19. 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.
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 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.

3.10. Cheltenham Racecourse Terms and Conditions

1. A maximum of two permits can be issued to a household.
2. Cheltenham Racecourse Permits are issued for use when parking restrictions are in place during major events.
3. Permits are for Racecourse zone residents only and can only be used within the permit zone boundary defined for the permit zone.
4. Permits are valid for 10 years 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. Permits are only issued to one individual registration mark. It remains the resident's responsibility to ensure the vehicle registration mark is correctly input and any vehicle changes

updated. An incorrect vehicle registration mark may lead to the issue of a Penalty Charge Notice which will not be cancelled.

10. 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.

11. Parking schemes improve the availability of a parking space, but a permit does not guarantee a space.

12. 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.

13. The permit will be issued as a virtual permit through an electronic record, and no paper receipts will be issued.

14. Vehicles must be parked in accordance with the parking restrictions at all times.

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 for which a permit is purchased do not need to be registered with the DVLA 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.

17. 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.

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 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.

3.11. Arle Court Transport Hub

1. These Terms and Conditions apply to parking permits issued by Gloucestershire County Council (GCC) for use within the Arle Court MultiStorey Car Park.
2. The issue of a permit permits parking only within the Arle Court MultiStorey Car Park and does not confer any rights to park on surrounding public highways, offstreet car parks, or other locations.
3. All permits are issued at the discretion of Gloucestershire County Council and remain the property of GCC at all times.
4. Permits may only be used by the vehicle registration mark(s) registered to the permit and must not be shared, transferred, sold or otherwise made available to any other person or vehicle.
5. Permits must be used only for the purpose for which they are issued. Any use inconsistent with the stated purpose, eligibility criteria or these Terms and Conditions will constitute Misuse.
6. A permit does not guarantee the availability of a parking space. Parking within the car park operates strictly on a firstcome, firstserved basis.
7. Vehicles must be parked wholly within marked bays and in accordance with all signage, road markings, height restrictions, weight limits and oneway systems within the car park.
8. Permits are valid only for the period stated at the time of issue and will expire automatically at the end of that period unless renewed.
9. It is the permit holder's responsibility to ensure that a valid permit is held at all times. GCC is under no obligation to issue renewal reminders.
10. Gloucestershire County Council reserves the right to verify eligibility at any time, including retrospective checks, and may require documentary evidence to confirm continued entitlement.
11. Vehicles entering or parking within the multistorey car park must comply with all operational rules, including barrier systems, access controls and traffic management arrangements.
12. Vehicles exceeding the car park's signed height, length or weight restrictions must not enter the car park. Any damage caused by noncompliant vehicles will remain the responsibility of the driver or permit holder.
13. Vehicles must be moved immediately if instructed to do so by a Police Officer, Civil Enforcement Officer, Council Officer, or authorised contractor in the course of their duties.
14. A Penalty Charge Notice or other enforcement action may be taken where a vehicle is parked in contravention of these Terms and Conditions, car park signage, or applicable Traffic Regulation Orders.

15. Misuse of a permit, including but not limited to unauthorised vehicle use, use outside permitted times or zones, or provision of false or misleading information, may result in:

- Immediate cancellation of the permit;
- Refusal of future permit applications;
- Enforcement action without refund.

16. Where a permit is withdrawn or cancelled due to misuse or false declaration, no refund will be given.

17. Gloucestershire County Council reserves the right to suspend or restrict access to all or part of the car park at any time for operational, safety or maintenance reasons.

18. No refunds will be given where access to the car park is temporarily restricted, suspended or unavailable.

19. Vehicles and their contents are parked entirely at the owner's risk. Gloucestershire County Council accepts no liability for loss, theft or damage to vehicles or property within the car park, except where required by law.

20. Gloucestershire County Council is required by law to share personal data to assist in the prevention and detection of fraud. Information provided may be used for these purposes and shared with other bodies responsible for administering or auditing public funds.

21. All permits remain the property of Gloucestershire County Council, who reserve the right to amend or withdraw permits where they are not used in accordance with these Terms and Conditions.

22. Gloucestershire County Council reserves the right to amend these Terms and Conditions at any time. The version published on the Council's website will be the current and valid version.

For more information please visit the website: [Arle Court Transport Hub - Parking | Gloucestershire County Council](#)

3.12. Gloucester Gate Street Trader Permit

1. A Trader Permit is available to traders who require access to the Gloucester Gate Streets to undertake their activity (e.g. farmers market, NHS cancer screening vans, GFRS workshops) when restrictions are in place. They are not available to businesses in the area.
2. Trader Permits are issued solely at the discretion of Gloucestershire County Council (GCC) and remain the property of GCC. A permit may be withdrawn at any time by GCC with notice given to the applicant.
3. Applications must be made online or by telephone to GCC's administrative provider.
4. Trader Permits allow access to the Gate Streets for the location and period purchased. They do not permit general loading/unloading for businesses.
5. The permit is valid for one year from the date of issue. The annual fee is £10 to cover administration costs.
6. Applicants must provide evidence of their activity, such as:
 - A letter from Gloucester City Council confirming trading activity
 - A trader permit issued by Gloucester City Council
7. NHS or other public service vehicles requiring access (e.g. cancer screening vans, public workshops) must provide proof of their activity.
8. A Trader Permit can only be valid for one vehicle at any time.
9. If the vehicle registration changes after purchase, the permit holder must email the Parking Team to update details. Failure to do so may result in a Penalty Charge Notice (PCN).
10. Permits will be issued as a virtual permit through an electronic record; no paper permits will be provided.
11. A Trader Permit does not guarantee access or parking at a specific location.
12. Vehicles must be parked safely and not cause a hazard or obstruction.
13. GCC reserves the right not to issue a permit where the vehicle has outstanding PCNs or where access may be hazardous or cause nuisance.
14. Providing false or fraudulent information will invalidate the permit and no refund will be given.
15. GCC is required by law to share personal data to help the detection of fraud. This authority may use the information you provide for the prevention and detection of fraud and may share it with other bodies responsible for auditing or administering public funds. For further information see the Fair Processing Notice.

16. All permits remain the property of GCC, who retain the right to withdraw them when not used in accordance with these terms and conditions. GCC reserves the right to change the terms and conditions; the version advertised on the website will be the current valid terms and conditions for use of Trader Permits.

17. Vehicles must be moved on the instruction of a Police Officer, Civil Enforcement Officer, Council Officer, or Utility Company Contractor in the course of their contracted works.

4. 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. Waivers must not be used for convenience parking, commuting, personal errands, or periods when active work is not taking place.

3. 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.

4. A Green Waiver application must be made by on-line or telephone application to GCC's administrative provider.

5. 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.

6. A Red Waiver application must be made by on-line or telephone application to GCC's administrative provider 10 days before parking is required.

7. 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.

8. 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.

9. 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.

10. Gloucestershire County Council may limit the number or frequency of waivers issued to an applicant or business.

11. A Waiver will be issued as a virtual permit through an electronic record and no paper receipts will be issued.

12. There is a processing charge of £20 per day for a Green Waiver (in permitted parking areas and £25 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.

13. 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.

14. The vehicle should be parked in a manner that is safe and does not cause a hazard or nuisance to other drivers or pedestrians.

15. Materials or goods must not be deposited on the footway or carriageway except when loading or unloading is occurring.

16. 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.

17. Waivers are only issued to one individual registration mark. It remains the applicant's responsibility to ensure the vehicle registration mark is correctly input and any vehicle changes updated. An incorrect vehicle registration mark may lead to the issue of a Penalty Charge notice which will not be cancelled.

18. 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.

19. A Penalty Charge Notice will always be issued where the terms of the Waiver are not complied with and will not be cancelled.

20. 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.

21. 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.

22. 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.

23. 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.

5. Suspension of Parking Places Terms and Conditions

1. Applications to suspend the use of a parking place must be made with GCC's enforcement agent (currently NSL).
2. Advance notification of a request for a suspension must be submitted using the relevant form available from GCC's enforcement agent (NSL) and received at least 7 days before the required suspension date.
3. Applications submitted with less than 7 calendar days' notice will incur an additional short-notice administration fee of £20 per application. This fee is non-refundable and applies in addition to the standard daily suspension charges. Short-notice requests are subject to availability and cannot be guaranteed.
4. A parking space is defined as an individual marked space, or a length of 5 metres within a longer parking bay where individual spaces are not marked.
5. An administration charge of £25 per day will be applied for each bay suspended per application.
6. Emergency applications will be considered only if made during working hours directly to the GCC Parking Team (01452 425610).
7. Payment can be made by telephone or by invoice. No refunds will be given for unused bays or if access to a bay is not available.
8. GCC and their enforcement agent (NSL) reserve the right to refuse any application.
9. GCC reserves the right to reduce the number of bays requested within an application to ensure the highway is managed for all road users.
10. If a suspension is cancelled with less than 3 days' notice, a cancellation fee of £10 per bay will apply to cover administration costs.
11. No refunds will be given for cancellations or early terminations made after the suspension start date.
12. Extensions will only be permitted in exceptional circumstances. An extension must be requested at least 2 days before the suspension ends and will be reviewed on a case-by-case basis. Any further requirement will be treated as a new application and subject to standard notice periods and charges. 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 any new request treated as a new application.
13. In the event of difficulties (including vehicles parked in the suspended space(s)), the applicant must contact GCC's enforcement agent (NSL) immediately by telephone (01452 937137).

14. A suspension removes the general right for anyone to park at the designated location and is valid only for the dates applied for.

15. The applicant/driver must move any vehicle parked in a suspended space if 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 must not obstruct access to side roads or adjacent premises.

16. Once the suspension period has expired or been terminated, the bay(s) will immediately revert to normal parking restrictions. The applicant must remove any vehicles or equipment before the end of the suspension. Failure to do so may result in enforcement action and penalty charges.

17. Obtaining a suspension through false or fraudulent information will invalidate the suspension and no refund will be issued.

18. GCC is legally required to share personal data for the detection of fraud. Information provided in an application may be used for the prevention and detection of fraud and may be shared with other bodies responsible for auditing or administering public funds. For further information, see the Fair Processing Notice.

19. GCC retains the right to withdraw suspensions not used in accordance with these terms and conditions. GCC may amend the terms and conditions at any time; the version published on the website will be the current valid version.

6. Parking Permit Refund Policy

This section 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 these terms and conditions.

1. Annual Residents Parking Permits shall only be refunded under the following circumstances:

a) The permit holder can no longer use the permit because of a medical condition, e.g. if their driving licence has been terminated due to the medical condition.

b) Death of the permit holder.

2. In either of the circumstances above, Gloucestershire County Council will require copies of relevant information to confirm that the above reasons apply and that the permit holder is eligible for a refund.

3. Where a resident has 6 months or more remaining on a permit and the vehicle is changed to a low-emissions vehicle, the resident permit balance will be refunded so that a new lower-rate low-emissions permit can be purchased.

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 a refund.

6. No other permits are eligible for a refund.
7. Refunds will not be granted where misuse or false declaration has been identified.

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. For example, a permit cancelled on 24 May would be refunded from 1 June.
3. After application of the rules above, including submission of relevant information, a refund will be issued 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: <http://www.gloucestershire.gov.uk/highways/parking/>