

Terms and conditions - Virtual Visitor Permits

Qualification – To qualify for a Virtual Visitor Permit you must:

- Reside within Three Rivers District Council Controlled Parking Zone (CPZ).
- Your address is your 'main residence' you would normally spend approximately four nights a week there and pay the relevant Council Tax.
- Your property is not restricted for parking permits.

Application Criteria – Proof of address

When applying online you will need to send proof of address. The following documents will be acceptable, and you will need to show one item from the list below. These need to be for the address you are applying for a permit at:

- Driving licence (registered to current address)
- Utility bill/ council tax bill - dated within the last 3 months (mobile phone bills will not be accepted)
- Signed current formal tenancy agreement.

As part of our policy to prevent fraud and misuse of permits, we can ask for proof documents at any time. This includes after we've issued the permit. If you don't give us the necessary information within 14 days, we can cancel the permit.

Permits are not valid until your eligibility has been approved.

Virtual Visitor Permit Conditions of Use

- Visitor permits are for private/domestic use only and must be used in accordance with the terms and conditions.
- Permits are valid for 12 months.
- Residents that are eligible can apply for a maximum of 50/24hrs sessions per year (equivalent of 5 books of 10 vouchers). If you require more than the maximum, discretion may be considered.
- Visitor vouchers are not valid for use on vehicles exceeding **5.25m in length and 2.30 m in height.**
- Virtual permits will allow holders to park in resident bays and shared use bays within the zone you reside in, during the hours parking restrictions are in force.
- It is the account holder's responsibility to ensure virtual visitor permits are correctly applied for and the correct details included.
- **Unused virtual visitor permits are non-refundable.**
- Purchasing Visitor Permits does not guarantee you parking outside of your home.
- Visitor Permit prices are reviewed annually and any changes made through a Notice of Variation on the Council's Website and in the Press.
- The Council reserves the right to amend these terms and conditions, application procedures and the relevant Traffic Regulation Orders at any time.
- Visitor Permits are the property of the Council and can be cancelled at any time.

Reasons why the Council may cancel a permit:

- Failure to comply with these terms and conditions.
- The vehicle is found to be larger than permitted.
- The permit holder has ceased to be eligible under these terms and conditions or the relevant Traffic Regulation Order.
- Any other reason the Council deems is misuse or detrimental to the Permit Parking scheme.

By applying for or purchasing any type of permit, the applicant:

- Certifies that all the information that the applicant has given in the application process is correct.
- Accepts the Council's terms and conditions as varied from time to time together with any terms and conditions .
- Agrees to be bound by and comply with the relevant Traffic Regulation Orders which may be varied from time to time,
- Is required to move their vehicle if requested to do so by a Civil Enforcement Officer or by the Police.
- Not complying with the terms and conditions may result in the issue of a Penalty Charge Notice (PCN).

Parking Suspensions - From time to time it may be necessary to suspend a parking bay, this is normally due to road works being carried out by the utility companies, such as gas or electricity. During the period for which the bay is suspended, parking is not permitted in the bay. Even if a valid permit exists, a PCN will still be issued.

It is the permit holder's responsibility to ensure that the bay in which the vehicle is parked is not suspended during the time their vehicle is there.

Refunds and cancellations – Virtual Permits are non-refundable