

Terms and Conditions – Virtual Visitor Permits

Qualification

To qualify for a Virtual Visitor Permit, you must:

- Reside within a Three Rivers District Council Controlled Parking Zone (CPZ).
- Have your address as your main residence — you would normally spend four nights minimum a week there and pay the relevant Council Tax.
- Ensure your property is not restricted from obtaining parking permits.

Application Criteria – proof of address

When applying online, you will need to provide proof of address. One of the following documents will be accepted, and it must show your name and the address for which you are applying for a permit:

- Driving licence (registered to the current address)
- Utility bill or Council Tax bill dated within the last 3 months (mobile phone and broadband bills will not be accepted)
- Signed, current formal tenancy agreement

As part of our policy to prevent fraud and misuse of permits, we may request proof documents at any time, including after a permit has been issued. If you do not provide the necessary information within 14 days, we may cancel the permit.

Permits are not valid until your eligibility has been approved and paid for.

Virtual Visitor Permit – Conditions of Use

- Visitor permits are for private/domestic use only and must be used in accordance with these terms and conditions.
- Permits are valid for 12 months.
- Eligible residents may apply for a maximum of 50 × 24-hour sessions per year (equivalent to 5 books of 10 vouchers). If you require more than the maximum, discretion may be considered.
- Visitor vouchers are not valid for vehicles exceeding 5.25 m in length or 2.30 m in height.
- Virtual permits allow holders to park in resident bays and shared-use bays within the zone of residence 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 that all details are accurate.
- Purchasing Visitor Permits does not guarantee parking outside your home.
- Visitor Permit prices are reviewed annually, with 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 remain the property of the council and may be cancelled at any time.

Reasons the council may cancel a permit

- Failure to comply with these terms and conditions
- The vehicle is found to exceed the permitted size
- The permit holder ceases to be eligible under these terms and conditions or the relevant Traffic Regulation Order
- Any other reason the council deems to be misuse or detrimental to the Permit Parking Scheme

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

- Certifies that all information provided during the application process is correct
- Accepts the council's terms and conditions as varied from time to time
- Agrees to be bound by and comply with the relevant Traffic Regulation Orders, which may be varied from time to time
- The visitor is required to move their vehicle if requested by a Civil Enforcement Officer or the Police
- Understands that failure to comply with the terms and conditions may result in the issue of a Penalty Charge Notice (PCN)
- No concessions apply to this type of permit
- Parking sessions may be amended or cancelled only prior to the start time. After the session has begun, cancellations and refunds are not permitted.

Parking suspensions

From time to time, it may be necessary to suspend a parking bay, usually due to roadworks carried out by utility companies such as gas or electricity providers. During the suspension period, parking is not permitted in the bay. Even if a valid permit exists, a Penalty Charge Notice will still be issued.

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

Refunds and cancellations

Virtual Permits are non-refundable.