

Monmouthshire County Council

# Seasonal Long Stay Car Park Permit Terms & Conditions

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## **Terms and conditions Contents**

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## 1) Important Information

- **Our Permits are now Virtual** which means that you won't need a physical permit displayed in your windscreen. Details of your vehicle and permit are now all securely stored on our officer's handhelds. We are trying to reduce our paper and carbon footprint; **therefore, No Paper Permits will be issued.**
- When applying for, renewing, or maintaining your permit account, you confirm that you understand, accept, and will follow these terms and conditions.
- The information provided must be correct. It is an offence to knowingly make false statements for the purpose of obtaining a permit.
- The council reserves the right to refuse or withdraw permits for households found to be abusing the scheme.

## 2) Eligibility

A Long Stay Car Park Permit can be purchased by anybody; you do not need to be a resident of Monmouthshire.

A permit does not guarantee you a place to park your vehicle, it only gives you permission to do so in our long stay car parks if space is available.

## 3) Where the Permit is Valid

A Long Stay Car Park Permit is ONLY valid in Monmouthshire County Council Long Stay Pay and Display car parks in Abergavenny, Monmouth or Chepstow in any normal pay and display bay. This does not include any reserved bays such as Blue Badge holder bays or Electric Vehicle (EV) bay. An alternative permit is available for Short Stay Car Parks if you would like the option of parking in either long stay or short stay car parks. You are also not entitled to any on-street parking concessions with this permit.

For a list of our car parks, please visit our website: <https://www.monmouthshire.gov.uk/car-parks/our-car-parks/>

## 4) Vehicle Custody

You must be the registered keeper or user of the vehicle you nominate. This is demonstrated by your name and address appearing on the documents relating to the vehicle for which you are applying for a permit.

If you have a company car, we will require a letter from your company along with vehicle documentation as outlined in section 7 of these terms & conditions.

## 5) Vehicle Eligibility

Your vehicle must be of a type and class laid down in the regulations. The classes of vehicle are:

1. A passenger vehicle constructed or adapted for the carriage of not more than 12 passengers (exclusive of the driver)
2. A vehicle not exceeding 2.28m high.
3. A vehicle not exceeding 5.25m long.

In all cases the width of the vehicle must be such that when parked it is fully contained within the confines of the parking bay. If a vehicle is found out of marked bay this could result in receiving a Penalty Charge Notice. **Trailers/caravans are not eligible for parking permits.**

## 6) Permit Account

Customers are required to create and manage their parking permit account and upload the correct documentation onto the secure portal.

If you do not have internet at home or access to a scanner, our hubs and libraries have free internet which you can use at their sites. They can also assist you with scanning any documents for your application.

However, if you don't have an email address or don't feel comfortable in using our online portal, we can process a permit for you using our Backoffice function. Please either speak to our team, contact centre or hubs where they can advise you on the information required to accommodate this request. Please note, this means you won't have an online account and will need to call our cashiers to make payment for your permit. It will also be your responsibility to ensure you follow the same as the points below.

As a Permit Account holder, it is your responsibility to ensure:

- Your account & contact details are up to date and all information provided is correct.
- Your permit is valid and renewed on time.
- Your permit is used in accordance with the conditions of use.

## 7) Application Documents

Please note that although these documents are required on the first application, we reserve the right to request updated documents from Applicants that are renewing their application.

Requests for a parking permit will be delayed if applications are submitted without the correct evidence.

### Proof of Vehicle Ownership (as below for new applications/change of vehicle)

We will only accept a copy of one of the documents listed below. Documents provided must show the same vehicle registration number as the application.

- Vehicle Registration Document (V5C)
- Current Certificate of Motor Insurance
- Hiring/Leasing Agreement
- Official Bill of Sale (if the vehicle has been purchased in the last month)
- If you drive a company vehicle, we will require a letter from your employer on company letterhead, confirming the vehicle is owned or leased by them and that you are the sole keeper and user of the vehicle. We will also require a copy of the vehicle registration document (V5C) or lease agreement to be provided from your employer.

## **8) Cost of Permit**

Long Stay Car Park Permits are available to purchase for periods of 3 months, 6 months and 12 months. They are in line with our current approved fees and charges.

## **9) Change of Vehicle**

If you change your vehicle during the validity of your permit you must notify us of this straight away by submitting a change of vehicle request on your permit account. If you still hold a paper permit, you must return this to us. Please email us at [carparking@monmouthshire.gov.uk](mailto:carparking@monmouthshire.gov.uk) so that we can advise you on how to return this to us. You will also be required to produce proof of ownership for your new vehicle. The documents we accept are described in section 7 of these terms & conditions. An administration fee of £10.00 will be charged each time changes to a permit are requested (paper or virtual). Failure to inform us of a change of vehicle may result in the issue of a Penalty Charge Notice.

## **10) Temporary/Courtesy Vehicles**

If your active permit vehicle is being repaired or serviced, you can temporarily replace it with the courtesy vehicle provided by the garage, repair shop or insurance company. You must notify us immediately of this. Only 1 temporary/courtesy vehicle can be active, and this will be for a period of 14 days at a time.

You will need to email [carparking@monmouthshire.gov.uk](mailto:carparking@monmouthshire.gov.uk) to authorise this.

## **11) Refunds/Cancellations**

A refund may be issued if you no longer require your season parking permit, however, an administration charge of £20.00 will be deducted from the final amount. If your permit is still in paper form, to apply for a refund, it will need to be returned to our office, with a written request for a refund to be issued. We will begin the refund from the day the permit is received by us in the post. If the permit is virtual, you can submit a request on your permit account which will notify us, and we will contact you to arrange this.

If proof of the vehicle sale can be provided these exceptions may be considered at the department manager's discretion.

The permit must be cancelled in the event of any of the following circumstances occurring:

- a) if you sell or dispose of the vehicle shown on the permit
- b) the council withdraws the permit, or it ceases to be valid for any other reason.

## **12) Renewal**

It is your responsibility to renew your permit. It is advisable to apply to renew your permit at least 14 days prior to its expiry to enable your renewal to be processed in good time. Please allow sufficient time for the renewal to be processed before the expiry of the existing permit.

You are not entitled to use the car parks unless a valid permit has been processed. **If you have applied for a permit this does not give you any entitlement to parking benefits**

## **13) Blue Badge Holders**

Blue Badge Holders do not currently need to apply for a Season Permit. This is because our car parks are free to use by blue badge holders displaying a valid blue badge in any bay without any time constraints. This does NOT include Electric Vehicle (EV) bays.

## **14) Enforcement**

The Council's Civil Enforcement Officers (CEOs) regularly patrol our Car Parks. Vehicles must park wholly in the parking places marked out in the car parks. Vehicles must be parked so as not to cause an obstruction. Failure to do so may result in police or council enforcement action.

Whilst a vehicle is parked in any of our Long Stay Car Parks it must not be used in conjunction with selling or offering for hire of any service.

Vehicles observed to be parked without holding a valid permit, parked in a reserved bay such as Disabled Bay, Electric Vehicle (EV) bay, parked in a short stay car park, or to be in breach of the council's parking regulations, may receive a Penalty Charge Notice (PCN) of up to £70.

The council will not accept any responsibility for the damage, theft, or loss of, or to, any vehicle or its contents whilst parked in our Car Parks.

## **15) Transferring and selling permits**

Season Permits are non-transferable between vehicles and only valid for the vehicle listed. If you change your vehicle, the permit will need to be updated, please refer to Section 9.

You **cannot** share, sell, or give your permit to anyone else. We reserve the right to take action against anyone found to be buying on behalf of, selling to, or offering permits for sale to anyone else. The action we may take includes permanently suspending or deleting your permit account.

## **16) Data Protection**

Monmouthshire County Council will process the information you have provided in this application in accordance with Data Protection Legislation. To learn more about how we use your personal data please visit our website to view our Privacy Notice: <https://www.monmouthshire.gov.uk/your-privacy/>

## **17) Fraud**

Monmouthshire County Council has a duty to protect the public funds it administers, and to this end may use the information you have provided on 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. This is part of the National Fraud Initiative. We may carry out automated checks to confirm you live at the address you provided. This includes checking the electoral register and Council Tax records. For further information please visit our website to view our fair processing notice: <https://www.monmouthshire.gov.uk/audit/>

## **18) Corresponding with us**

Any correspondence/documents can be emailed to [carparking@monmouthshire.gov.uk](mailto:carparking@monmouthshire.gov.uk)

Should you need to write to us/return original documents please post this to:

**Car Parking Department, Monmouthshire County Council, County Hall, The Rhadyr, Usk, NP15 1GA.**