

Virtual Season Ticket Permits – Terms and Conditions

All Permits

1. Provisions relating to parking permits are contained in the current Tunbridge Wells Borough Council (Parking Places) Order.
2. In order to apply for a car park virtual season ticket, customers will be required to set up an account on the online permit system - [Link to access online Parking Permit Account](#)
3. Virtual season tickets are not transferable and are only valid in the specified car park and specified level of the car park (if appropriate).
4. A vehicle parked without a valid virtual season ticket may be liable for a Penalty Charge Notice.
5. The purchase of a virtual season ticket is not a guarantee of a space. Parking spaces are subject to availability except in car parks where dedicated spaces are specifically allocated.
6. A permit will be allocated to a named account holder and specified vehicle/s unless a vehicle change is requested using the online permit account and attaching any required proofs.
7. Vehicle registration changes for residential permits will be actioned within 2 working days of the request being made. A confirmation email will be sent when the change has been made and only at that point is the new vehicle active on the permit.
8. Season ticket prices are reviewed annually and may be increased according to the Parking Places Orders.
9. Permits are valid for a 12 month period and will need to be renewed by the permit holder each year by logging into their online permit account. Whilst every effort will be made to send reminder to the account holder 7 and 28 days prior to expiry date, it is the permit holder's responsibility to renew.
10. If the permit is not renewed by the expiry date and there is a waiting list for the car park the space will be allocated to the next person on the list.

11. To apply for a reduced rate Local Employee season ticket, you must provide proof that your place of employment is within the required locality. Details of car parks where Local employee season tickets can be purchased and the inclusion criteria can be found on our website.
12. Where proof of residence or local employment is required, Tunbridge Wells Borough Council reserves the right to cancel the permit immediately if any of the requested proofs are invalid.

Specific Car Park Information

13. Meadow Road and Royal Victoria Place car park - Whilst vehicles can be parked 24/7 in this car park, there is no entry or exit to the car park between 23:00-06:00 (closed Easter Sunday, Christmas Day & New Year's Day), with possibly reduced times on other bank holidays. This is managed by the Royal Victoria Place shopping centre (for opening and closing times or in an emergency call 01892 514141).
14. Vehicles must be parked in accordance with the relevant parking regulations for that car park. Details of the regulations are displayed near the tariff boards in the car park, except Calverley Terrace car park.
15. Town Hall Yard car park permits incur an additional charge of £30.00 payable on application to cover the issue of a fob for entrance to the car park. An additional fob can be purchased for £50.00. This charge is refunded within 14 working days after the fob has been returned.
16. Torrington car park season tickets are valid for use on levels 2, 3 and 4 only and in white lined (not red) bays only before 10.30am Monday to Friday.

Part Time Permits

17. A part-time season ticket enables the user to park up to a maximum 4 days out of the 7 calendar days each week, commencing on a Monday.
18. A flexible or fixed day permit may be purchased.

Flexible Part Time Permits

19. Each of the 4 parking days must be individually activated prior to use by logging into the online permit account in order to be valid.

Fixed Part time Permits

20. Fixed Part time permits allow permit holders to park on a fixed 4 days each week.
21. The four fixed days are specified when purchasing the permit.
22. The fixed days may be changed a maximum of 3 times per year and this must be done by emailing the request to parkingpermits@tunbridgewells.gov.uk
23. For Direct Debit permits the changes can only be effective from the 1st of each month.

Direct Debit Permits

24. Any virtual season ticket purchased by Direct Debit will be charged a £50 refundable administration fee.
25. The £50 will be refunded, if applicable, when the permit is cancelled.
26. A Direct Debit virtual season ticket will be valid from the first of the month which is chosen at the point of application.
27. Direct Debit amounts will be collected on or around 15th of each calendar month.
28. Customers will be informed of any increases to Direct Debit payments 1 month prior to the due date.
29. Invoices stating the amount to be taken by direct debit will be emailed on or around 1st of each month.
30. If there is a default on any Direct Debit payment, the permit holder will be contacted by email requesting that payment is made within 7 calendar days. Failure to do so will result in the virtual season ticket being cancelled with immediate effect and if the permit is still required a new application will need to be made and a further £50 administration fee paid. If there is a waiting list for the car park the space will be allocated to the next person on the list and the application will be added to the bottom of the waiting list.
31. If a customer has an overdue invoice for a Parking Permit, then they will not be eligible to purchase a new Direct Debit Permit until the outstanding invoice(s) have been paid. If a new Direct Debit Permit is purchased, this will be suspended or cancelled by TWBC until the outstanding invoice(s) have been paid in full.

Cancellations and Refunds

Direct Debit Permits

32. Permits may be cancelled at any time, by logging into the online permit account and requesting a cancellation.
33. One month's notice of cancellation must be provided.
34. The date of cancellation must be the last calendar day of the month.
35. The Direct Debit may be cancelled at any time, however, if this is done the virtual season ticket must also be cancelled by logging into the online permit account and providing one month's notice.
36. If the direct debit is cancelled without giving one month's notice, the £50 administration fee paid upon application will be retained by Tunbridge Wells Borough Council.
37. If the Direct Debit season ticket is cancelled before the 12-month expiry date of the permit, the £50 administration fee will be retained.
38. If any Direct Debit payments are defaulted on, and due to payment not being received the permit is cancelled, the £50 administration fee will be retained.

Card Payment Permits

39. Permits may be cancelled at any time, by logging into the online permit account and requesting a cancellation.
40. One month's notice of cancellation must be provided.
41. A virtual season ticket purchased by card is entitled to a refund for the remaining full months for which the season ticket is valid, less a £50 administration fee.

Valid for permits purchased on or after 1 September 2020