

TERMS AND CONDITIONS

General Conditions for All Permits

- The permit must be displayed clearly on the windscreen so that it can be read from the near-side (passenger side) outside of the vehicle.
- A virtual permit will only be valid to the vehicle it was issued to for the period purchased and within the zone requested.
- The issuing of a permit does not guarantee a parking space. If no parking spaces are available it is not a justification for causing a parking contravention elsewhere, nor parking in an area you are not entitled to.
- Permits are only valid for use on the dates shown on the permit.
- The use of permits is monitored. Where evidence is found that the permit is being used outside of these terms and conditions the permit may be revoked and/or a Penalty Charge Notice issued.
- The permit is only valid for use in on-street permit parking spaces of the Parking Zone it was issued for – this can be determined by the pre-fix letter and number of the permit e.g. KR01/KR02 or by the name printed on the permit e.g. Town Centre/South Quay-King Staithe Square etc. The signs at the entry point to the permit parking area will identify the Parking Zone Code.

Specific Conditions for Resident Visitor Permits/Scratch-Card Permits/Virtual (Vouchers)

- Only one annual visitor permit may be purchased per property, alternatively up to 365 virtual or scratch-card day permits may be purchased in a calendar year. However, if you have an annual visitor permit you will not be eligible for both.
- The permit/scratch-card/ virtual permit is only valid when displayed in/registered to the vehicle of a visitor who is in the property that the permit/ scratch-card/virtual permit was issued in respect of, or remains in the company of a permanent resident of that property.
- Use of the permit/scratch-card/virtual permit by one visitor for a period exceeding 14 consecutive days is not permitted without the prior agreement of the Council; please contact us if you feel you have reason to use the permit outside of these restrictions.
- Virtual permits are valid for 24 hours from the time of purchase and may only be purchased online on an as and when basis. Upon your application acceptance you will be given a permit number and PIN code which you will need each time you request a permit along with the vehicle registration details. Payment will need to be made online each time you request a Virtual Permit.

Specific Conditions for Business Visitor Permits/Scratch-Card Permits/Virtual (Vouchers)

- Only one annual visitor permit may be purchased per property, alternatively up to 365 virtual or scratch-card day permits may be purchased in a calendar year. However, if you have an annual visitor permit you will not be eligible for both.
- The permit/scratch-card/virtual permit is only valid when displayed in the vehicle of a person visiting the business premises, or for employees of that business who need to use their vehicle through the course of their business.
- Use of the permit/scratch-card/virtual permit by one visitor for a period exceeding 14 consecutive days is not permitted without the prior agreement of the Council; please contact us if you feel you have reason to use the permit outside of these restrictions.
- Virtual permits are valid for 24 hours from the time of purchase and may only be purchased online on an as and when basis. Upon your application acceptance you will be given a permit number and PIN code which you will need each time you request a permit along with the vehicle registration details. Payment will need to be made online each time you request a Virtual Permit.

Cancellation/Administration Charges

- Any changes to a Resident/Business Permit will incur a £15.00 administration charge.
- If you wish to cancel a Resident/Business Permit and the remaining amount is less than the £15.00 administration charge, no refund will be given.

- No refund will be given for cancelled Visitor Permits.

Lost or Stolen Permits that require replacing

- Resident/Business (not Visitor) Permits - £15.00 administration charge.
- Resident/Business Visitor Permits – a new application along with full payment of the annual fee will be required.

The quickest and simplest way to make amendments and changes to your permit is by visiting our on-line system; <http://parkingpermits.west-norfolk.gov.uk>

Penalty Charge Notices may be issued by the Council to any vehicle found to be parked in contravention of any of the above conditions of use. The Council reserve the right to cancel, suspend or withdraw any parking permit issued.