

# GENERAL CONTRACT PARKING TERMS & CONDITIONS



## **Displaying the Permit**

The customer is responsible for ensuring a valid parking permit is clearly displayed at ALL times on the front windscreen above the tax disc on the passenger side, so that details are clearly visible from the front of the vehicle.

All permits must be valid to date, photocopies are NOT acceptable and the original permit sent to you must be on display. Failure to display a valid permit will result in a parking charge notice.

When on the car park the driver and vehicle are additionally subject to the General Car Park Terms & Conditions as displayed.

A valid permit allows the permit holder to park only in the car park that the permit was issued for. A permit is not valid for all car parks. Parking in a car park with a permit for a different car park, and not displaying a valid ticket, will result in a parking charge notice.

## **Payment for Contract Parking**

Payment for permits can be made in full online or by quarterly or monthly Direct Debit. Direct Debit payments are collected on the 21st day of the preceding month. Please note that the initial invoice will be for the first part month (if applicable) plus the first full month and will require to be paid by credit/debit card online before permit (and if appropriate a FOB or access card) is issued. You will subsequently be advised, if appropriate, of Direct Debit collection amounts and dates. The permit holder is responsible for ensuring that payment is received by RCP Parking Ltd. Any rejected Direct Debit collection will incur a £25.00 administration fee.

For those customers wishing to pay their invoice on-line a late payment charge of £25.00 will apply if payment of your invoice has not been received in full by the 21st of the preceding month. Permits will not be issued until full payment including any late payment charge has been received.

## **Lost or Damaged Permits**

Lost or damaged permits will be replaced at an administration charge of £25.00 + VAT per permit and your old permit cancelled.

## **Cancellation of Contract Parking by Customer ["You"]**

A permit cannot be cancelled during the first 90 days. Thereafter you can give written notice of cancellation of your contract parking effective at the end of a calendar month, subject to a minimum of 30 days such notice. Unless proper notice of cancellation has been received, we will send you an invoice approximately one month before the start of the next quarter. Your contract parking will automatically renew and you will be liable to pay the invoice for the entire quarter subject to your right to cancel as detailed above. You must notify us in writing at least 30 days before the start of the next quarter if you do not want your contract parking to automatically renew.

When contract parking is cancelled, permits are to be returned to: RCP Parking Ltd, 15 The Close, Norwich, Norfolk NR1 4DZ.

## **Cancellation of Contract Parking by RCP Parking Ltd**

If the car park for which the permit is valid closes for any reason and RCP Parking Ltd are unable to offer, or the customer chooses not to accept, any alternative car park, RCP Parking Ltd may cancel the contract. In such circumstances RCP Parking Ltd will endeavour to give the customer 1 month's notice or such longer or shorter notice as it is reasonably able to provide.

**UPDATED 19th January 2015**

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## Access Cards and FOBs

A refundable deposit may apply to access cards / FOBs. This deposit will be refunded once the access card / FOB has been returned in full working order.

Access cards and FOBs should be returned to: RCP Parking Ltd, 15 The Close, Norwich, Norfolk NR1 4DZ

For Damaged access cards or FOBs the deposit will no longer be refunded. A new refundable deposit will apply for the replacement.

## Space allocation

A valid permit does not provide a reserved space.

## Duplicate Permits

Duplicate permits are charged at £25.00 + VAT each.

A duplicate permit does not entitle the customer to a second space. It is only issued to enable customers to park an alternative vehicle in the car park.

## Other Conditions

Changes to car details must be notified in writing to RCP Parking Ltd.

Any alteration to the permit will render it invalid, and will result in a parking charge notice and may lead to RCP Parking Ltd taking action against the vehicle owner for fraud.

The parking of vehicles more than 2.00 metres high, 1.83 metres wide or 4.8 metres long requires the prior consent of RCP Parking Ltd.

Breach of RCP Parking Ltd Terms and Conditions of Contract Parking may result in one or more of the following actions being taken by RCP Parking Ltd:

- Issue of a warning detailing the nature of the breach
- Issue of a parking charge notice
- Withdrawal of parking facilities
- Legal action to recover outstanding monies plus costs and interest