

UPDATED 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.

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

Direct debit payments are collected on 21st of the preceding month. You will be advised of initial payments and direct debit collections amount and dates. Please note that the initial invoice will require to be paid by credit/debit card online before permit and FOB is issued. The permit holder is responsible for ensuring the 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 £15.00 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 fee has been received.

This is a **rolling contract**, unless 30 days written cancellation notice has been given you will automatically be invoiced for the following quarter and will be liable to make payment for this invoice.

If the customer loses a permit, a replacement will be provided at an administration charge of £25.00 + VAT per permit and your old permit cancelled.

Cancellation of Contract Parking

One month cancellation applies to ALL contracts which will be charged at your monthly rate. Your notice will be expected in writing. Please inform us one month before the actual date you wish to stop parking.

When contract parking is cancelled, permits are to be returned to: RCP Parking Ltd, Grosvenor House, 112-114 Prince of Wales Road, Norwich, NR1 1NS.

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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 to Head Office in full working order.

Access cards and FOBs should be returned to: RCP Parking Ltd, Grosvenor House, 112-114 Prince of Wales Road, Norwich, NR1 1NS

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 for allowing customers to park alternate vehicles 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 meters high, 1.83 meters wide or 4.8 meters long requires the prior consent of RCP Parking Ltd.

Breach of RCP Parking Ltd Terms and Conditions of Contract Parking will result in one of 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
- Wheel clamping or removal and impounding of the offending vehicle