

## Season Ticket Terms and Conditions

- 1) The customer shall be deemed to have read and will abide by all or any regulations and/or conditions of use exhibited at the car park. The Company will not be liable for any loss, damage or injury which occurs as a result of the Customer's failure to abide by such regulations and/or conditions.
- 2) A season ticket enables one vehicle, per your application registration, to park only in the car park it is allocated to. Purchase of a season ticket does not guarantee a bay or space will be reserved. Additional vehicles require additional payment.
- 3) Britannia Parking will not be liable for loss of, or damage to any vehicle of the fittings or contents therefore, or injury to any persons, however such loss, damage or injury may be caused.
- 4) If payment of a renewal is not received by that renewal date the company reserves the right to allocate the permit space to the next customer on the waiting list.
- 5) At sites where Automatic Number plate recognition Cameras are in use (ANPR) the customer is responsible for supplying Britannia Parking with the registration used for the permit and for informing Britannia Parking of any change to the registration used ([Seasontickets@britannia-parking.co.uk](mailto:Seasontickets@britannia-parking.co.uk)). For all changes, for all sites, there is a three working day administration period for the changes to take effect. Should you require entry during this period or before confirmation of the change is received from us, please ensure separate payment is made
- 6) At sites where barrier pass cards are issued, if a barrier pass is lost a replacement may be obtained on payment of a fee. It is the season ticket holders responsibility to make themselves aware of the local Terms and Conditions at our car parks, such as open/closing times, closure due to maintenance, localised incidents or events.
- 7) a. The customer will not be entitled to any refund for any part of the period of the season ticket during which it is not used unless in the circumstances set out in (b) below.  
  
7) b. In the case of a limited number of sites the company is subject to short periods of notice and the company cannot guarantee in these circumstances that sites will be available to be used for entire season ticket periods. Whenever possible the company will inform customers in advance of any pending closures and make every effort to accommodate them at an alternative site. If this is not possible a pro-rata refund will be made.

- 8) Permits are valid only for the days specified on the Permit Application Form and are valid during the opening hours of the car park only, unless otherwise specified on the Permit. At all other times users are required to pay normal parking rates.
- 9) Permits are priced on the basis that a space is not reserved or guaranteed and no warranty as to space availability is made.
- 10) The Company reserves the right not to renew the season ticket for any customers or all customers on a car park at its discretion.
- 11) The Company reserves the right to terminate season tickets at any time and in the event of such termination Britannia Parking will refund a pro-rata amount for the unused period.
- 12) A minimum of 4 days notice must be given ([seasontickets@britannia-parking.co.uk](mailto:seasontickets@britannia-parking.co.uk)) for cancellation of the season ticket. The customer will not be entitled to any refund for any part of the period of the season ticket during which it is not used of the current paid term.
- 13) Payment from cards will be taken the day you apply not your start date, after this initial payment.
- 14) Should you need to temporarily change your vehicle registration on your Season ticket due to a valid reason (E.g. Due to car in for MOT/ using courtesy vehicle) we will require an email to [seasontickets@britannia-parking.co.uk](mailto:seasontickets@britannia-parking.co.uk). For all changes, for all sites, there is a three working day administration period for the changes to take effect. Should you require entry prior to receiving confirmation of the change from us, please ensure separate payment is made.
- 15) Season Tickets that identify as '5 Day' are only valid between Monday-Friday.
- 16) Season Tickets that identify as '6 Day' are only valid between Monday-Saturday.
- 17) Season Tickets that identify as '7 Day' are only valid between Monday-Sunday.
- 18) All season tickets end on the day before the renewal is due, at 23:59pm.