

Terms and Conditions - General

1. The permit or visitor parking voucher remains the property of the West Suffolk Council. If it is misused, it may be withdrawn at the Council's discretion. West Suffolk Council will not compensate the permit holder for any unused months if the permit is withdrawn due to failure to comply with T&C's.
2. The scheme will be enforced by West Suffolk Council. A Penalty Charge Notice (PCN) may be issued for not correctly displaying a valid permit or visitor parking voucher. The cost of the PCN will be subject to current Traffic Management Act (2004) legislation.

The permit or visitor parking voucher must be displayed on dashboard of the vehicle and be clearly visible to a Civil Enforcement Officer. Visitor parking vouchers must be completed with the day, month, year scratched off and the vehicle registration number written in **pen** in the white box.

3. The definition of a 'vehicle' for the purpose of this scheme is: 'A motor car or van (under 3.5T), or a motorcycle. No other vehicles can be parked within a residents parking area, subject to exemptions in condition 12.

For a 'non vehicle owning household' within the zone, any visitors including family carers must display a valid visitor voucher. The definition of a 'non vehicle owning household' for the purposes of this scheme is: 'A property which appears on the Council Tax register within the residents parking zone in which no person who normally resides in that property owns, leases, hire purchases or keeps and uses a vehicle'.

4. Vehicles must be roadworthy with current MOT, insurance, and road fund licence; failure to comply will result in the permit becoming void and being withdrawn and the keeper of the vehicle reported to the DVLA.
5. Vehicles must be removed if a West Suffolk Council Civil Parking Enforcement Officer so requests.
6. Applications for parking permits and visitor parking vouchers must be made online at www.westsuffolk.gov.uk/parking Please allow 10 working days from application for processing and dispatch. West Suffolk Council cannot be held responsible for delays with Royal Mail.
7. If you are the registered keeper of the vehicle you drive, upon application, you must upload a copy of the front of the V5c document (logbook). It must clearly show the vehicle registration number (to be printed on permit) and that the vehicle is registered to your address within the zone*. If you are not the registered keeper of the vehicle you drive, upon application, you must upload a letter from the registered keeper confirming the vehicle registration number and the applicants use of the vehicle as well as applicants' proof of address within the zone from the accepted list of documents (council tax bill, mortgage statement/tenancy agreement, utility bill or bank statement dated within 3 months of application). We may use the Council Tax Register or Electoral Roll to continually monitor the validity of permit and visitor voucher applications.

***Exceptions**

- **Second homeowners** – You must provide a copy of your V5c (if you are the registered keeper) or a letter from the registered keeper (if you do not own the vehicle you drive) confirming registration number and your use of vehicle PLUS council tax bill showing your name and address within the zone.
 - **Military Personnel** - You must provide a copy of your V5c or a letter from your base confirming registration number if your vehicle is not registered in the UK PLUS proof of address within the zone from the accepted list of documents (mortgage statement/tenancy agreement, utility bill or bank statement dated within 3 months of application).
 - A resident may use a valid residential parking permit to park a **temporary vehicle** i.e. courtesy car for up to 28 days. To do so you must notify Customer Services by email, providing your name, address, contact number, permit number and the registration number of the temporary vehicle.
8. If you change your vehicle or registration number and do not yet have a new V5 document, you will need to email customer.services@westsuffolk.gov.uk and provide your name, current permit number, previous vehicle registration number, new vehicle registration number and the date you collecting the new vehicle. You may then use the current permit to park your new vehicle for a period of 6 weeks to allow time for your new V5 document to arrive.
- When you receive your V5 document you will be required to make a new application for a replacement permit and pay the relevant fee. Once you have received the replacement permit, return the original for refund.
- Please return your old permit: Customer Services, West Suffolk Council, West Suffolk House, Western Way, Bury St Edmunds, IP33 3YU including a covering letter. You will be eligible for a refund for each full quarter remaining of the parking permit from the date you made a new application. You **must** include the full name and address of the permit holder and a contact phone number so we may administer any refund due.
- If your permit is lost or stolen, you can inform us by email so we may cancel it: Customer.Services@westsuffolk.gov.uk You **must** include the full name and address of the permit holder and a contact phone number so we may administer any refund due.
9. A permit holder who moves out of the residential parking zone must surrender the permit and any unused visitor vouchers. You will be eligible for a refund for each full quarter remaining of the parking permit (excludes visitor vouchers). Please return permit/visitor parking vouchers by post: Customer Services, West Suffolk House, Western Way, Bury St Edmunds, IP33 3YU. You **must** include the full name and address of the permit holder and a contact phone number so we may administer any refund due.
- If you move within the zone, you do not need to surrender your permit but you should notify us of your new address by email: Customer.Services@westsuffolk.gov.uk. Please include your permit number, full name, new address and previous address.
10. The scheme does not automatically renew annually. You are responsible for applying each year. A reminder will normally be sent out approximately one month before the expiry of current parking permit.

11. Trades people working at properties within a zone must obtain a temporary contractor permit to park. To apply, go to www.westsuffolk.gov.uk/parking/parking-permits/index.cfm The only exemptions to this are doctors and other medical practitioners and statutory undertakers, delivery vehicles etc.

Residential permit holders are permitted to park in (Bury St Edmunds) West Suffolk Council owned Off Street carparks* from 4pm to 10am, 7 days a week (including Bank Holidays) free of charge. Outside of these periods normal fees apply and a Penalty Charge Notice may be issued if payment is not made via the payment machine or RingGo. You may not use Visitor Parking Vouchers to park in Off Street carparks.

*EXCLUDING Angel Hill, Buttermarket, Cornhill, Bury Leisure Centre, Nowton Country Park, West Stow, Moreton Hall.

Terms and Conditions - Zone Specific

Who can purchase permit(s) and visitor vouchers and where you can park:

Those whose reside within the boundaries of the Zone can purchase a parking permit and/or visitor vouchers.

Vehicles displaying a valid parking permit or visitor parking voucher will be entitled to park within the marked bays designated for residential parking.

View map for zone details – [Zone K, Thingoe Hill \(westsuffolk.gov.uk\)](http://www.westsuffolk.gov.uk/Zone%20K%20Thingoe%20Hill)

Cost of permit/Visitor Vouchers:

Cars - An annual fee of **£59** for one permit per household.

Motorcycles - An annual fee of **£29.50** for one permit per household.

The permit will be valid between 1 August and 31 July annually. For those applying after the commencement of the scheme, the amounts payable are as follows:

Cars	Permit cost
Nov - Jan	£44.25
Feb - Apr	£29.50
May - Jul	£14.75
Motorcycles	
Nov - Jan	£22.12
Feb - Apr	£14.74
May - Jul	£7.38

Visitor parking vouchers are available at a cost of **£8** for ten vouchers. Each voucher is valid for one day. No refunds will be made. The visitor parking voucher is for use by members of the household and their legitimate visitors only.

Operational times:

8.00am and 6.00pm, Monday to Saturday inclusive. The scheme is also in operation on Bank Holidays. Individual spaces will not be allocated. There will be no guarantee of an on-street parking place.