

Terms & Conditions

This information is to help you get the most from your Season Ticket. Please keep this leaflet for reference.

1. You can use your Season ticket up to and including its expiry date.
2. If you no longer need your season ticket, please hand it in at the parking office where the ticket was purchased.
3. Any refund is calculated from the date the Season Ticket was handed in. It will be the difference between the price you paid and the standard cost of parking for the period which you have actually used the ticket, plus an administration charge.
4. Because of the discounts on longer term Season Tickets, refunds are not paid pro rata to the periods before/after surrender and Annual Season Tickets have no refund value after 10 months.
5. There must be at least seven days remaining on a monthly pass, however there maybe no refund value dependent upon the relevant standard 24 hour pricing model.
6. We do not give refunds or allow Season Tickets to be extended for periods of non-use, for example holidays.
7. If you lose your Season Ticket please report this immediately to the parking office where you purchased it. If you or we cannot recover the Season Ticket, we will then consider an application for a duplicate ticket for which an administration charge may be applied.
8. If your Season Ticket is damaged, illegible or defective, for example it will not longer work at the barrier, it will be replaced free of charge.
9. If you do not have your Season Ticket with you on the day of parking you must pay for your parking at the pay on foot machine. You will be able to get a refund on the fare paid on the first two occasions in any 12 month period. On the second such occasion an administration charge will be made. No more than two of these types of refund will be made in any 12 month period.
You will need to hand in receipts for the amount you have paid within 28 days.

Season Ticket Administration Charges:

Duplicates for lost or stolen £10

Damaged or illegible: Free

Cancellation Fees:

Yearly Season Pass: £50

Six month Season Pass: £40

Quarterly Season Pass: £30

Monthly Season Pass: £20

These charges are subject to change.