

Guidance Notes - Season Tickets for Herefordshire Council Car Parks

Application Form

1. To avoid any delay in processing your application please ensure that all sections of the application form are completed in full
2. Season Tickets are available for the following car parks (where a Season Ticket indicates more than one car park it is valid on either) –

<u>Hereford</u>	Annual cost	Quarterly cost
Bath Street & Venns Close	£900.00	£230.00
Bus Station & Union Walk	£900.00	£230.00
Garrick Multi-Storey	£900.00	£230.00
Greyfriars	£900.00	£230.00
Merton Meadow	£750.00	£190.00
St Martin's 1	£900.00	£230.00
St Martin's 2 (Overflow)	£450.00	£115.00
Wye Street	£900.00	£230.00
Off peak (5pm to 9am)	£75.00	£25.00
<u>Kington</u>		
Mill Street	£240.00	£60.00
<u>Ledbury</u>		
Bridge Street	£250.00	£70.00
Lawnside	£375.00	£100.00
St. Katherine's	£500.00	£130.00

Leominster

Broad Street	£360.00	£95.00
Dishley Street	£360.00	£95.00

Ross-on-Wye

Edde Cross Street & Kings Acre	£225.00	£60.00
Kyrle Street	£300.00	£80.00
Red Meadow	£750.00	£190.00
Wilton Road	£150.00	£40.00

3. Please return your completed application form:

By post to: Revenue Team, Herefordshire Council, Plough Lane, Hereford, HR4 0LE

By e-mail to: invoices@herefordshire.gov.uk

By hand: to any Customer Service Centre –

- Blueschool House, Blueschool Street, Hereford, HR1 2AN
- The Bromyard Centre, 1 Cruxwell Street, Bromyard, HR7 4EB
- The Kington Centre, 64 Bridge Street, Kington, HR5 3DJ
- Ledbury Customer Service Centre, The Master's House, High Street, Ledbury, HR8 1EA
- Leominster Customer Service Centre, The Library, 8 Buttercross, Leominster, Herefordshire HR6 8BN
- Customer Service Centre, Ross Library, Cantilupe Road, Ross-on-Wye, HR9 7AN

4. **Payment:**

- If you return your application form by post you can include your cheque or a request to call you by telephone and we can take a card payment over the telephone.
- If you return your application by email – please include a telephone number with your application so we can call to take a card payment over the telephone.
- If you take your application form to a Customer Service Centre payment can be made at the time by cheque, debit or credit card.
- If you require an invoice this will be issued and your season ticket sent to you when payment is received.
- NB – a season disc will only be issued once a payment is received.

5. **Renewals – do not complete a new application form.** Three weeks before the expiry of your season ticket an invoice will be issued for the renewal fee. New discs are sent by 2nd class post therefore please ensure your payment is received in time to issue a new disc prior to the expiry of your old one.

Ideally payment should be received 7 days before your old disc expires.

6. If you have not done this, and do not receive your new disc in time, you will have to pay the daily parking charge to cover your parking and no amendment to the expiry date on your new disc will be made.

Should you not wish to renew then no further action will be required.

Conditions of use of Season Ticket

1. A season ticket is only valid in the Car Park(s) specified on the disc
2. The season ticket must be displayed face up in a conspicuous position in the vehicle when the vehicle is parked on the car park to which the disc relates
3. The purchase of a season ticket does not guarantee a space
4. The Council, its officers and employees accept no liability for any loss or damage to the vehicle, its contents or accessories, and the vehicle is parked entirely at the owner's risk
5. Any misuse of the season tickets will lead to penalty charge notices being issued. The Council will also issue a warning to the season ticket holder for the first offence. If there is a second offence the season ticket will be deemed invalid and the season ticket holder will have to return the season ticket back to the council. The season ticket holder will not be permitted to apply for another season ticket for a period of twelve months from the date it is returned. If the season ticket is not returned and it continues to be used, penalty charge notices will be issued on the basis that the season ticket is no longer valid.
6. The Council may withdraw a valid season ticket at any time by notifying the holder in writing of such withdrawal and making an appropriate pro rata refund.
7. A season ticket remains the property of the council and shall be surrendered on request to the council and in such circumstances the council at its discretion may make a pro rata refund
8. The cost of a season ticket may be refunded, pro rata, at the council's discretion minus any administration fee.
9. Additional conditions applying to off peak season discs can be found in a separate document.