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# Car Park Season Ticket

## Guidance Notes and Application Form

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### Section 1

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Tick the relevant box to indicate which type of ticket you are applying for.

### Section 2

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Enter the value of the remittance and indicate your method of payment by ticking the appropriate box.

Payment can be made by cheque made payable to Bedford Borough Council, by credit or debit card over the phone, or, if purchasing an annual ticket, you can request an invoice be sent to you.

If you opt for an invoice to be sent to you, you can either pay this in full or contact the Debtors Team (contact details will be on the invoice) who can implement a payment plan of your choice (weekly, monthly, quarterly etc.) which you can pay by card, cheque, direct debit or BACS. **Instalments are only valid for Annual Season Ticket Applications.**

### Section 3

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Enter your full name, home address, and daytime telephone number. The season ticket will only be valid for the named person on the application form. If your company is to be invoiced for the season ticket(s), please enter the company details.

### Section 4

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Please enter the vehicle registration, make and model of your car. Your season ticket will only be valid for this vehicle.

### Section 5

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Tick the appropriate box to indicate the car park and period for which the season ticket is required. Please also indicate the preferred start month – season tickets are issued in whole months and are valid from the 1<sup>st</sup> of the month.

At peak times it may take up to 4 weeks to process season ticket applications and therefore it is recommended that the application be submitted **at least 4 weeks before** the preferred start date.

### Section 6

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Tick the appropriate box indicating how you would like to receive the season ticket. It can either be:

- Collected in person (we will ring you and advise when it is ready for collection);
- Posted to your home address. Please enclose a stamped self-addressed envelope;
- Collected in a batch of other season tickets by a nominated person (please ensure the collectors name and contact number are provided).

### Section 7

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The declaration stating that you agree to comply with the terms and conditions detailed on the application form and those displayed in the car park must be signed by the applicant in order for the season ticket to be issued.

# Terms and Conditions of Use

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1. A season ticket does not guarantee a parking space at the car park. Season tickets are only valid in the car park for which they are issued and are available as permits to be displayed or as barrier cards, depending on the car park chosen. The vehicle must be parked in accordance with the terms and conditions of use displayed in the car park. Failure to display a permit clearly or comply with the terms and conditions displayed, may result in the issue of a Penalty Charge Notice. Currently the charge is up to £70 reduced by 50% if paid within 14 days.
2. For pay-and-display car parks, a permit will be issued displaying a unique code indicating the car park in which the season ticket is valid. **The permit must be clearly displayed in the vehicle and be visible through the front windscreen.**
3. If the car park operates as a 'pay-on-foot' car park, a barrier card will be issued to allow entry and exit. At these car parks a permit for display will **not** be required.
4. Season tickets are issued for a period of 1 or 12 months, in whole months only. All season tickets will be valid from the 1<sup>st</sup> of the month and expire on the last day of the month. All applications should be submitted at least **4 weeks in advance** of the required start date.
5. If an annual season ticket is no longer required, it may be surrendered to the Council for an apportioned refund. The refund is based on the amount paid for each whole unexpired month, less a £5 administrative charge, calculated from the date that the permit or barrier card is received along with a covering cancellation letter. **Refunds are not available for 1-month season tickets.**
6. The season ticket is not transferable between vehicles or persons. Bedford Borough Council will re-issue a season ticket for a change of vehicle for the same person for a £5 administrative charge. The old permit must be returned.
7. There is a charge to replace a lost or stolen permit or barrier card. If the original ticket is subsequently found it must be returned to Bedford Borough Council. Damaged permits will also be replaced at a charge. **Damaged barrier cards should not be inserted into the machines.** You can obtain a replacement barrier card at no charge upon return of your damaged card.
8. Where maintenance work closes or restricts the use of a car park, notices will be erected identifying alternative car parks where season tickets will be valid.

## Season ticket charges from 1 January 2017:

Car Park	Annual 12 Months	1 Month
Allhallows MSCP	£1,420	£118
Ashburnham Road	£1,257	£105
Lurke Street MSCP	£1,425	£119
Melbourne Street	£533	£44
Prebend Street	£776	£65
Queen Street MSCP	£644	£54
St Peters Street	£1,125	£94

Other Charges	
Replacing a lost or damaged Permit	£10
Replacing a lost Barrier Card	£10
Replacing a damaged Barrier Card	No Charge
Administration Charge (Changes/refunds/cancellations)	£5

<b>FOR OFFICIAL USE ONLY</b>		Permit / Barrier Card No.	
Received By	Hand / Post	Date issued	
Lost Permit Number		Payment method	
Lost Barrier Card Number		Amount paid	
Invoice Number		Actioned By	

# Season Ticket Application

Please read the guidance notes carefully before completing this application form.

## PART 1 – PERMIT REQUIRED

- Car Park Season Ticket
- Replacement Season Ticket - Change of vehicle details     **Old Permit returned**
- Replacement Season Ticket / Barrier Card (Original Lost / Mutilated)

## PART 2 – AMOUNT PAYABLE (Please refer to table of charges)

£
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- Cheque  
Please make payable to Bedford Borough Council
- Debit / Credit Card  
You will be contacted for secure payment upon processing of your application. Ensure you provide your telephone number
- Invoice Me                       Invoice Company  
**Annual tickets only** – can be paid in full or small regular instalments by direct debit, BACS or cheque.

## PART 3 – SEASON TICKET HOLDER OR COMPANY DETAILS

Surname or Company Name ..... Title .....

Forename(s) in full .....

Address .....

.....

..... Postcode .....

Daytime telephone number ..... Email .....

## PART 4 – VEHICLE DETAILS

Vehicle Registration .....

Make .....

Model .....

**PART 5 – SEASON TICKET REQUIRED**

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Car Park	1 Month	Annual	Preferred Month for Commencement
Allhallows MSCP	<input type="checkbox"/>	<input type="checkbox"/>	.....
Ashburnham Road	<input type="checkbox"/>	<input type="checkbox"/>	.....
Lurke Street MSCP	<input type="checkbox"/>	<input type="checkbox"/>	.....
Melbourne Street	<input type="checkbox"/>	<input type="checkbox"/>	.....
Prebend Street	<input type="checkbox"/>	<input type="checkbox"/>	.....
Queen Street MSCP	<input type="checkbox"/>	<input type="checkbox"/>	.....
St Peters Street	<input type="checkbox"/>	<input type="checkbox"/>	.....

**PART 6 – RECEIPT OF SEASON TICKET**

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- I would like to collect my Season Ticket from the Customer Services Centre, Horne Lane
- I would like the Season Ticket to be posted & enclose a stamped self-addressed envelope
- I would like ..... to collect the Season Ticket on my behalf

**PART 7 - DECLARATION**

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- I hereby certify that I am the applicant and the information I have provided is correct.
- I agree to comply with all terms and conditions as detailed on this application and those displayed in the car park.
- I agree to pay the relevant charge as published and understand and accept that these charges are subject to change at the commencement of the calendar year.
- Where paying by instalments (i.e. invoice), I shall ensure that payments are made in a timely manner and within 14 days of a request made by Bedford Borough Council.
- I understand and accept that failure to make such payments will result in my season ticket being withdrawn until payment is brought up to date and that the sums outstanding are recoverable as a debt by Bedford Borough Council.

Signature ..... Date .....

All applications and refund requests should be submitted:

<p>By Post to: Bedford Borough Council Customer Services Centre PO Box 1494 Bedford MK40 9EA</p>	<p>In Person at: Bedford Borough Council Customer Service Centre 2 Horne Lane Bedford MK40 1RA</p>
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