



## Terms and Conditions

These terms and conditions and the agreement between the applicant and London Borough of Hillingdon (“the Council”) shall be binding on the applicant and apply in relation to the services and parking products offered by Parking Services.

### 1. All Permit Types

- 1.1. This section applies to all permit types in addition to their specific sections contained within these terms and conditions.
- 1.2. All parking permits are virtual (except Carers Permits and Business Permits), which means that there is no need to display anything in the respective vehicle. Civil Enforcement Officers (CEO) will be able to check whether a vehicle has an active permit using their hand-held devices.
- 1.3. The vehicle must park in a designated parking place for which the permit is valid in the zone assigned during the online permit application during controlled hours.
- 1.4. Parking permits are only valid for use in designated permit holder or shared used bays/spaces for the assigned zone (shared use bays can be used by both permit holders and motorists who pay to park) within Parking Management Schemes (PMS). The vehicle must be parked without obstruction of dropped kerbs or yellow lines otherwise a Penalty Charge Notice (PCN) may be issued, and the vehicle may be removed by the Council.
- 1.5. Business permits can only be used in the designated business bays within the applicable PMS.
- 1.6. The issue of any permit does not guarantee the user a parking space within the PMS.
- 1.7. The Council has the right to suspend parking bays at any time. The Council will usually advise if on-street and off street (car parks) parking is going to be disrupted or suspended, although this is not always possible. In such circumstances, warning notices will normally be put up 72 hours in advance at the relevant parking bays. Emergency suspensions may be introduced at any time. Vehicles must not be parked in a place where parking has been suspended, as a PCN may be issued, and the vehicle may be removed.
- 1.8. The applicant is solely responsible for renewing their parking permit before it expires. The applicant can renew their permit up to 28 days prior to its expiry date.
- 1.9. Applications for permits will not be accepted by post, except for exceptional circumstances.

- 1.10. If required, the applicant will support their parking permit application by providing the documentation outlined in the application process.
- 1.11. The Council will request proof of address and vehicle ownership at the point of application, with further details located on the London Borough of Hillingdon website: <https://www.hillingdon.gov.uk/parking-permits>. Proof must be in the same name and address as the permit application and/or account holder. The Council may review the documentation supplied and can request further information if address or vehicle ownership cannot be validated. The Council also reserves the right to revoke the permit if the additional information is not received within 14 days of the request being made.
- 1.12. In the event a permit is revoked by the Council, for reasons such as but not including, address or vehicle ownership not validated and, height and/or length of vehicle exceeds permitted limit a refund will be calculated based on the number of full calendar months left on the permit at the point of cancellation, minus an administration fee of £5.
- 1.13. If the applicant transfers or sells the vehicle, the permit will no longer be valid and cannot be transferred to the new keeper. The new keeper of the vehicle will be required to apply for a new permit.
- 1.14. The applicant will notify the Council within 14 days of any changes in their circumstances which may affect the validity of the parking permit including but not limited to:
  - a) a change of address within the Borough;
  - b) leaving the Borough; and
  - c) sale or disposal of the vehicle.
- 1.15. Parking permits issued by the Council remain the property of the Council and an applicant is required to return any such permits (if applicable) to them if asked to do so by a Council officer or an authorised officer on behalf of the Council.
- 1.161 The Council reserves the right to withdraw, revoke or refuse to issue a permit if;
  - a) it becomes apparent that a permit issued by the Council is improperly held or is being improperly used;
  - b) there is any default in payment of the Council's appropriate charge for the permit;
  - c) the vehicle in which the permit has been applied for exceeds the height of 2.3 metres in height and/or 5.3 metres in length.

## **2. Vehicle Requirements**

- 2.1. The vehicle which a parking permit is applied for must not exceed 2.3 metres in height and/or 5.3 metres in length. Any parking permit issued to a vehicle (on the basis of an application), which then later transpires exceeds this height and/or length restriction, may be revoked.

## **3. Property Requirements**

- 3.1. The address/property against which a parking permit is applied for must:
  - a) be the applicant's sole or main residence and/or place of business;

- b) fall within the boundaries of a PMS as defined by The London Borough of Hillingdon;  
and
- c) not be a car free or car restrained development (i.e. a property not entitled to apply for such a permit from the Council) as defined by the property's planning permission (section 106 agreement) unless otherwise specifically permitted.

#### **4. Courtesy Vehicles**

- 4.1. If the vehicle associated to any permit becomes unusable and a temporary vehicle is obtained, permit holders can apply for a courtesy vehicle permit via their online permit account. The option to apply for a courtesy vehicle is only available to accounts that have a current valid parking permit. The same terms and conditions would apply for a courtesy vehicle permit as it would for any other parking permit.
- 4.2. All Courtesy Car permit applications are to be approved by the Council, once the application has been approved the applicant will receive an email to confirm this.

#### **5. Resident Permits**

- 5.1. Resident parking permits are valid for either 3, 6, 9 or 12 months.
- 5.2. Only one resident permit is permitted per vehicle per Parking Management Scheme within the London Borough of Hillingdon.
- 5.3. Resident and vehicle proof must be supplied to validate the permit application, both documents must show the name and address of the applicant and address in which the permit is being applied for.
- 5.4. Foreign vehicles will not be permitted to have a resident parking permit for longer than 12 months unless proof that the vehicle has been registered with the DVLA is provided.
- 5.5. The annual permit charge as detailed in 5.6 relates to the number of vehicles at a property that require a permit and are assigned to applicants on a first come first serve basis. Therefore, applicant one will be able to obtain resident 1st permit, applicant two can obtain resident 2nd permit and so on. Provided permits are renewed before they expire the permit sequence (e.g. the order in which they were initially applied for and the charges therefore associated to them) will remain the same. Renewing permits after they have expired may result in the sequence of the permit charging changing.

#### **5.6. Charges**

5.6.1. Resident parking permits charges apply to the number of permit holders per household. These charges are per address as defined by the Local Land Property Gazetteer (LLPG).

<b>Type</b>	<b>3 Months</b>	<b>6 Months</b>	<b>9 Months</b>	<b>12 Months</b>
First Permit	£23.10	£46.20	£69.30	£92.40
Second Permit	£33.25	£66.45	£99.70	£132.90
Third Permit	£44.80	£89.55	£134.35	£179.10

Fouth Permit	£54.90	£109.75	£164.65	£219.50
Fifth + Permit	£65.00	£129.95	£194.95	£259.90

- 5.6.2. Residents who no longer require a permit can cancel it by accessing their digital permit account. Refunds are calculated based on the number of full calendar months left on the permit at the point of cancellation, minus an administration fee of £5.
- 5.6.3. If a paper permit is currently held, this will need to be returned to the Council before a refund will be issued to the applicant.
- 5.6.4. If a resident permit is no longer required, the Council cannot change the permit position of any other permits held at the same address. It is the applicant's responsibility to ensure when applying for or renewing their permit, they are obtaining the vacant permit positioning available. E.g. Resident 1st permit is not renewed, resident 2nd permit cannot apply for a refund for the difference in permit pricing. The sequence can only be changed at the point of renewal.

## 6. Resident Visitor Vouchers and Free Visitor Vouchers

### 6.1. Visitor Vouchers

- 6.1.1. Permitted residents within a PMS are allowed to apply for and obtain visitor vouchers, any residents in restricted properties as described in 3.1 (c) are not permitted to purchase visitor vouchers.
- 6.1.2. Visitor permits are sold in batches of 10 virtual sessions. Sessions cannot be purchased individually and only in the quantities detailed below:

Type	Quantity	Price	<i>Price per session</i>
All Day Voucher	10 sessions	£ 15.60	£1.56

- 6.1.3. Sessions can be activated against vehicle registration numbers via the applicants electronic permit account.
- 6.1.4. Visitor sessions can only be activated against vehicles, belonging to or being used by a person visiting the resident of the parking management scheme, in which the vehicle's overall height cannot exceed 2.3 metres.
- 6.1.5. Paper visitor vouchers or virtual visitor sessions can only be used by bona fide visitors visiting the permit address. Visitor vouchers or sessions are not for resale, and are nontransferable.
- 6.1.6. Applicants will be required to apply for a visitor permit, which gives the ability to obtain up to 50 all day visitor voucher sessions. These voucher sessions are then valid for the duration of the visitor permit period. If residents require a further 50 visitor voucher sessions, then a second visitor permit needs to be applied for and so on. Properties have an annual limit of 450 visitor voucher sessions.

6.1.7. The Council no longer issues paper based visitor vouchers however any remaining paper visitor vouchers will remain valid and can still be used by residents for their visitors.

## 6.2. Free Visitor Vouchers

6.2.1. The Council offers 10 free visitor sessions a year to resident properties, as defined by the Local Land and Property Gazetteer (LLPG) where the property is located in a PMS and is not a property as defined by 3.1c. The first visitor permit applied for at a property will be provided with the 10 free visitor voucher sessions as part of the application process and is issued on first come first serve basis.

6.2.2. Vehicles in which a visitor voucher session is assigned to, can park in any resident or shared use bay within the PMS in which the property of the applicant is located.

6.2.3. The allocation resets upon renewal of the first visitor permit held at the property.

## 7. Business Permits

7.1. Business permits are available to specific businesses that are located within a PMS. The businesses permitted to apply for a business permit are defined by the Traffic Management Orders.

7.2. Business permits can only be issued for specific PMS' where there are designated business bays.

7.3. Business permits are available to businesses who require use of their vehicle for business purposes around the borough and they will not be issued for the purposes of commuting.

### 7.4. Charges

Period	Price
3 Months	£183.75
6 Months	£367.50
12 Months	£735.00

7.5. Businesses who no longer require a permit and want to cancel it must return the permit to the Council. A refund will then be calculated based on the number of full calendar months left on the permit at the point of cancellation, minus an administration fee of £5.

## 8. Disabled Bay Permits

8.1. Properties that have a disabled resident bay allocated to them (either outside the property or in close proximity) can apply for a disabled bay permit. These bays are not for the sole use of the resident, any blue badge holder is permitted to park in a disabled bay in the borough.

8.2. Where a disabled bay is assigned to a property, the resident will be able to apply for a disabled bay permit to allow them to park in said bay without needing to display their blue badge.

### 8.3. Charges

Type	Price
New Permit (annually)	£17.40
Renewal	£5.80

8.4. No refund will be issued upon the cancellation of a disabled bay permit.

## 9. Carers Permits

9.1. Residents who live within an PMS who receive care can apply for a carers permit. The applicant will be required to provide proof of their care during the application process, which will be reviewed at the discretion of the Council.

9.2. Carers' parking permits are issued by the Council in a paper format which is posted to the applicant's address. The Council takes no responsibility for permits lost in the post.

9.3. If a permit is lost or destroyed the applicant can apply for a replacement permit but a charge does apply, please refer to 9.4.

9.4. Charges

Type	Price
Annual Permit (New/Renewal)	£0.00
Replacement for lost permit	£20.00

9.5. Carers' parking permits are for the sole use of the applicant's carers and must only be displayed in a vehicle which is being used by the carer to deliver care to the applicant at the time that the permit is displayed. At all other times the permit must be retained by the applicant.

9.6. A carers' parking permit must be displayed in the vehicle so that it is clearly visible from the front or nearside of the vehicle. Failure to clearly display a permit may result in a Penalty Charge Notice being issued.

9.7. If the applicant moves address, they must return the permit to the Council.

9.8. Carer's permits are only valid in resident bays located within the PMS as displayed on the permit.

9.9. Carer's parking permits issued by the Council remain the property of the Council and an applicant is required to return any such permit(s) to them if asked to do so by a council officer or an authorised person on behalf of the Council.

## 10. Mobile/Waiver Permits

10.1. Mobile Permits

10.1.1. Only organisations listed on the Councils eligible list are able to obtain a mobile parking permit. If your organisation is not on the list but you apply for a permit, your application may be rejected by the Council.

10.1.2 .Mobile permits allow vehicles to park in resident parking bays whilst the holder is undertaking community work nearby.

10.2. Extended Waivers

10.2.1. Only organisations listed on the Councils eligible list are able to obtain an extended waiver permit. If your organisation is not on the list but you apply for a permit, your application may be rejected by the Council.

10.2.2. Extended waiver permits allow vehicles to park on single yellow lines within the Borough whilst the holder is undertaking community work nearby.

### 10.3. Charges

Type	Price
Mobile Permit (Commercial Organisations)	£554.00
Extended Waiver (Commercial Organisation)	£554.00
Mobile Permit (Non-Profit/Staff)	£23.00
Extended Waiver (Non-Profit/Staff)	£23.00

10.4. Commercial Organisations who no longer require a permit and want to cancel can do so by accessing their digital permit account. Refunds are calculated based on the number of full calendar months left on the permit at the point of cancellation, minus an administration fee of £5.

10.5. Refunds will not be issued for Non-Profit or Staff permits.

## 11. Car Park Permits

11.1. The Council offers the ability for permits to be obtained at specific car parks within the borough. Car Park permits are sold in the duration of three, six or 12 months only.

Car Park	Address
Blyth Road Car Park	Blyth Road, Hayes, UB3 1RX
Brandville Road Car Park	Brandville Road, West Drayton, UB7 7LT
Cedars Multi Storey Car Park	Oxford Road, Uxbridge, UB8 1ND
Community Close Car Park	Community Close, Ickenham, UB10 8RF
Devon Parade Car Park	Devon Parade, Eastcote, HA5 1QR
Devonshire Lodge Car Park	Devonshire Lodge, Eastcote, HA5 1QW
Fairfield Road Car Park	Fairfield Road, Yiewsley, UB7 8EY
Grainges Multi Storey Car Park	Oxford Road, Uxbridge, UB8 1BS
Green Lane Car Park	Green Lane, Northwood, HA6 2GX
Kingsend South Long Term Car Park	Kingsend South, Ruislip, HA4 6ER
Linden Avenue Car Park	Linden Avenue, Ruislip, HA4 9AB
Long Lane Car Park	Long Lane Car Park
North View Car Park	North View, Eastcote, HA5 1PG
Pembroke Gardens Car Park	Pembroke Gardens, Ruislip, HA4 8NX
Pump Lane Car Park	Pump Lane, Hayes, UB3 3LJ
St Martin's Approach Car Park	St Martins Approach, Ruislip, HA4 8BD

11.2. Each car park has a set number of permits permitted to be sold. Applicants who apply for a car park permit at a car park that is at full capacity will be placed on a waiting list.

11.3. Permit holders who no longer require a permit can cancel it by accessing their digital permit account. Refunds are calculated based on the number of full calendar months left on the permit at the point of cancellation, minus an administration fee of £5.

### 11.4. Resident Car Park Permits

11.4.1. Residents of the Borough are able to apply for a resident car park permit. Proof of address and vehicle ownership is required so that the Council can validate your eligibility for a resident car park permit.

11.4.2. The resident car park permit costs are included below:

<b>Resident Car Park Permit Charges</b>	<b>3 Months</b>	<b>6 Months</b>	<b>12 Months</b>
Car Park Permit (Surface)	£121.00	£253.00	£506.00
Cedars MSCP and Grainges MSCP	£352.00	£748.00	£1507.00

11.4.3. Foreign vehicles will not be permitted to have a resident car park permit for longer than 12 months unless proof that the vehicle has been registered with the DVLA is provided.

## 11.5. Non-Resident Car Park Permits

11.5.1. Non-residents are able to apply for a car park permit to be able to park in one of the car parks listed in 11.1.

11.5.2. The non-resident car park permit costs are included below:

<b>Non Resident Car Park Permit Charges</b>	<b>3 Months</b>	<b>6 Months</b>	<b>12 Months</b>
Car Park Permit (Surface)	£143.00	£297.00	£594.00
Cedars MSCP and Grainges MSCP	£462.00	£1023.00	£1837.00

11.5.3. Foreign registered vehicles are only permitted to obtain non-resident car park permit for a maximum of 6 months.

## 12. School Permits

12.1. Parents at permitted schools are able to apply for a school permit. A school permit gives the applicant between 15 and 30 minutes (depending on the school) to park within the PMS in which the school is located during pick up and drop off times only.

12.2. School permits can be obtained for the following schools only:

Glebe Primary School
Hermitage Primary School
Newnham Infant & Nursery School
St. Andrew's C of E Primary School
St Mary's Catholic Primary School
Whitehall Nursery & Infant School

12.3. Applicants will be required to provide details relating to the child in attendance at the school as part of the application process. All applications will then be reviewed and offered to the applicant by the applicable school. Once the application has been offered to the applicant, they will be notified by email and information on how to pay for their permit will be provided.

12.4. School permits are available at one per vehicle registration number.

12.5. The cost of a school permit are included below:

Duration	Cost
Annual (from September)	£20.00
7 Months (January to July)	£13.50

12.6. No refund will be issued upon the cancellation of a school permit.

### **13. Fraud Prevention**

13.1. In order to confirm proof of residency and vehicle ownership to reduce instances of fraudulent applications, applicants may be required to provide proof during the application process. The Council reserves the right to check these applications and request further proof if they are deemed invalid or insufficient.

13.2. It is an offence to give false or misleading information. If the applicant provides false or misleading information, they may be prosecuted and ordered to pay a fine of up to £2,500. Failure to abide by one or more of the terms and conditions herein may lead to prosecution and they could receive a fine of up to £5,000. If the case goes to the crown court, the maximum penalty is an unlimited fine or two years in prison, or both.

13.3. If a permit is found to have been obtained using false or misleading information the permit will be cancelled and no refund will be issued. The applicant may also be restricted from applying for and obtaining permits in the future and the Council may prosecute fraudulent claims where appropriate.

13.4. The Council and/or its agents may use the information provided by the applicant to satisfy itself that the applicant is eligible for the permits or parking sessions and/or to prevent and detect fraud by making further relevant enquiries.

13.5. The Council has a duty to protect the public money it deals with and may use information the applicant provides to detect and prevent fraud. For this reason, the Council may also share this information with other organisations dealing with protecting public funds.

13.6. It is a criminal offence if, with intent to deceive, you knowingly make a false statement or mishandle or forged documents to get visitors' vouchers for yourself or others. The Council may prosecute under the Theft Acts or other relevant criminal legislation.

### **14. General**

14.1. These terms and conditions are between the applicant and the Council. No other person shall have any rights to enforce any of its terms.

14.2. Each clause within these terms and conditions operates separately. If a court or relevant authority finds part of this contract prohibited by law, unlawful, void or unenforceable, the provision shall be severed from these terms and conditions and the remaining agreement shall continue in full force and effect.

14.3. If the Council does not insist immediately you comply with requirements under these terms, or delays in taking steps against you in respect of a breach of these terms and conditions, it does not prevent the Council from enforcing its rights under this agreement or taking steps against you at a later date.

14.4. The validity, construction and performance of these terms and conditions and all contractual and non-contractual matters arising out of them, shall be governed by

English law and shall be subject to the exclusive jurisdiction of the English courts to which the Parties submit.

- 14.5. The information on this form may be used by the Council in line with any Data Protection Legislation (for the periods in which they are in force in the United Kingdom including but not limited to the UK General Data Protection Regulation (GDPR) and the Data Protection Act 2018 as amended) and it may be passed within the Council or to other agencies in order to help prevent fraud.
- 14.6. The applicant shall not without the written consent of the Council assign, transfer, novate or in any way dispose of the benefit and/or the burden of the permit of these terms and conditions or any part of these terms and conditions.
- 14.7. The Council will only collect and use personal information if it is needed to deliver a service or meet a requirement. By applying for a permit, the applicant consents to the processing of their personal data and agrees to receive correspondence relating to the expiry/validity of that permit or communication relating to permit changes. The Council processes applicant data in line with UK General Data Protection Regulation which can be found at <https://www.hillingdon.gov.uk/privacy>.