

## **Business - Organisation User Parking Permit Terms and Conditions.**

**There are either Virtual or Paper Business - Organisation Permit Types (see below for details)**

**All day** – valid between 1 to 18 months – **virtual permit**, vehicle(s) and zoned specific

**All day** – valid between 1 to 18 months – **virtual permit**, vehicle(s) specific and valid in all zones **except Castle**

**Visitor 2-hour valid all zones except Castle** – **paper permit** and **clock card**, not vehicle specific

**Visitor 2-hour valid zones specific except Castle** - **paper permit** and **clock card**, not vehicle specific

**Visitor 2-hour for Charities & non-profit organisations valid all zones except Castle** - **paper permit** and **clock card**, not vehicle specific

**Who can get this permit?**

**Zoned all day business** – occupying premises within a permit parking area outside the city centre (i.e. Zones A-Z and WE, BB and ER) not valid in (Cathedral, Castle, St Augustine, St Clement, St Giles, St John, St Julian, St Mary, St Paul & St Peter).

**Non zoned all day business** – **organisation** that operates within the permit parking area and requires access to properties/clients throughout the zones.

**Is the permit specific to a particular vehicle?**

**Virtual** – **Yes**, for 1-18 month permits, but each permit can have two vehicle registration numbers, and can only be used on one vehicle at any one time. You will need to select which vehicle is being used on the mi-permit system prior to parking up (see instructions below on 'How each permit can be used').

**Paper** – **No**, for 2 hours permits placed alongside a clock card set with time of arrival.

**What proof is required to enable the issue of a permit?**

**The business (zoned) permit** - must provide written proof that it occupies business premises within a relevant permit parking area. The business must confirm that the registered vehicle(s) is required for operational purposes of the business (and provide an explanation of the reason that the vehicle is required for this purpose) and provide the registration number(s).

**The business – organisation (all zones) permit** - must provide written proof that it occupies business premises within a relevant permit parking area. The business must confirm that the registered vehicle(s) is required for operational purposes of the business (and provide an explanation of the reason that the vehicle is required for this purpose) and provide the registration number(s).

**How many permits can I have?**

**Virtual** – Any business within a non-city centre zone can be issued with up to two vehicle specific permits for vehicle(s) that are required for the day to day running of the business.

**Paper** – 2-hour permit with clock – as many as your business requires.

## What type of vehicle they can be used on?

Permits are not valid for use on vehicles with an unladen weight of more than 3.5 tonnes or which exceed six metres in length.

## How each permit can be used.

**Virtual** – your vehicle details will show on the Civil Enforcement Officers hand-held when scanned. If you have two registration numbers on the permit, you will need to validate the one that is being used prior to parking and leaving your vehicle (how to details below).

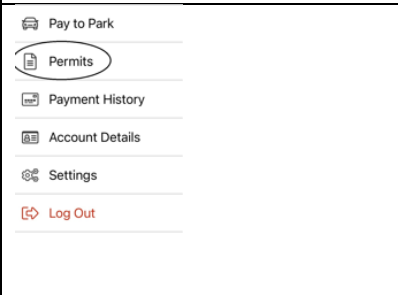
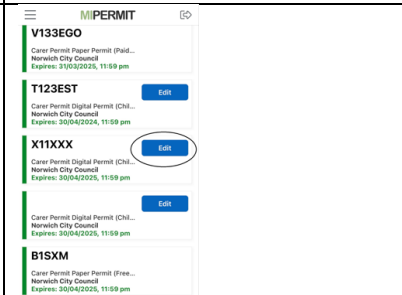
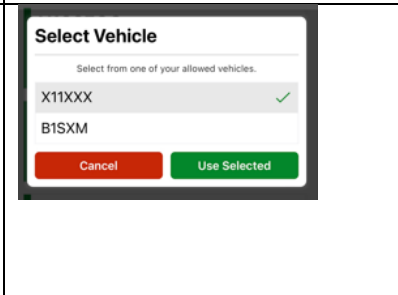
To change the vehicle registration on your permit on the website you will need to:

- Log into your account
- Manage Permits
- Select Norwich City Council
- Business Permits
- Select Permit
- Select Active Vehicle
- Select Registration Number (a tick will appear in the number that you have selected)
- Save Details

Your permit will then be valid against the selected registration number. Only one vehicle at a time may park in the zone.

To change the vehicle registration on your permit via the Parking Operations App you will need to:

- **Download the app (via google play store or app store) and log into your account;**

From the main menu select permits	Select your permit from a list (if applicable)	The 2 registrations upon application will appear, select the registration you wish to activate
		

Your permit will then be valid against the selected registration number. Only one vehicle at a time may park in the zone.

**Paper** - must be displayed on the near side of the windscreen, so that it can be read from the outside of the vehicle alongside a clock set to the time of arrival.

A permit does not guarantee a parking space. If no parking spaces are available, this does not justify a parking contravention elsewhere.

Permits are only valid for use on the dates shown on the permit or if virtual, on the dates from and to that you have requested.

2-hour permits are valid for a maximum of 2 hours with no return within 2 hours for the same vehicle to the same zone.

If you do not display your paper permit clearly you may be issued with a Penalty Charge Notice

### **Where you can park**

- A permit does not guarantee a parking space. If no parking spaces are available, this does not justify a parking contravention elsewhere.
- The permit is only valid in on-street permit parking spaces of the parking zone it is issued for. Signs near each permit parking bay will identify the parking zone.
- A business permit is not valid for use across a dropped kerb for pedestrian or cycle use at any time or to a private driveway or garage without the express consent of the user of that drive or garage.

### **Where you cannot park**

- Single/double yellow lines
- loading bays
- blue badge bay
- where there is a loading ban in force (single or double kerb flashes)
- where there is a no-stopping restriction (eg bus stops, pedestrian crossings)
- off-street car parks eg Chantry car park

The use of permits is monitored. Where evidence is found that the permit is being used wrongly the permit holder will be given the opportunity to provide a satisfactory explanation of the circumstances or agree actions to rectify the situation. Action will be taken by the council if no satisfactory response is received.

### **Refunds and exchanges**

Refunds will not be made on any unexpired portion of a parking permit, so you are advised to select the length of permit suited to your requirements.

An allowance will be made in the event that you change your vehicle or move to an alternative address within a permit entitlement against the issue of the replacement permit, subject to an administration charge of £16.