

# Terms and conditions for parking permit holders

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Please read the terms and conditions associated with the permit type you've requested before requesting a permit.

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# Residents and business permits

1. If you've opted for a paper permit, this must be displayed in your vehicle's windscreen so that the details printed on it are visible from the outside. You may be liable for a penalty charge notice (PCN) if you do not display your paper permit correctly.
2. Virtual permit holders will be responsible for updating their vehicle registration number if this changes, using the [My Account link](#).
3. Vehicles must be parked within the marked bays for the relevant zone the permit is issued to.
4. Parking in a disabled bay, loading bay or taxi bay with your permit is not permitted.
5. Permits are restricted to permitted vehicles. This includes:
  - any vehicle with a maximum:
    - weight 3 tonnes
    - height 2.25 metres
    - length 5.3 metres
  - vehicles that are either a:
    - passenger vehicle
    - dual purpose vehicle
    - light goods vehicle
    - motor cycle
6. No guarantee is given that a space will be available on any particular day in any road. Spaces are available on a first come first served basis and your permit will normally be valid in other roads in your zone. Please refer the relevant signage.
7. **Refunds:** refunds are not available for this permit type.
8. By requesting and accepting this permit you agree to the following terms.
  - a. I declare that I am a resident of the address stated and that the vehicle stated is driven and kept by me
  - b. I declare that this is the only permit I have applied for
  - c. I understand that having a parking permit does not guarantee me a parking space and is only applicable in the designated residents exempt parking bays and not on yellow lines, disabled bays, loading bays or taxi bays.
  - d. I agree not to obstruct driveways, vehicular entrances, footpaths or other access points
  - e. I understand that my information will be used by the council [in accordance with the privacy policy shown here](#).
9. The permit must be returned if:
  - a. I cease to be resident, carer, employee, business owner or doctor as defined by the order
  - b. I cease to own or to be the authorised user of the vehicle
  - c. The said vehicle is adapted or used in a way that it ceases to be a 'permitted vehicle' as defined above.
  - d. I am issued with a duplicate/replacement permit.
  - e. A cheque or card payment is dishonoured.
10. This notice does not affect your statutory rights.

## Visitors permits

1. If you've opted for a paper permit, this must be displayed in your vehicle's windscreen so that the details printed on it are visible from the outside. You may be liable for a penalty charge notice (PCN) if you do not display your paper permit correctly.
2. Virtual permit holders will be responsible for updating their vehicle registration number if this changes, using the [My Account link](#).
3. Vehicles must be parked within the marked bays for the relevant zone the permit is issued to.
4. Parking in a disabled bay, loading bay or taxi bay with your permit is not permitted.
5. Permits are restricted to permitted vehicles. This includes:
  - any vehicle with a maximum:
    - weight 3 tonnes
    - height 2.25 metres
    - length 5.3 metres
  - vehicles that are either a:
    - passenger vehicle
    - dual purpose vehicle
    - light goods vehicle
    - motor cycle
6. No guarantee is given that a space will be available on any particular day in any road. Spaces are available on a first come first served basis and your permit will normally be valid in other roads in your zone. Please refer the relevant signage.
7. **Refunds:** refunds are not available for this permit type.
8. **Expiry:** visitors' vouchers must be used within 12 calendar months of purchase.
9. By requesting and accepting this permit you agree to the following terms.
  - a. I declare that I am a resident of the address stated and that the vehicle stated is driven and kept by me
  - b. I declare that this is the only permit I have applied for
  - c. I understand that having a parking permit does not guarantee me a parking space and is only applicable in the designated residents exempt parking bays and not on yellow lines, disabled bays, loading bays or taxi bays.
  - d. I agree not to obstruct driveways, vehicular entrances, footpaths or other access points
  - e. I understand that my information will be used by the council [in accordance with the privacy policy shown here](#).
10. The permit must be returned if:
  - a. I cease to be resident, carer, employee, business owner or doctor as defined by the order
  - b. I cease to own or to be the authorised user of the vehicle
  - c. The said vehicle is adapted or used in a way that it ceases to be a 'permitted vehicle' as defined above.
  - d. I am issued with a duplicate/replacement permit.
  - e. A cheque or card payment is dishonoured.
11. This notice does not affect your statutory rights.

## Car park permits

1. If you've opted for a paper permit, this must be displayed in your vehicle's windscreen so that the details printed on it are visible from the outside. You may be liable for a penalty charge notice (PCN) if you do not display your paper permit correctly.
2. Virtual permit holders will be responsible for updating their vehicle registration number if this changes, using the [My Account link](#).
3. Vehicles must be parked within the marked bays.
4. Parking in any 'reserved' spaces with a permit not issued for that space is not permitted.
5. Parking in a disabled bay with your permit is not permitted.
6. No guarantee is given that a space will be available on any particular day in the any car park – spaces are available on a first come first served basis.
7. All car park permits are valid Monday to Saturday with the exception of:
  - Bute Street car park
  - Chapel Viaduct car park

These are reserved car parks Monday to Friday only and open to the public at weekends. Additional charges will apply on Sundays in all car parks.

8. All car parks operate with a maximum height barrier of 2.1 meters, any vehicle taller than this will not be able to access the car parks.
9. **Refunds:** a £25 administration fee will be applied to any request for a refund. Refunds will be calculated by charging for period used against the most relevant tariff. For example, if an annual permit is returned after 2 months, you'll be:
  - charged the price for:
    - 2 monthly permits at the monthly tariff
    - the admin fee
  - refunded the difference
10. By requesting an accepting this permit you agree to the following terms:
  - a. I understand that my information will be used by the council in accordance with the privacy policy shown [the privacy policy shown here](#).
11. The permit must be returned if:
  - a. I cease to own or to be the authorised user of the vehicle
  - b. I am issued with a duplicate/replacement permit
  - c. A cheque or card payment is dishonoured
12. This notice does not affect your statutory rights.