

St Helens Borough Council – Carer Permit Terms & Conditions

By applying for a Carer Permit, applicants agree to:

- Complete an online application form – **one vehicle registration mark (VRM) per permit**.
- Provide **proof of employment** during the application process (available from your employer).
- Pay the **relevant permit fee** during the application process.
- Receive a **virtual permit**.
- Use the permit **strictly for work-related purposes**. Misuse may result in revocation.
- Understand that the permit is **non-transferable**.
- Use alternative parking until payment is made and confirmation of permit issue is received. **Payment automatically activates the virtual permit**.

Permit Housekeeping

- **New Vehicle:** Update your account to ensure the VRM matches the vehicle parked.
- **Temporary Vehicle:** Notify Parking Services of any temporary VRM change via email: parkingservices@sthelens.gov.uk.
- Failure to update your account or inform Parking Services may result in a **Penalty Charge Notice (PCN)**.
- **Cancel your permit** if it is no longer required.
- Carer Permits are valid for **12 months**. You are responsible for reapplying when it expires.
- Reminder emails will be sent **30 and 7 days before expiry**. Please check your junk/spam folders.

Please Note

- Permit applications may take **up to 7 days** to process.
- Permits are valid **only in Resident Parking bays** – not in other restricted areas.
- A permit **does not guarantee a parking space**.
- Carer Permit holders must **park considerately** within resident bays.