

**St Helens Borough Council**  
**Car Park Permit, Shift Worker Permit**  
**Terms & Conditions**

**Car Park Permit**

Applicants agree that they:

- Will complete an on-line application form for their permit
- Are aware that they will be issued with a virtual permit
- Will pay the relevant charge for their permit during the application process
- Are aware that they can request a refund and will receive an amount equal to the unused portion of their permit – please note that it can take up to 7 days to action a refund
- Are aware that a permit is NOT transferable
- Are aware that a permit is valid in the car park of issue only , it is NOT valid in another car park unless directed by Parking Services
- Are aware that a permit does NOT guarantee a parking space will be available
- Are aware that if their permit car park is full, they will need to park elsewhere and pay the fee applicable at that location unless directed by Parking Services
- Are aware that although 2 VRMs can be registered against one permit only one vehicle can be parked in the permit car park at any one time
- Are responsible for updating the system via their account when switching between vehicles to ensure the VRM in the system matches the vehicle parked
- Are aware that failing to update the system can result in a Penalty Charge Notice being issued to their vehicle
- Must park considerately and wholly within a designated bay and that failure to do so may result in a PCN being issued
- Are aware that they must notify us of any changes to the registered VRMs via email to [parkingservices@sthelens.gov.uk](mailto:parkingservices@sthelens.gov.uk)
- Are aware that alternative parking arrangements must be made until they have paid for their permit which automatically activates their virtual permit
- Are responsible for renewing their permit
- Are aware that 'reminder to renew' emails will be sent at 30 and 7 days before expiry
- Are aware that failing to adhere to any of the above may result in the permit being revoked or the issue of a Penalty Charge Notice

## Shift Worker Permit

Applicants agree that they

- Will complete an on-line application form for their permit
- Are aware that they must supply the required specific documentation during the application process
- Are aware that they will be issued with a virtual permit
- Will pay the relevant charge for their permit during the application process
- Are aware that it can take up to 7 days to process an application
- Are aware that they can request a refund and will receive an amount equal to the unused portion of their permit – please note that it can take up to 7 days to action a refund
- Are aware that a permit is NOT transferable
- Are aware that a permit is valid in the car park of issue only, it is NOT valid in another car park unless directed by Parking Services
- Are aware that a permit does NOT guarantee a parking space will be available
- Are aware that if their permit car park is full, they will need to park elsewhere and pay the fee applicable at that location unless directed by Parking Services
- Are aware that although 2 VRMs can be registered against one permit, only one vehicle can be parked in the permit car park at any one time
- Are responsible for updating the system via their account when switching between vehicles to ensure the VRM in the system matches the vehicle parked
- Are aware that failing to update the system can result in a Penalty Charge Notice being issued to their vehicle
- Must park considerably and wholly within a designated bay and that failure to do so may result in a PCN being issued
- Are aware that they must notify us of any changes to the registered VRMs via email to [parkingservices@sthelens.gov.uk](mailto:parkingservices@sthelens.gov.uk)
- Are aware that alternative parking arrangements must be made until they have paid for their permit which automatically activates their virtual permit
- Are responsible for renewing their permit
- Are aware that 'reminder to renew' emails will be sent at 30 and 7 days before expiry
- Are aware that failing to adhere to any of the above may result in the permit being revoked or the issue of a Penalty Charge Notice