



## Terms and Conditions of Contract Parking

### Displaying the Permit

The customer is responsible for ensuring a valid parking permit is clearly displayed on the front windscreen above the tax disc on the passenger side, so that details are clearly visible from the front of the vehicle. Failure to display a valid permit will result in a penalty charge notice of £50.00.

A valid permit allows the permit holder to park only in the car park that the permit was issued for. A permit is not valid for all car parks. Parking in a car park with a permit for a different car park, and not displaying a valid ticket, will result in a penalty charge notice of £50.00.

### Payment for Contract Parking

Payment is due in advance. Permits will only be issued once payment has been received. If payments are made by standing order, permits will be issued once the standing order has been received by RCP Parking Ltd. The permit holder is responsible for ensuring the payment is received by RCP Parking Ltd.

If the customer loses a permit, a replacement will be provided at an administration charge of £20.00 + VAT per permit.

### Cancellation of Contract Parking

One month cancellation applies to ALL contracts which will be charged at your monthly rate. Your notice will be expected in writing. Please inform us one month before your actual date you wish to stop parking.

When contract parking is cancelled, permits are to be returned to:

RCP Parking Ltd  
Grosvenor House  
112-114 Prince of Wales Road  
Norwich, NR1 1NS

### Access Cards and FOBs

Where a car park requires an access card or FOB, a refundable deposit may apply. This deposit will be refunded once the access card or FOB has been returned to Head Office in full working order. Access cards and FOBs should be returned to:

RCP Parking Ltd  
Grosvenor House  
112-114 Prince of Wales Road  
Norwich, NR1 1NS

If an access card or FOB is broken or lost, the deposit will no longer be refunded. A new refundable deposit will apply for the replacement access card or FOB.

### Space allocation

A valid permit does not guarantee that a space is available. In the unlikely event that a customer cannot find a space, please contact our Operations Department on 01603 620 720.

### Duplicate Permits

Duplicate permits are charged at £20.00 + VAT each.

A duplicate permit does not entitle the customer to a second space. It is only for allowing customers to park alternate vehicles in the car park. If a customer is found to be using more spaces than they have valid permits for, a penalty charge notice of £50.00 will be issued.

### Other Conditions

In the event of a change of car details the customer must inform RCP Parking Ltd in writing. Failure to do so may result in the issue of a penalty charge notice of £50.00.

Any alteration to the permit will render it invalid, and will result in a penalty charge notice of £50.00, and may lead to RCP Parking Ltd taking action against the vehicle owner for Fraud.

The parking of vehicles more than 2.00 meters high, 1.83 meters wide or 4.8 meters long requires the prior consent of RCP Parking Ltd.

Breach of RCP Parking Ltd Terms and Conditions of Contract Parking will result in one or more of the following actions being taken by RCP Parking Ltd:

- Issue of a warning detailing the nature of the breach
- Issue of a penalty charge notice
- Withdrawal of parking facilities
- Wheel clamping or removal and impounding of the offending vehicle.

RCP Parking Ltd retains the right to cancel or refuse a contract at any time.