

Season Tickets – Terms and Conditions

1. For the permit to be valid it must be attached to the inside of the windscreen and clearly visible in its entirety from the outside of the vehicle. Failure to display correctly may result in a Penalty Charge Notice being issued.
2. If the season ticket is a digital permit, it must have at the time of parking, the correct vehicle registration applied.
3. A Season Ticket permits a vehicle to be parked in accordance with existing Car Park Regulations.
4. The permit is valid in the following car parks only. Bath Road; Cheltenham Street; Spring Gardens; The Planks; Bristol Street
5. Permits issued for Barrier controlled car parks, are only valid in Long Stay areas of Brunel West, and in Whalebridge Car Park. Do not park in any reserved bays located in these car parks.
6. The Council will not be liable for any loss of/or damage to any vehicle/or the fittings/or contents thereof/or of injury to any persons, howsoever such loss/damage or injury may be caused.
7. Bulk Season Tickets or Discounted season ticket holders will only receive discounted additional permits based on the number of permits you hold at the time of applying for the additional permits.
8. Where a permit that was part of the “50 or more bulk purchase” arrangement is surrendered and a refund is requested during the first six months after the initial date of issue the amount to be refunded will be 1/12 the purchase price for each full month remaining. Where a permit that was part of the “50 or more bulk purchase” arrangement is surrendered more than six months after the initial date of issue, no refund will be made.
9. Country Park Season Tickets are only valid for the Country Park selected unless dual location purchased
 - a. Lydiard Park;
 - b. Coate Water.
10. Country Park Season Tickets are non-refundable.

11. A replacement ticket may be obtained for the following, on payment of a fee of £11.00:

- a. In exchange for a badly damaged ticket
- b. Change of vehicle registration number
- c. Incorrect information of registration

12. If the season ticket is digital, there is no charge for amendments of your permit. This is carried out by you in the Digital Permits system. It is your responsibility to ensure that the correct vehicle registration is valid at time of parking.

By clicking that you agree to the terms you are confirming that:

- the information given in this application is true and accurate to the best of knowledge and belief and that you understand that:
- the permit remains the property of Swindon Borough Council
- The permit is only valid for the car registration(s) specified, during the period requested
- I will abide by the conditions of issue of the permit
- a car parking space is not guaranteed
- The council reserves the right to reject any application or request a specific type of proof.

Conditions of surrender

1. A Season Ticket may be surrendered at any time at Parking Reception, Ground Floor Wat Tyler House (East), Beckhampton Street, Swindon, Wiltshire, SN1 2JH, on presentation of:
 - a. The ticket for cancellation
 - b. If digital permit please email parking@swindon.gov.uk with date of cancellation required.
 - c. Refunds will only be given for full months remaining.
 - d. An administration fee is payable for the processing of your refund.
2. A holder of a Season Ticket, on surrender of the ticket shall be entitled to a refund based upon the number of complete months remaining. Please note this is not applicable to Country Parks. Where a season ticket that was part of the "50 or more bulk purchase" arrangement is surrendered more than six months after the initial date of issue, no refund will be made.
3. Use of the postal system to surrender a ticket would be at the discretion of the ticket holder.

Please be aware that the Swindon Borough Council cannot make allowances for postal delays or loss in the post. Should a permit become lost in the post, refunds will not be provided.