

Terms and Conditions



Car park Virtual Season Tickets

For permits valid from 1 April 2019 onwards

Provisions relating to parking permits are contained in the current Tunbridge Wells Borough Council (Parking Places) Order and particular attention is drawn to the following points:

1. In order to apply for a car park virtual season ticket, customers will be required to set up an account on <https://permits.paysmarti.co.uk/acct/tunbridgewells/>
2. Virtual season tickets are not transferable and are only valid in the specified car park and specified level of the car park (if appropriate).
3. A vehicle parked without a valid virtual season ticket may be liable for a Penalty Charge Notice.
4. The purchase of a virtual season ticket is not a guarantee of a space. Parking spaces are subject to availability excepting car parks where dedicated spaces are specifically allocated.
5. A part-time season ticket enables the user to park 4 days out of 7, commencing on a Monday. These 4 days must be date activated via your account at <https://permits.paysmarti.co.uk/acct/tunbridgewells/> in order to be valid.
6. Vehicles must be parked in accordance with the relevant parking regulations for that car park. Details of the regulations are displayed near the tariff boards in the car park, except Calverley Terrace car park.
7. Any virtual season ticket purchased by Direct Debit will be charged a £50 refundable administration fee, providing the season ticket is retained for at least 12 months. This will be refunded to your card at the end of month 12.

A virtual season ticket purchased by card is entitled to a refund for the remaining full months for which the season ticket is valid, less a £50 administration fee.

8. A virtual season ticket will be valid from the first of the month chosen at the point of application. Where proof of residence is required, Tunbridge Wells Borough Council reserves the right to cancel the permit immediately if any of the requested proofs are invalid.
9. A permit will be allocated to a named account holder and specified vehicle/s, unless a vehicle change is requested at <https://permits.paysmarti.co.uk/acct/tunbridgewells/> and the relevant proofs are provided as required. Vehicle registration changes will be actioned within 2 working days of the request being made.
10. Season ticket prices are reviewed annually and may be increased according to the Parking Places Orders.
11. Meadow Road car park - Whilst you can park your vehicle 24/7 on this car park you cannot enter or exit the car park between 23:00-06:00 (closed Easter Sunday, Christmas Day & New Years Day), with possibly reduced times on other bank holidays. This is managed by the Royal Victoria Place shopping centre (for opening and closing times or in an emergency call 01892 514141).

12. Direct Debit Agreements



- You will be informed of any increases to your payments 1 month prior to the due date.
- Virtual season tickets can only start from the first of the month and if a cancellation is required it can only take effect at the end of the month.
- You have the right to cancel your Direct Debit at any time, however, if you do so you must cancel your virtual season ticket on <https://permits.paysmarti.co.uk/acct/tunbridgewells/>.
- If you cancel your Direct Debit season ticket within the first 12 month period, the £50 administration fee paid upon application will be retained by Tunbridge Wells Borough Council.
- If you default on any Direct Debit payments, your virtual season ticket will be cancelled immediately and you will need to re-apply for a further season ticket – including a further £50 administration fee - if you still require a season ticket. If there is a waiting list for the car park your space will be allocated to the next person on the list and you will have to re-join the waiting list.