

# NHS Virtual Permit (2019/20)

**For permits valid from 1 April 2019 onwards**



## Terms and Conditions

NHS parking permits are issued by Tunbridge Wells Borough Council to assist certain health workers to carry out their duties in safety. The permits are not issued to enable holders to conveniently park, but to assist those holders who may be at risk (i.e. those who carry drugs) or have to carry bulky equipment. Applications are made on this basis.

1. All customers are required to create an on-line account at <https://permits.paysmarti.co.uk/acct/tunbridgewells/> when first applying for an NHS permit.
2. If any changes to your virtual permit are required, please log onto your account <https://permits.paysmarti.co.uk/acct/tunbridgewells/>.
3. Virtual permits cannot be transferred to another person, however, although the permit applies to a specified vehicle this can be changed via your on-line account with the re-submission of the necessary proofs of ownership. Vehicle registration changes will be actioned within 2 working days of the request being made.
4. No refunds are available for NHS permits cancelled at any time or for any reason.
5. A permit must be cancelled by the customer or may be cancelled by TWBC if:
  - a) the holder ceases to be employed as specified,
  - b) the holder ceases to be the owner of the vehicle in respect of which the permit was issued and the vehicle change has not been made at <https://permits.paysmarti.co.uk/acct/tunbridgewells/>,
  - c) the proofs of eligibility provided by the customer are invalid.
6. A valid NHS permit does not guarantee you a parking space – other road users have every right to lawfully use the limited parking in the road (except Zone G).
7. The parking permit is valid in “Residents Permit Holders Only” bays only and is invalid if the vehicle is not completely parked within marked permit holder bays.
8. The parking permit does not allow the holder to park on single or double yellow lines, bus stops/ stands, on loading restrictions, or in bays specified for other users (disabled bay, taxi bay, H bay, Mount Pleasant Avenue season ticket holder only bay).
9. A vehicle parked without a valid virtual NHS permit may be liable for a Penalty Charge Notice.
10. It is the permit holder’s responsibility to ensure that a valid permit is operational. Virtual permits will be valid from the date chosen at the point of application and you will be able to verify, via your online account, that your virtual permit has been issued successfully.
11. NHS permit prices are reviewed annually and may be increased according to the Parking Places Orders.