

Virtual NHS Permits – Terms and Conditions

Eligibility Criteria

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.

All Permits

1. In order to apply for a NHS virtual parking permit, customers will be required to set up an account on the online permit system - [Link to access online Parking Permit Account](#)
2. Permits cannot be transferred to another person.
3. Proof of employment and vehicle ownership must be provided for each permit application as detailed during the online application process. A permit may be suspended or cancelled by TWBC if requested proofs are not supplied.
4. The vehicle attached to the permit may be changed by making a request using the online permit account and the relevant proofs must be provided. Vehicle registration changes will be actioned within 2 working days of the request being made. A confirmation email will be sent when the change has been made and only at that point is the new vehicle active on the permit.
5. No refunds are available for NHS permits that are cancelled at any time or for any reason.
6. 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 using the online permit account.

- c) the proofs of eligibility provided by the customer are invalid.
7. A valid NHS permit does not guarantee a parking space – other road users have every right to lawfully use the limited parking in the road (except Zone G).
 8. 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.
 9. 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).
 10. A vehicle parked without a valid virtual NHS permit may be liable for a Penalty Charge Notice.
 11. 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 an email confirmation is sent on receipt of payment.
 12. NHS permit prices are reviewed annually and may be increased according to the Parking Places Orders.
 13. Permits are valid for a 12 month period and will need to be renewed by the permit holder each year by logging into their online permit account. Whilst every effort will be made to send reminder emails are emailed to the account holder 7 and 28 days prior to expiry date, it is the permit holder’s responsibility to renew.
 14. The council reserves the right to refuse the issue of a NHS virtual parking permit or to cancel any existing permits should the customer be found to have defrauded the council.
 15. The council will not tolerate any abuse of their Civil Enforcement Officers or staff. The council will cancel the NHS permit of any customer found to have mistreated their staff.

Valid for permits purchased on or after 25 November 2024