

# Terms and Conditions

## Horsham District Council Annual Parking Disc Terms and Conditions 2019/20

Horsham District Council has introduced a new chargeable service for Annual Parking Discs referred to as 'the service' in this document. Throughout these Terms and Conditions, 'you' refers to the householder and 'HDC' refers to Horsham District Council. By paying for the service you accept these terms and conditions.

### 1. Service Description

You have agreed to pay HDC to purchase your Annual Parking Disc. The period of service runs from 1 April 2019 – 31 March 2020. This service is available to all households inside and outside the district.

### 2. Conditions of Use

When your payment is received an Annual Parking Disc will be posted to you within 10 working days and must be displayed on your vehicle dashboard when using the relevant car parks. The Annual Parking Disc will permit you to park for the maximum stay in the market towns and village car parks within the Horsham District. Horsham Town Centre Car Parks are not included.

### 3. Charges and Methods of Payments

The cost of the Annual Parking Disc is £12 fixed price per annum and £6 per annum for each additional disc, with a maximum of 4 per household. Payment can be made by debit card or credit card. HDC reserves the right to charge an administration fee for the payments processed via the telephone. Registration can take place at any time during the year on payment of the full annual charge.

### 4. Cancellations and Refunds

You must contact HDC if you wish to cancel the service. A full refund will be provided if HDC receives notification within 14 working days of you receiving these terms and conditions. Refunds will not be provided outside the statutory period outlined in clause 5 of this agreement.

It is not the responsibility of Horsham District Council if your Annual Parking Disc is either lost or stolen. The onus is on the motorist to ensure that a replacement is purchased via Horsham District Council.

### 5. Statutory Rights and Right to Cancel

These terms and conditions do not affect your statutory rights. You have fourteen working days (not including Saturdays, Sundays or public holidays) from receipt of these terms and conditions (or acceptance of them if signing up on line), to notify us that you wish to cancel

the service. If you cancel within the statutory period then HDC will issue a refund within 15 working days. Notification must be received in by email, in writing or through the website.

## **6. Contacting HDC**

You can contact the Council in relation to this service by calling 01403 215100 or emailing [parking@horsham.gov.uk](mailto:parking@horsham.gov.uk) Most actions relating to this service can also be completed through the HDC website at [www.horsham.gov.uk](http://www.horsham.gov.uk)

## **7. Renewal**

The service expires on 31st March 2020 and you will be notified by email / letter of renewal arrangements and charges for subsequent years prior to this date. The service will terminate on this date if payment is not received.

## **Data Protection Statement**

HDC will only use the personal details you have provided for this service to contact you by letter, telephone, or email for matters related to the Annual Parking Disc. HDC will use your information to inform you of any similar service provided by the Council that may be of interest to you if you give us permission to do so. Please indicate your preferences below. HDC will not share this information with any other organisations unless required to do so in order to provide the service or as permitted by law. You may tell us at any time if you do not want to receive marketing communications from us, by email, telephone or letter providing your full name and address. We will also use your information for analysis purposes in order to improve our service. This will be anonymised prior to any disclosure, e.g in response to a request under the Freedom of Information Act asking for service take-up volumes. We will be using a contracted mailing house to distribute your Annual Parking Disc, only your name and address will be passed onto the mailing company. The mailing company we are using is TPW (The Printed Word) Unit 2, Graylands Estate, Langhurstwood Road, Horsham, RH12 4QD

Our full Data and Privacy statement concerning information we gather for this service can be viewed at <http://www.horsham.gov.uk/privacy-policy>

**Consent to receive additional information on similar services**

I wish to receive information on any similar service provided by the Council

**Yes** (    )      **No**      (    )

**If yes indicate your preferred methods of contact:**

**Letter**                      **Yes**      (    )                      **No**      (    )

**Telephone**                      **Yes**      (    )                      **No**      (    )

**Email**                      **Yes**      (    )                      **No**      (    )