

BUSINESS CAR PARKING SEASON TICKET APPLICATION FORM



Select your season tickets	Number of season tickets required
24/7 Premium - Access to all three car parks: (Grafton East & West, and Queen Anne Terrace)	
24/5 - Monday to Friday 24-hour access (one car park only)	
Daytime - Monday to Friday 8am to 6pm (one car park only)	
Night Owl - 7 days from 5pm to 9am (one car park only)	

Select your car park					
Grafton East		Grafton West		Queen Anne Terrace	

Select payment frequency (payments taken by direct debit at start of period)			
Monthly		Quarterly	

Business Details	
Business Name	
Business Address in Cambridge City	
Business Head Office Address	
Address where payment advice is to be sent	
Telephone Number	
Name & email address of main contact (the person who will administer the bar code system)	

TO BE COMPLETED BY A BUSINESS MANAGER:

By submitting this form, I declare that all the information given in this application is correct and the business and season ticket holders will abide by the terms and conditions of use.

I give consent for Cambridge City Council to hold and process my personal data and contact me with matters regarding car parking.

Manager's Name	
Job title	
Managers Signature for and on behalf of the business	
Date	

The completed application form can be either scanned in and attached to an email or sent in the post to the address below.

Note that direct debit forms must contain a hand written signature, electronic signatures cannot be accepted.

For help please contact the Parking Services Team

carparks@cambridge.gov.uk

01223 458515

**Cambridge City Council
Parking Services
PO Box 700
Cambridge
CB1 0JH**

Parking Services Use Only	Issued by	Date of Issue

SEASON TICKET TERMS AND CONDITIONS

Season ticket users must comply with the terms of the City of Cambridge (Off-Street Parking Places) Order AND with the following terms and conditions. The business is liable for any default of these terms and conditions by its employee (the season ticket holder).

1. The City Council reserves the right to refuse to issue a season ticket for any reason it deems appropriate for the good management of car parking.
2. Season tickets are available, according to the option purchased, at Grafton East, Grafton West and Queen Anne Terrace multi-storey car parks:
 - **24/7 Premium** - access to all three car parks: Grafton East, Grafton West and Queen Anne Terrace
 - **24/5** - Monday to Friday 24-hour access (one car park only)
 - **Daytime** - Monday to Friday 8am to 6pm (one car park only)
 - **Night Owl** - 7 days from 5pm to 9am (one car park only)
3. Use of the car park using the season ticket is authorised only for the applicant business and is not transferable. Any misuse will lead to the season ticket being cancelled and a refund may not be offered.
4. Parking season ticket holders are not guaranteed a parking space and no spaces can be reserved.
5. The season ticket holder must always park the vehicle safely within a 'standard' marked parking bay.
6. Failure to use the valid season ticket bar code when entering & leaving the car park will result in the season ticket holder being required to pay the normal daily rate for parking. **This amount will be non-refundable.**
7. If the season ticket holder exits the car park outside of the times of the chosen season ticket band, then the season ticket bar code must be used to pay the excess charge due at the pay machine before returning to the vehicle. **This amount will be non-refundable.**
8. Loss, theft, or accidental sharing of the season ticket must be reported immediately to Parking Services. A replacement season ticket bar code will be issued within 7 working days after receipt of the £10 replacement charge.
9. The Season ticket holder must notify Parking Services of any change to the business name or address. Failure to do so may result in the season ticket being cancelled and a refund may not be offered.
10. Payment for your season ticket will only be accepted by Direct Debit. The Direct Debit must be in the name of the business and paid from a business account only. Any days prior to the start of the next period (month or quarter) will be calculated on a pro rata basis.
11. Cambridge City Council reserves the right in its absolute discretion to cancel the season ticket by giving one month's written notice and to refuse to reissue the season ticket. Non-payment will result in the season ticket being cancelled with immediate effect.

12. The season ticket may be cancelled by the business at any time giving a minimum of five working days written notice. The season ticket will still be chargeable up until the end of the calendar month following cancellation. Any whole months remaining within the charging period will be refunded
13. Season ticket bar codes remain the property of the Cambridge City Council and are administered by the Parking Services department. Cambridge City Council reserves the right to amend its terms and conditions of use at any time.
14. The City Council does not accept any responsibility for: loss or damage to vehicles parked in any of its car parks or the contents of any such vehicles, unless such loss or damage is caused by the negligence of Cambridge City Council.
15. The Season ticket holder shall be liable for and shall indemnify and keep indemnified the Council against any claims arising whatsoever and however arising directly or indirectly out of or in connection with the use of the car park unless such claim arises out of negligence of the Council.
16. Requests by a member of Cambridge City Council Parking Services staff to move your vehicle must be complied with.
17. The maximum period for which the vehicle may be parked without being moved within the car park or out of the car park is forty-eight hours. The vehicle may be removed by the Council if it is left unattended and the Council is unable to make contact with the business for a period of four weeks.
18. The vehicle must be used for personal and business transport only and must not be used wholly or mainly for storing personal or business goods.

City of Cambridge (Off Street Parking Places) Order
<https://www.cambridge.gov.uk/off-street-parking-orders>

PRIVACY NOTICE

Why are we asking for your personal information?

We require your personal data to provide you with a car park season ticket.

This is necessary for a contract or to take steps at your request prior to entering into a contract. We cannot process your application unless you provide this personal information. If you do not or if you refuse to allow us to share information we will not be able to carry out the service for you and cannot be held responsible for any consequences to you of it not being carried out. We will not be able to issue you with a season ticket if we are not able to hold and process your personal information. We may automate decisions and will inform you if we have done this as soon as reasonably practicable and provide you with access to our Data Protection Policy.

You hold the following rights with regard to the personal data you provide us:

- Right to Access – You have the right to access (receive a copy) of your personal data and supplementary information.
- Right to Rectification – You have the right to have any inaccurate or incomplete personal data rectified.
- Right to Erasure – You have the right to request the erasure of your personal data so long as it's processing is no longer necessary for the purposes for which it was obtained or unlawfully obtained (non-exhaustive) or the information is required for a legal obligation or if it is needed to defend a legal claim.
- Right to Data Portability - You have the right to request your personal data which you have provided to us to be supplied in a 'structured, commonly used and machine readable format (e.g. CSV). You may request that this information is supplied directly to another data controller on your behalf.
- Right to Restriction – You have the right to request a restriction of the processing of your personal data in situations where it is inaccurate, unlawful, and no longer needed for the purposes for which it was originally collected, or if a withdrawal of consent has been made.

Sharing your information

We may share your personal data with the Police or other security bodies. We may process the information you provide to prevent and detect fraud in any of our systems and may supply information to government agencies, credit reference agencies, audit or other external bodies for such purposes. We participate in the governments National Fraud Initiative.

If any of the information we have about you is incorrect, please tell us, we are reliant on you assisting us to keep your information accurate and up to date.

Retention of your personal information

We only keep your information as long as necessary, for some items this will be dictated by law. You can find out more by looking at the Councils Retention Policy on the web site.

Cambridge City Council is a registered Data Controller with the Information Commissioners Office. You can find out more about how we handle your data by visiting the Councils Privacy Notice page on the web site. If you have a query regarding your rights please contact the Data Protection Officer who can be contacted by emailing infogov@3csharedservices.org

You have the right to lodge a complaint with the Information Commissioner's Office (ICO) should you believe any part of this statement to be unlawful.



Instruction to your Bank or Building Society to pay by Direct Debit

Please fill in the whole form using a ball point pen and send it to:

**Cambridge City Council
Business Transformation Department
Room 1, Second Floor
The Guildhall
Cambridge
CB2 3QJ**

Name(s) of Account Holder(s)

Bank/Building Society account number

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Branch Sort Code

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Name and full postal address of your Bank or Building Society

To: The Manager	Bank/Building Society
Address	
Postcode	

Originator's Identification Number

9	4	8	1	7	2
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Reference Number

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Instruction to your Bank or Building Society

Please pay Cambridge City Council Direct Debits from the account detailed in this Instruction subject to the safeguards assured by the Direct Debit Guarantee. I understand that this Instruction may remain with Cambridge City Council and, if so, details will be passed electronically to my Bank/Building Society.

**Note: Electronic signatures
are not permitted**

Signature(s)
Date

Banks and Building Societies may not accept Direct Debit Instructions from some types of account

This guarantee should be detached and retained by the Payer.

The Direct Debit Guarantee



- This Guarantee is offered by all banks and building societies that accept instructions to pay Direct Debits
- If there are any changes to the amount, date or frequency of your Direct Debit Cambridge City Council will notify you 10 working days in advance of your account being debited or as otherwise agreed. If you request Cambridge City Council to collect a payment, confirmation of the amount and date will be given to you at the time of the request
- If an error is made in the payment of your Direct Debit by Cambridge City Council or your bank or building society you are entitled to a full and immediate refund of the amount paid from your bank or building society
- If you receive a refund you are not entitled to, you must pay it back when Cambridge City Council asks you to
- You can cancel a Direct Debit at any time by simply contacting your bank or building society. Written confirmation may be required. Please also notify us.