

The Parking Team, London Borough of Barnet, PO BOX 27284, N11 1YB

Visitor Vouchers – Guidance Notes And Conditions Of Use

1. How To Apply For Visitor Vouchers?

If you are a new applicant

These notes will help you to fill in the 'Visitor Voucher Application Form' correctly. We will return it to you if you have not filled it in properly or enclosed the relevant documents. This will delay us in issuing your visitor vouchers. You need to post your form to the address shown at the end of these notes. Please enclose **photocopies** of the documentation required and payment for the vouchers. If you are paying by cheque or postal order please write your name and address on the back and make it payable to "London Borough of Barnet". **Please do not send cash in the post.**

We aim to process postal applications within 10 working days but you should allow at least 15 working days to make sure you receive your vouchers before you require them.

If you are a resident permit holder or have purchased vouchers before

You can apply for visitor vouchers using our 24 hour Automated Permit Line on **0845 130 99 88**. When calling for visitor vouchers please quote either your resident permit number or your unique customer number. Alternatively, you can send us payment for the vouchers, if you are paying by cheque or postal order please write your name and address on the back and make it payable to "London Borough of Barnet". **Please do not send cash in the post.**

2. If You Need To Contact Us

If you have any questions, please contact the Parking Permit Team whose address and telephone numbers are shown at the end of these notes. We may record telephone calls for training purposes.

3. How Much Do Visitor Vouchers Cost?

A maximum of twenty books (or 200 vouchers) can be purchased for any address every 12 months. One book of visitor vouchers costs £10. If there are multiple permits registered to an address we may only create one account from which vouchers may be purchased.

4. Who Qualifies For Visitor Vouchers?

We can create you a visitor voucher account provided you live within a Controlled Parking Zone. In addition, they are only available for the use of visitors to residents living within these zones.

Vehicles displaying valid disabled badges and motorcycles are not required to display visitor vouchers in the London Borough of Barnet.

5. Who Does Not Qualify?

You will not qualify for visitor vouchers if you own a property within a Controlled Parking Zone but live elsewhere.

6. Where Can I Park With A Visitor Voucher?

A visitor voucher entitles you to park in a "Resident Permit Holders Only" or a "General Permit Holders Only" parking place during the controlled hours, making sure that the same letters displayed on the voucher appear on the signs. These vouchers are not valid in pay and display spaces, car parks or on yellow lines. They can only be used in a dual use space where the signs include the wording above

The parking places vary in length and are not divided up into individual spaces. You are not allowed to reserve a specific space and you must park your vehicle so that the wheels are wholly within the bay markings. Any person authorised by the Council or the police may suspend parking places. Do not park in a parking place where signs indicated it is suspended.

The issue of a visitor voucher does not guarantee the availability of a parking space nor does it render the Council subject to any liability in respect of loss or damage to any vehicle in a parking place or the contents or fittings of any such vehicle.

7. Where Do I Display A Visitor Voucher?

Visitor vouchers are only valid if displayed correctly. They must be displayed in the window nearest the kerb so that the details are clearly visible from outside the vehicle.

8. How Do I Use A Visitor Voucher?

Visitor vouchers are only valid if completed correctly. You must scratch out the Month, Day and Date, write the vehicle registration number, resident's house number and road name in the space provided. They can only be used on the date for which it is validated. Each voucher can only be used once and any alterations made to details written in the vehicle registration number panel will invalidate the voucher. Scratching off more than one Month, Day or Date will also invalidate the voucher.

Failure to correctly display a voucher may result in a Penalty Charge Notice (PCN) being issued to the vehicle.

9. Returning Unused Visitor Vouchers

The council is unable to give refunds for unused vouchers.

10. Reporting Visitor Voucher Fraud

We try to make sure that only eligible residents are issued visitor vouchers and every effort is made to detect fraudulent applications and voucher use. If you think that someone is using a visitor voucher they are not entitled please contact the Parking Permit Team on 020 8359 7580/7581/7582. Or email: parking.permit-team@barnet.gov.uk **We will keep your details confidential.**

If you have any queries about your application please contact the Permit Team on:

Tel: **020 8359 7580/ 7581/ 7582** between 9am - 5pm Monday to Friday.

Email: **parking.permit-team@barnet.gov.uk**

Visitor vouchers can be ordered by calling the Automated Permit Line on **0845 130 99 88** and quoting your unique visitor voucher customer number.

Please keep this information for future reference.