

Conditions of use for the visitors' voucher holder

1. Visitors' voucher information

Definition of a visitors' voucher

A visitors' voucher is intended for use only by a person visiting a resident/business to enable them to park in a permit bay or area during the restricted period of the zone.

Visitors' voucher zones

Some residential and business permit schemes have an associated visitors' voucher scheme. Please check the [Parking permit information and price list](#) to see if visitors' vouchers can be purchased in your zone.

2. Zones where visitors' vouchers are unavailable

Residents who live in Bromley Town Centre zone **A** can buy visitors' vouchers, but only for use in zones **B** and **C**.

- Businesses in Zone **A** cannot buy a permit or visitors' vouchers under any circumstances.

Visitors' vouchers cannot be purchased or used by residents or businesses under any circumstances in the following zones:

- Chelsfield (**CH**)
- Farnborough (**FV**)
- Locksbottom (**LB**)
- Ledrington Road (**D**)
- Orpington (**K**)
- Petts Wood (**S**)
- Westmoreland Road (**WMR**)
- Beckenham Lane (**BB**)

3. Who can apply and what needs to be provided

Who qualifies

- **Residents** who permanently reside at an address within a zone where visitors' vouchers are available (except zone A). A maximum of 4 books in any 12 month period may be purchased (each book contains 15 visitors' vouchers).
- The planning conditions for some new build housing schemes do not allow residents to apply for visitors' vouchers. Applications will be cross checked with the relevant parties, registers, databases, etc.
- **Businesses** with an address within a zone where visitors' vouchers are available. A maximum of 10 books in any 12 month period may be purchased (each book contains 15 visitors' vouchers).

Proof of residence (for all applications)

A copy of one utility bill shown below must be provided (dated within the last 3 months):

- Gas
- Electric
- Water
- TV licence
- Home insurance
- Council Tax bill will be accepted

Note: A Driving Licence will not be accepted as proof of residency.

Not yet moved in?

If you have not yet moved to the address in your application, please provide a letter from your solicitor confirming completion date or tenancy agreement.

Proof of business address within the zone

- The organisation must provide evidence they are registered as a business at Companies House, VAT-registered or pay business rates for the premises.
- Applications must come from a senior legally authorised signatory (such as a director or company secretary). An application directly from an employee is not permitted.

4. Prevention of fraud

In order to ensure the integrity of the permit scheme, the Council may undertake sample checks to verify applicant's details, including requesting copy documents as appropriate.

Your information may be shared with third parties such as APCOA for the purpose of processing a permit and the prevention of fraud. If you would like more information about how we use your data, please read our Privacy Policy - www.bromley.gov.uk/privacy which also contains guidance on submitting data protection requests and questions.

5. Displaying the voucher correctly**Correct display**

- Please make sure the day, date and month of parking is visible by scratching the appropriate area from the surface of the voucher.
- Please make sure you display the visitors' voucher face up on the dashboard of the vehicle so that it can be easily read through the front windscreen.
- Failure to display a visitors' voucher correctly may result in the issue of a Penalty Charge Notice.

6. Where can I use my visitors' vouchers?

Parking places

- Visitors' vouchers are valid for use only in the zone where you reside, or in the zone where the business is situated.
- Visitors' vouchers may only be used in residents' or business permit bays.
- Pay and display bays which also have permit holder '**Conditions apply**': The conditions relating to these bays are that Zone A permit holders may only park free of charge between the hours of 8:30am – 9:30am and 4:30pm – 6:30pm, Monday to Saturday and all day Sunday.
- Visitors' vouchers **cannot** be used within Bromley Town Centre Zone A
- A visitors' voucher does not grant you the right to park outside your home or business, or guarantee the availability of a parking space.
- The Council reserves the right to suspend any parking bay as required.

7. Refunds and important information

Please note:

- 1 It is a criminal offence if, with intent to deceive, you knowingly make a false statement or mishandle or forge documents to get visitors' vouchers for yourself or others. The Council may prosecute under the Theft Acts or other relevant criminal legislation.
- 2 Please tell us immediately if you change your address.
- 3 The Council reserves the right to withhold or withdraw visitors' vouchers.
- 4 Please allow 21 days for us to issue your vouchers.
- 5 A full refund will be given to a resident or business on surrender of a complete book of visitors' vouchers provided that no details on any of the cards within the book have been scratched off.
- 6 Residents/businesses are not permitted to sell the vouchers to other parties.
- 7 Residents must not allow their visitors to park for the purpose of commuting.