

**WING PARKING / CATALYST HOUSING GROUP
PARKING PERMIT APPLICATION FORM**



Applications should be made online at www.wingparking.co.uk
Where it is not possible to apply online, please use block capitals and complete sections as necessary. Sections marked * must be completed. Check box to confirm if the application is a New Application or Renewal. Renewals must be made using the same name and address as the original application. Please see paragraph 11 on the accompanying page regarding renewal documentation.

APPLICANT TITLE (Mr, Mrs, Miss, Ms) *	
APPLICANT NAME (FIRST NAME) *	
APPLICANT NAME (SURNAME) *	
APPLICANT ADDRESS * Please ensure you include house/flat number, block name, street/estate and postcode. This information will be used to verify you are entitled to a permit and to post the permit back to you.	
	Town
	Postcode *
PARKING BAY NUMBER (if Applicable)	
TELEPHONE NUMBER	
EMAIL ADDRESS	

It is not necessary to provide a telephone number or email address in order to apply for permits, however doing so will allow any queries to be resolved much quicker than if we have to contact you by post. **Please ensure that you forward the correct documentation to support your application; see paragraphs 9 and 11 on the accompanying page.**

YEARLY RESIDENTIAL PERMIT	New Application	<input type="checkbox"/>	Renewal	<input type="checkbox"/>
VEHICLE REGISTRATION NUMBER *				
VEHICLE MAKE & MODEL *				
DOCUMENTS REQUIRED FOR RESIDENTIAL PERMITS	Proof of Residence	<input type="checkbox"/>	Insurance	<input type="checkbox"/>
	Vehicle Registration	<input type="checkbox"/>	Tax	<input type="checkbox"/>
		<input type="checkbox"/>	MOT	<input type="checkbox"/>

SINGLE USE SCRATCH CARD VISITOR PERMITS	No of books required - £12 per book (12 single use permits per book) Max of 3 books in any 3 months Check box on right if this is a repeat order	<input type="checkbox"/>
DOCUMENTS REQUIRED FOR VISITOR PERMITS	Proof of Residence	<input type="checkbox"/>

Please note that visitor permits may not be available for your location, or only one type of visitor permit may be available. Please ensure you check availability on our website or by telephone before you order.

I confirm that I am an authorised resident of the address stated above. I accept the Terms and Conditions of Parking Permit Applications as stated and I wish to apply for parking permits as detailed

SIGNATURE OF APPLICANT:DATE:

Permit Prices

Yearly resident permits are £82 within London (inc Hounslow / Feltham area) and £43 outside London
Blue badge holders are entitled to a discounted permit which will cost only £10, however you will need to provide proof of the blue badge upon application and at each renewal.
Single Use visitor scratch cards (where available) are £12 for a book of 12

All permits are sold directly by Catalyst Housing Group and Wing Parking manage the sales on their behalf

Payment Details - Cheque/Postal Order

Payment may be made by cheque or postal order made payable to Wing Parking Ltd. Please write the Applicant Address on the rear of any cheque or postal order and post the completed Application Form, together with any supporting documentation and payment to Wing Parking Ltd, Plaza 668, Hitchin Road, Luton, Beds, LU2 7XH. Please note that in the event of payment by cheque, permits will not be issued until the cheque has been cleared.

Payment Details - Credit/Debit Card

Payment may be made by VISA/Mastercard by completing the details below. Sections marked * are mandatory and must be completed. **Please note that you cannot pay using this method if you intend to submit your application by email. Please ensure you read the important notes below regarding email applications.**

FULL NAME OF CARDHOLDER *	
CREDIT CARD BILLING ADDRESS * (if different from Application Address) Please ensure you include house/flat number and postcode as this information is needed for card security checks.	Number *
	Street
	Town
	Postcode *
CARD TYPE * (circle which is applicable)	Visa Credit / Visa Debit / Mastercard / Maestro
CARD NUMBER *	
CARD START DATE: MM/YY *	
CARD END DATE: MM/YY *	
ISSUE NUMBER: (IF APPLICABLE)	
3 DIGIT SECURITY CODE *	
AMOUNT TO PAY: *	

I authorise payment of the above amount to Wing Parking Ltd in respect of the supply of parking permits as per this application. I accept the Terms and Conditions of Parking Permit Applications and Customer Not Present Card Transactions as stated.

SIGNATURE OF CARDHOLDER:DATE:

After completion, please post the completed Application Form, together with any supporting documentation to Wing Parking Ltd, Plaza 668, Hitchin Road, Luton, Beds, LU2 7XH.

Alternatively, they can be emailed to office@wingparking.co.uk

IMPORTANT NOTE REGARDING EMAIL APPLICATIONS

In order to ensure PCI compliance, it is not possible to make payment by credit or debit card using this form if you are sending your application by email. This is because it is not possible to guarantee the security of payment card information when submitted by email and we are not allowed to store card details sent to us in this manner. If you complete this form with your card information, it must be posted to us, not emailed. If you wish to apply by email, you must leave your card details blank and we will process your application and then telephone you on the number provided to obtain your card details. Any applications made by email which contain payment card details cannot be stored or processed and so they will be immediately deleted, and you will need to re-apply.

Terms & Conditions - Parking Permit Applications & Issue

- 1) Applying for a permit does not guarantee that a permit will be issued. The issue of permits may be restricted by document validity checks or by availability of parking space issued and therefore applicants must not park until they have received confirmation that a permit has been issued.
- 2) All permits are issued in accordance with the following terms and conditions. An application for a parking permit confirms acceptance of all the terms and conditions of parking as detailed at <http://www.wingparking.co.uk/pages/info-catalyst.html>
- 3) Permit costs are detailed above, and full payment is due once the application has been verified and before the permit is issued. The price is valid until 31 December 2018.
- 4) All permits must only be used in accordance with the Terms and Conditions of Use of the permit as provided with the permit.
- 5) The charge is made for the issue of the permit and as such no refunds will be given where permits are cancelled, returned or lost. Permits will be replaced or transferred to another vehicle for the remainder of the original validity period for an administration charge of £10.00.
- 6) Where there is a change of vehicle, the permit for the old vehicle must be returned when the application for the new vehicle is made.
- 7) If you are applying for a residential permit, complete the details of the vehicle for which it is required and ensure you enclose a copy of the registration document confirming the vehicle is registered to the applicant address along with proof that the vehicle is taxed and subject to current insurance and MOT.
- 8) Where a vehicle registration document is not available, other suitable documentation confirming the residential status and ownership of the vehicle must be provided instead. To confirm residency, the applicant must provide **copy** documentation as detailed in section 9 below. To confirm ownership the applicant must provide **copies** of whatever additional information is available such as purchase invoice, insurance documents, etc.
- 9) If you are applying for a visitor permit, simply check the box. No further proof of residence is required for visitor permits applied for at the same time as a resident permit, however, if a visitor permit is applied for separately, the applicant must provide a **copy** of one of the following documents to confirm residency:
 - i. a bank or credit card statement less than 3 months old
 - ii. a utility bill less than 3 months old (gas/electric/landline telephone)
 - iii. a Catalyst rent statement less than 3 months old
- 10) All documentation provided to confirm residency or ownership **will not** be returned to the applicant so please ensure that you do not send original documents, **only copies**.
- 11) Each permit may be renewed once without the need for full documentation to be resubmitted. As a result of the GDPR regulations introduced in May 2018, we are no longer able to rely upon data held for several years and so the first renewal after May 2018 **MUST** be made with full

documentation and thereafter one renewal will be allowed without data needing to be resubmitted. Any second renewal will require the resubmission of documentation.

- 12) In the event of any doubt over the validity of any application or documentation, we reserve the right to seek further information and documentation as we see fit in order to satisfy ourselves that the application is in order.
- 13) In the event that any permit payment is later cancelled, withdrawn or returned (for whatever reason), then the associated permits will immediately become invalid. Any permits issued following any cancelled, withdrawn or returned payment will be subject to an additional administration charge of £25.00 per permit.
- 14) Wing Parking Ltd is the Data Controller for this matter, and our full Privacy Notice can be found at www.wingparking.co.uk. You may contact our Data Protection Officer at office@wingparking.co.uk or by post or phone using the details provided above. Personal data may be obtained to ensure compliance with contractual obligations and other legitimate interests in respect of this matter. We may process, retain and share the data with third parties for car park management and enforcement purposes, including debt recovery. You have rights to request details relating to information we hold on you, including: how and why it is processed, objecting to our processing, restricting our use of it, giving you access to it, correcting errors, deleting it and transferring copies to other parties. Under data protection laws, we must confirm your identity before providing you with any information, and we will provide an explanation if we do not agree with any request you make of us. You have the right to complain to the Information Commissioners Office at www.ico.org.uk. Data will also be shared with Catalyst Housing Group.
- 15) Successful permit applications will be despatched within 2 working days of payment. Please do not contact us to chase your application until at least 7 working days have passed since the application was submitted. If you have not received your permit within 7 days, you **must** contact us. You cannot continue to park unless you display a permit. Merely having paid for a permit **does not** grant permission to park and there is no electronic register of vehicles for parking attendants to check. They will issue parking charge notices if a permit is not displayed, irrespective of whether one has been paid for or not.

Terms & Conditions - Customer Not Present Card Transactions

Although we can accept card payments when the cardholder is not present to enter their PIN number, these are classed as "Customer Not Present" transactions by the Card Suppliers and therefore these transactions require a written and signed order from the Cardholder. To make any such payment, **you must post a fully completed and signed application form. To meet credit card security policies, these cannot be emailed.**

Customer Not Present transactions are subject to the following terms and conditions:

- 1) The application form must be clearly and fully completed by the cardholder, including the full address and postcode digits as these are required for security checks.
- 2) Incomplete forms will not be processed and will be returned for completion.
- 3) Any application that fails any of the necessary security checks will be refused. We will not repeatedly make payment requests where a payment has failed.
- 4) The form must be returned to: Wing Parking, Plaza 668, Hitchin Road, Luton, Bedfordshire LU2 7XH.
- 5) Only the following cards are accepted: Visa Credit, Visa Debit, Mastercard and Maestro. We do not accept any other type of card, including Diners Club or American Express.