



Parking passes – Terms and Conditions

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These terms and conditions for the issue of car park passes were approved by the trustees of Malvern Hills Trust on 9th March 2023 but may be varied at any time.

All car park passes are issued at the discretion of Malvern Hills Trust. In the event of a dispute over eligibility, Malvern Hills Trust's decision is final.

1. Eligibility

Levy Payer Parking Pass

- a. Residents living within the Levy Paying area (the parishes of Malvern Town, Malvern Wells, West Malvern, Colwall, Guarlford and Mathon) may apply for Malvern Hills Trust car park passes at a concessionary rate.
- b. Passes are valid for a specified vehicle only, and that vehicle must be registered at the applicant's address. Passes are not transferable.
- c. The price of a levy payer pass is set annually by the Board of Trustees.
- d. Proof of the applicant's address and copy of the vehicle registration document (V5C) must be produced each time a pass is requested or renewed.
- e. The pass should be removed from the vehicle if it is sold or scrapped.
- f. Passes can be issued for a maximum of 3 vehicles per address provided that all vehicles are registered to that address.
- g. Levy Payer parking passes are valid from 1st June to 31st May the following year.

Annual Parking Pass

- a. Annual parking passes for Malvern Hills Trust car parks are available to anyone who doesn't qualify for a Levy Payer pass (see above).
- b. Annual passes are valid for 12 months from date of purchase and are valid for a specified vehicle only. Passes are not transferable.
- c. The price of an Annual Pass is set annually by the Board of Trustees.



- d. The pass should be removed from the vehicle if it is sold or scrapped.
- e. An applicant who has more than one vehicle registered to their address may apply for a second annual pass which is available at a concessionary rate.

2. Applications for parking passes

General

- a. Parking passes can be purchased either online, by post or directly from the MHT Office. Please check the website (www.malvern hills.org.uk) for further details (including a copy of the application form for online and postal applications, the office opening hours and prices). For postal and email applications an additional charge of £1.50 is made to cover the cost of postage if no stamped addressed envelope is provided.
- b. The Trust is unable to process passes until payment in full has been received.

Annual passes

- c. Annual passes can also be purchased by phone, between 10am and 3:30pm, Monday to Friday. This option is not available for Levy Payer passes due to the requirement to provide proof of eligibility.

Levy Payer Parking Passes

- a. Levy payers parking passes are available from May onwards to run from 1 June to 31 May of the following year.
- b. The following documents are required as proof of eligibility, and both must be provided with each application:
 - Current Driving Licence or Council Tax bill showing the levy payer's name and address
 - Copy of V5C Vehicle Registration Document for each vehicle

MHT reserve the right to request further evidence of eligibility if necessary.

- c. Alternative proof of address may be needed for leased vehicles.

Replacement passes

If you change your vehicle (or your registration number) **you need to remove and retain the pass**. If you bring your old pass into the office, we will issue a pass for use in your replacement vehicle. There is an administration charge of £1.00.

Lost passes

Please note if you are unable to return your current pass, you will be charged full price for a replacement.



3. Use of passes

- a. Parking Passes are valid only in pay and display car parks on land under the Trust's jurisdiction. They are not valid in any other car parks (eg those run by Malvern Hills District Council).
- b. Parking is available in Trust car parks between the hours of 6am and 11pm only.
- c. Passes must be affixed to the windscreen or side window of the vehicle for which they are issued, in a position where they are clearly visible. A charge for use may be issued if the pass is obscured or has fallen off.
- d. The parking of vehicles on Trust land is subject to the Malvern Hills Trust's Byelaws and the conditions displayed at the car park.
- e. No responsibility is accepted for loss or damage to vehicles or their contents whilst parked on Trust land.

4. Public counter

- a. The office is open to the public from 9:00am to 3:30pm Tuesday to Friday (closed Mondays). It is NOT open on Bank holidays or between Christmas and the New Year.
- b. If visiting the office, please ensure that you have the correct paperwork to avoid delays.
- c. The office is open for the sale of car park passes only. Should you have any other queries, please email info@malvern hills.org.uk and your query will be dealt with as soon as possible.
- d. During the months of May to August our administration team experience a large number of applications. We will aim to process your application within 14 days but cannot guarantee this.

5. Zero tolerance policy

Malvern Hills Trust has a Zero Tolerance Policy towards violence or aggression. Verbal or physical abuse and threats towards our staff and volunteers will not be tolerated under any circumstances.

If you display such behaviour you will be asked to leave immediately.

6. Blue badge holders

Disabled badge holders can park free of charge. Please display the blue badge clearly.

7. Data protection

All personal information provided to Malvern Hills Trust will be securely held and is subject to the provisions of the General Data Protection Regulations. The information will only be used to record your purchase and to contact you in the event of any queries. It is confidential and will not be passed on to any other person or organisation. For further information on Malvern Hills Trust's privacy policy please see the website www.malvern hills.org.uk

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