

How to apply for a refund for a permit.

The customer must write a letter to-

The Parking Shop  
PO Box 39055  
London  
E8 1WS

The letter must state: -

- The name and address of the permit holder
- The reason why a refund is being requested (e.g. moving address, sold the vehicle). If you are moving address you must provide your new address
- The letter must be signed and dated by the permit holder
- The **original permit must also be returned as part of the refund application**

The refund will be made by the method of payment the permit was initially paid by.

- Credit/debit card payments will be processed within 10 working days directly to the account
- Cheque payments will be processed within 15 working days

A letter will be sent advising how much will be refunded.

**Please note – The refund will be calculated on a pro-rata basis for each full month remaining on the permit. There has to be at least 3 full months remaining on the permit. A £10 administration charge will be deducted.**