

## **Citypark Permits**

We understand that the Covid-19 pandemic has had an impact on some businesses and Citypark permit holders within the city centre.

We will be renewing permits in line with our normal approach and we will be keeping the car parks open and protecting the bays for our Citypark permit holders.

### **I Am Still Using My Permit**

You do not need to take any action, just continue to use your permit for your valid car park.

### **I Have Received A Renewal Notice**

If your working pattern has been altered due to Covid-19 restrictions and you do not wish to renew your permit due to the change in working arrangements please email [cityparkpermits@newcastle.gov.uk](mailto:cityparkpermits@newcastle.gov.uk) quoting your permit reference number and we will make a note against your permit record that your circumstances have changed.

If you return to your work location on a full-time basis and wish to take out a permit we can then process a fresh application for you.

If you are still using your permit just renew in the normal way.

### **I Cannot Use My Permit**

If you cannot use your permit because your employer is affected by lockdown arrangements you have the option to cancel your permit. We will consider backdating your cancellation to 23 March 2020 if you are able to demonstrate exceptional circumstances (delayed from returning from holiday or being in hospital). For transparency purposes we will require some evidence to support any request. Please email [cityparkpermits@newcastle.gov.uk](mailto:cityparkpermits@newcastle.gov.uk) and a member of our team will get back to you as soon as possible.

### **I Want To Cancel My Permit**

If you want to cancel your permit we will happily arrange this for you and calculate any outstanding balance or refund owed to you. You will need to make the necessary arrangements to cancel your direct debit if you are paying by instalments.

We will also waive the administration fee that normally applies to any permit cancellation due to the current Covid-19 pandemic. However, if you decide to renew your permit in the future we may not be able to guarantee a permit for the car park of your choice.