

Visitors' vouchers

Conditions of use

1. Visitors' voucher information

Definition of a visitors' voucher

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

Visitors' voucher zones

All residential permit schemes have an associated visitors' voucher scheme. Please check the [Controlled Parking Zones and Season Tickets Price List](#) for further details and prices.

2. Who can apply and what needs to be provided

Who qualifies

- **Residents:** Only residents who reside at an address within a permit zone and can provide evidence of this are entitled to purchase 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:** Visitors' vouchers are not available for businesses.

Proof of residence

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

- Gas
- Electric
- Water
- TV licence
- Home insurance
- Most recent 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.

3. Displaying the voucher correctly

Correct display (each book contains 10 visitors' vouchers)

- Please make sure the arrival time, 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.

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.bexley.gov.uk/services/privacy-notice which also contains guidance on submitting data protection requests and questions.

5. Where I can I use my visitors' vouchers

Parking places

- Visitors' vouchers are valid for use only in the zone you reside.
- Visitors' vouchers may only be used in residents' permit bays (unless otherwise stated).
- A visitors' voucher does not grant the holder the right to park outside their home or guarantee the availability of a parking space.
- The Council reserves the right to suspend any parking bay as required.

6. 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 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 are not permitted to sell or transfer the vouchers to other parties.
- 7 Residents must not allow their visitors to park for the purpose of commuting.