

## **NEW PARKING CHARGES FROM 01 APRIL 2012 – CUSTOMER SERVICES GUIDANCE**

If customers calls in after the 01 April 2012, to report they have put an amount in a meter and have not got a ticket at all, or have not got a ticket for the time they expected, it is likely that they may not have put in the correct amount of money in accordance with the new charging regime (see below).

Where this happens, customers should be advised to refer to the new tariff rates which are provided on the parking meter inserts and on the surrounding car park signage. Where a ticket has not been issued, the customer will need to re-enter enough money in accordance with the new charges to get a ticket to cover the time they require.

Where the customer has a ticket but it does not cover the time period they expected, they will need to purchase an additional ticket to cover the extra time they want to remain in the car park and display both tickets together (e.g. wanted to park for over 4 hours in long stay car park, put in old rate of £2.00 (would give them ticket for up to 4 hours as new charges from 01.04.12 are £2.20 for over 4 hours), would need to then purchase another £1.20 ticket (up to 4 hours) and display both tickets together).

Authorisation to park without displaying the relevant ticket(s) should not be granted in these circumstances.

<b>Short Stay Pay &amp; Display Car Parks – Market Harborough</b>	<b>New Charge - Monday to Saturday including Public Holidays</b>
Doddridge Road Car Park King's Head Place Car Park Market Hall Car Park Mill Hill Car Park (Saturdays & Public Holidays) Springfield Retail Park incorporating Sainsbury's & Kandahar (Springfield) Sarl Car Parks St Mary's Road West Car Park Symington Way Car Park The Commons Car Park	Up to 2 hours - £0.70 Up to 3 hours - £1.20 Up to 4 hours - £1.70 Over 4 hours - £3.20

<b>Long Stay Pay &amp; Display Car Parks – Market Harborough</b>	<b>New Charge - Monday to Saturday including Public Holidays</b>
Angel Street Car Park Doddridge Road Car Park Springfield Street Car Park St Mary's Road East Car Park	Up to 4 hours - £1.20 Over 4 hours - £2.20

<b>Short Stay Pay &amp; Display Car Parks - Lutterworth</b>	<b>New Charge - Monday to Saturday including Public Holidays</b>
Chapel Street Car Park George Street Car Park Station Road Car Park	Up to 1 hour - Free Up to 2 hours - £0.70 Up to 3 hours - £1.20 Up to 4 hours - £1.70 Over 4 hours - £ 3.20

<b>Long Stay Pay &amp; Display Car Parks - Lutterworth</b>	<b>New Charge - Monday to Saturday including Public Holidays</b>
Church Close Car Park	Up to 1 hour - Free Up to 4 hours - £1.20 Over 4 hours - £2.20

### **PERMIT PRICES**

A limited number of parking permits will be available to purchase on an annual, half yearly or quarterly basis on certain car parks at the following prices:-

Permit Type	Short Stay Car Park Permit - New Price from 01 April 2012			Long Stay Car Park Permit - New Price from 01 April 2012		
	Annual	Half Yearly	Quarterly	Annual	Half Yearly	Quarterly
3 day	£281.48	£143.24	£74.12	£195.08	£100.04	£52.52
5 day	£465.80	£235.40	£120.20	£321.80	£163.40	£84.20
6 day	£557.96	£281.48	£143.24	£385.16	£195.08	£100.04