



## Guidance for permit and voucher exchanges

### Staff/Associates Vouchers Swap

- Occasional Driver vouchers users who purchased a new vehicle or changed vehicle registration can exchange the permit at no extra cost.
- For all vehicle swaps, please ensure that you have added your new vehicle to the permit system and completed an application for more Occasional Driver vouchers.
- During your new application, please select 'Debit/Credit Card – Single Payment' as your payment option.
- Please ignore any prices generated by the system – we will not charge you for swapping the vouchers. This price will be manually changed to £0.00 when your application is processed.
- Please contact [parking@nottingham.ac.uk](mailto:parking@nottingham.ac.uk) after you have submitted your application and we will amend the price of the vouchers.
- For all out-of-date vouchers, please follow the instructions above. You can exchange the vouchers for free, receiving the same number of vouchers back but with later dates printed on each of them.

### Sutton Bonington

- For any staff/associates based at Sutton Bonington not able to travel to University Park to exchange permits, please complete a new application as per the above instructions.
- We will then send a replacement permit to Sutton Bonington. Your permit can be exchanged at the reception in the Main Building.
- We will be in contact to confirm when your new permit has been dispatched.

### Staff – Monthly payments virtual permit swap

- If you pay monthly for a full permit and you have purchased a new car, please submit a new application through the permit system using the details of your new vehicle.
- If your new vehicle has different emissions than your previous vehicle, the monthly payments deducted from your salary will change to reflect this.
- You will not need to come to Security to swap your permit – we can do this remotely. You will receive a confirmation email when your new permit is valid.

### Staff/Associates – Paid in full virtual permit swap

- If you have paid for the entirety for the permit year but you have purchased a new car, please submit a new application through the permit system using the details of your new vehicle.
- There is no additional charge for swapping your permit, regardless of the emissions.
- You will not need to come to Security to swap your permit – we can do this remotely. You will receive a confirmation email when your new permit is valid.

### Student Permit Swap

- Student permit holders who have purchased a new car can swap their permit to a new vehicle at no extra cost.
- Please submit a new application through the permit system using the details of your new vehicle.
- You will not need to come to Security to swap your permit – we can do this remotely. You will receive a confirmation email when your new permit is valid.

### Voucher Refund

- Vouchers holders leaving the University or upgrading to a full permit can receive a refund for their remaining parking vouchers.
- Please bring them to the Security Office (at the rear of Hallward Library) and a refund can be issued via debit/credit card or via your salary.
- You do not need to receive the refund on the same card that you paid with.
- Refunds can also be issued via Payroll; you can still receive a refund via salary even after you have left the University.
- Alternatively, you can return the vouchers to Security via internal mail. If you are to do this, please post them to the following address: **Security Office, Rear of Hallward Library, University Park, NG7 2UH.**
- Please include your name, email address and a contact number within the envelope. We will then call you and issue a refund over the phone directly to your card.