



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 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- For all out-of-date vouchers, please follow the instructions above.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.