



Guidance for permit and voucher exchanges

Staff/Assoc Vouchers Swap

- Occasional Driver voucher users who purchased a new vehicle (meaning the registration number no longer matches your permit disc) 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- For all out-of-date vouchers, please follow the instructions above.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 permit swap

- If you pay monthly for a full permit and you have purchased a new car, please come to the Security Office (at the rear of Hallward Library) to swap your permit over the counter.
- If your new vehicle has different emissions than your previous vehicle, the monthly payments deducted from your salary will change to reflect this.
- Please ensure that you complete an application for a new permit prior to your trip to Security.

Sutton Bonington

- Any staff based at Sutton Bonington not able to travel to University Park to swap over their permit must complete a new application using the permit system, as per the above instructions.
- The replacement permit will be sent to Sutton Bonington and 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/Associates – Paid in full permit swap

- If you have paid for the entirety for the permit year but you have purchased a new car, please bring your permit disc to the Security Office (at the rear of Hallward Library) to exchange it.
- There is no additional charge for swapping your permit, regardless of the emissions.
- Please ensure that you complete an application for a new permit disc prior to your trip to Security.

Sutton Bonington

- For any staff/associates based at Sutton Bonington not able to travel to University Park to swap over their permit must complete a new application as per the above instructions.
- The replacement permit will be sent to Sutton Bonington and can be exchanged at the reception in the Main Building.
- We will be in contact to confirm when your new permit has been dispatched.

Student Permit Swap

- Orange Zone permit holders who have purchased a new car will need to bring their permit disc to the Security Office (at the rear of Hallward Library) to exchange it over the counter at no additional cost.
- Please ensure that you have completed an application for a new permit prior to your trip to Security.

Sutton Bonington

- Any students based at Sutton Bonington not able to travel to University Park to swap over their permit must complete a new application using the permit system, as per the above instructions.
- The replacement permit will be sent to Sutton Bonington and can be exchanged at the reception in the Main Building.
- We will be in contact to confirm when your new permit has been dispatched.

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.
- If you paid for your vouchers using a debit/credit card, we can issue a refund directly to your card over the phone.

