

RichmondCard Application Form



Instructions

1. Please read the application form and guidance notes carefully. When you have completed your application form, please post it to Parking Services, Civic Centre, 44 York Street, Twickenham TW1 3BZ.
2. Make sure when you apply that you include the top-up amount with which you wish to charge your card is clearly written on the application form in the space provided.
3. Please allow a maximum of 21 days for the delivery of your card. If you have any problems or queries making your application, please contact Parking Services on telephone number 020 8831 6301 for assistance.

About you...Please write clearly in BLOCK CAPITALS

Title		Please provide your address for correspondence
Forename(s)		
Surname		
Full address		
Telephone No.		
Email address		

About your vehicle...Please write clearly in BLOCK CAPITALS

Registration Number						Please refer to the guidance notes for further information
First Registered		Vehicle Make				
Vehicle tariff group(tick)	Low		Medium		High	

Use of Your Information Statement

Under the Data Protection Act 1998 the London Borough of Richmond upon Thames is the Data Controller of your personal information.

The Council respects your privacy rights and is committed to ensuring that it protects your details and the information about your dealings with the Council. The personal information that you provide to process your RichmondCard application will only be used by the Council to:

- Process and administer your RichmondCard
- Prevent and detect fraud in relation to parking services and
- Conduct surveys and research relating to parking in the borough.

The Council may share your information (but only the minimum amount of information necessary to do the above and only where it is lawful to do so) with other Departments within the Council (including the elected members), other local authorities, central Government departments and law enforcement agencies and statutory and judicial bodies.

You have a right to see your information (subject to certain exceptions and the payment of a fee). If you have any requests concerning your information or any queries with regard the Council's processing of information, please write to Parking Services, PO Box 221, Twickenham TW1 3TL.

Declaration

I declare that:

- The vehicle does not exceed 2.28m in height or 5.25m in length
- I understand that my information will be used by the London Borough of Richmond upon Thames as specified in the 'Use of Your Information' statement above.

I understand I will have to return my RichmondCard to the Civic Centre if:

- The vehicle specified above is adapted or used in such a manner that it ceases to be a passenger vehicle or of the class so described

Signature (Must be completed by all applicants)

Signature		Date		Please note that unsigned applications will not be processed.
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Contraventions

RichmondCards obtained under false pretences, will be revoked and the vehicle will be liable for penalty charge notices if parked having paid a discounted tariff using a Card obtained falsely. The Council may also prosecute under the Theft Act or other relevant legislation.

Payment details

Payment Amount	Enter your top up amount		You can top up your card by any multiple of 50 pence between £5 and £25, or only pay the administration charge to obtain a card.
	Administration Charge (not payable for applications made before 2 nd November 2009)	£2.50	
	Total		

Payment Slip

Once we have processed your payment this slip will be detached and destroyed.

Payment Method (tick)	Cheque		Visa		Cheques and Postal Orders should be made out to London Borough of Richmond upon Thames
	Postal Order		Delta		
	Cash		Maestro		
	MasterCard				
Credit/Debit Card Details	Payment Amount	£			Failed payments will invalidate your RichmondCard and incur a £10 administration fee. *These are the last 3 digits of the number on the back of your card, on the signature strip.
	16-digit card number				
	3-digit CCV*				
	Start date				
	Expiry Date				
	Issue				

Please detach and keep for your reference

GENERAL

1. Any person owning a vehicle specified within the categories below is entitled to own and use a RichmondCard.
2. Each question on the application form must be completed. And the application form signed.
3. RichmondCards do not have an expiry date.
4. The card will only hold your vehicle registration number and any monetary amount you have requested. No personal data will be stored on the card.

DISCOUNTS

6. When you use your RichmondCard in a parking meter, you will be charged based on the banding information stored on the card, specifically:

Vehicles first registered on or before 28/02/2001		Vehicles first registered on or after 01/03/2001		
Engine Cylinder Capacity (cc)	Tariff Adjustment	Band	CO2 (g/Km)	Tariff Adjustment
Up to 1300	Low -50%	A	Up to 100	Low -50%
1301 - 2000	Medium -25%	B	101-110	
		C	111-120	
		D	121-130	
		E	131-140	
		F	141-150	
Over 2000	Standard rate (None)	G	151-165	Medium -25%
		H	166-175	
		I	176-185	
		J	186-200	
		K	201-225	
		L	226-255	
		M	Over 255	

COST

7. RichmondCards are issued for a one-off administration charge of £2.50 and can be topped up to a maximum of £25.
8. Please enclose payment and clearly specify the payment amount which you wish your card to be topped up with on the application form.

ADDRESS TO SEND APPLICATIONS

9. Application forms, together with payment and payment must either be returned by post or taken to Parking Services, Civic Centre, York Street, Twickenham TW1 3BZ. Opening hours 9:00am and 5:00pm, Monday to Friday (excluding Bank and Public Holidays).

WHERE TO USE

10. A RichmondCard will enable the holder to pay for parking at the appropriate tariff, in on-street pay and display bays or within any Richmond Council owned Car Park provided that the RichmondCard is sufficiently charged with payment to achieve the required parking time at the intended location and is accepted by the parking meter. Multi-storey car parks in the borough will be included in the CO2 scheme by January 2010.
11. To be able to complete a successful transaction for parking, your RichmondCard must have a 'top up' value equal to or higher than the tariff at the place of parking. Please see below for 'top up' arrangements.
12. Please always refer to charges displayed on the parking meter at the place of parking.
13. Your vehicle registration number will be printed on the pay and display ticket provided by the parking meter.
14. You can repeatedly 'top up' your card with 'cash' at any parking meter in the borough.

RICHMONDCARD ELIGIBILITY/ VALIDITY

15. Only details of one vehicle can be stored on a card.

RICHMONDCARD REFUNDS

16. A RichmondCard holder who surrenders their card to the Council will be entitled to a full refund provided the card surrendered has a top-up value of £5 or over. An administration charge of £2.50 will be applied in these circumstances.

CHANGE OF VEHICLE

17. Your RichmondCard must be returned to the Council in the event of a change of vehicle, as your RichmondCard will need to be updated with your new vehicle details. Cards returned will be processed and returned by post usually within 7 working days.
18. RichmondCards are non-transferable as data contained on the card is unique to the vehicle.

LOST CARDS

19. If a card is lost, destroyed or stolen, the card holder should notify Parking Services as soon as possible to ensure that the card is cancelled and made invalid. A replacement card will cost £2.50 and an administration charge of £10 may be made.
20. Only if a card is reported as stolen and a police crime reference number provided will a refund be automatically considered.
21. Any lost or destroyed cards with a remaining monetary value will be refunded at the Councils discretion.

Important Notes

VEHICLES FOR WHICH THE RICHMONDCARD MAY BE USED

In order to qualify for a RichmondCard the vehicle for which the Card is intended for must be:

- a passenger vehicle or a goods carrying vehicle the overall height of which does not exceed 2.28 metres and the overall length of which does not exceed 5.25 metres

Offences

FALSE STATEMENTS

It is an offence to make a false statement in order to procure the issue of a RichmondCard to oneself or any other person, and the Council may prosecute under either the Theft Acts or other relevant criminal legislation.

The maximum penalty on conviction or indictment is five years imprisonment and/or a fine on summary conviction, six months imprisonment or a fine of up to £5,000.

VEHICLE MUST BE LICENSED

It is an offence under the Vehicle Registration and Excise Act 1994 (Section 29) to use or keep a mechanically propelled vehicle on a public road if the vehicle is unlicensed, and it is also an offence to use or keep such a vehicle on a public road if the licence is not displayed on the vehicle.

If you need this form in Braille, large print, audio tape or in another language, please call 020 8891 7071 or Textphone on 020 8831 6342