

Motorcycle Scheme Refund Policy

As a result of the reduction in motorcycle charges from 1st June 2009, we will grant refunds for **unused, full month portions** of **quarterly** and **annual** motorcycle permits purchased from 1st April 2009.

The following table shows the changes in quarterly and annual permit charges and their monthly equivalents –

| Motorcycle Permit Type | Price 4 th August 2008 to 31 st May 2009 | Monthly equivalent | Price 1 st June 2009 onwards | Monthly equivalent |
|------------------------|--|--------------------|---|--------------------|
| Quarterly | £50 | £16.67 | £33.50 | £11.17 |
| Annual | £150 | £12.50 | £100 | £8.33 |

The table below specifies that we will refund motorcyclists in the following four scenarios -

1. Residents' permit holder for a motorcycle who has also purchased a motorcycle permit – wants post-June 1st unused portion of quarterly/annual motorcycle permit back;
2. Motorcycle permit holder who now wishes to purchase a residents' permit for their motorcycle – wants post-June 1st unused portion of quarterly/annual motorcycle permit back;
3. Motorcycle permit holder who now wants to park in off-street motorcycle bays for free – wants post-1st June unused portion of quarterly/annual Motorcycle permit back;
4. Motorcycle permit holder wishing to keep quarterly/annual motorcycle permit – wants price difference back for post-1st June months

Refund Parameters –

- Only apply to QUARTERLY or ANNUAL motorcycle permits purchased FROM 1st APRIL 2009.
- Only post-1st JUNE 2009 unused FULL month portions.

| Scenario | Action for QUARTERLY motorcycle permits | Action for ANNUAL motorcycle permits |
|--|---|--|
| Residents' permit holder for a motorcycle who has also purchased a motorcycle permit – wants unused portion of quarterly/annual motorcycle permit back | As long as quarterly motorcycle permit was purchased from 1 st April 2009, refund £16.67 for each full month left on the motorcycle permit from 1 st June 2009 | As long as annual motorcycle permit was purchased from 1 st April 2009, refund £12.50 for each full month left on the motorcycle permit from 1 st June 2009 |
| Motorcycle permit holder who now wishes to purchase a residents' permit for their motorcycle – wants unused portion of quarterly/annual motorcycle permit back | | |
| Motorcycle permit holder who now wants to park in off-street motorcycle bays for free – wants unused portion of quarterly/annual motorcycle permit back | | |
| Motorcycle permit holder wishing to keep quarterly/annual motorcycle permit – wants price difference back for month(s) post-charge reduction | As long as quarterly motorcycle permit was purchased from 1 st April 2009, refund £5.50 for each full month left on the permit from 1 st June 2009 | As long as annual motorcycle permit was purchased from 1 st April 2009, refund £4.17 for each full month left on the permit from 1 st June 2009 |

We ask all motorcyclists who feel they are due a refund from the above to contact us by either sending an email with the subject heading 'Motorcycle Refund' to uksupport@verrus.com or by calling **0870 112 6412**.

Please note this refund policy does **not** apply to daily, weekly or monthly motorcycle permits or to permits purchased before 1st April 2009.