



Parking Bay Suspensions Terms & Conditions

Self-Serve/Online Bookings

1. What is a parking bay Suspension?

There may be a need to take out a parking bay or a series of parking bays from their normal use to facilitate various works taking place on the highway.

A suspension covers all types of parking bays.

Unless each space is individually marked, a suspended bay is calculated as being 5 metres long.

2. What works can I do in a suspended bay?

Suspended bays are not for general parking purposes and are for use where access to a particular place on the highway is critical for work to be carried out. Some examples of where a bay can be suspended include: loading/unloading purposes, a removal vehicle for a residential move, building works, weddings & funerals and security reasons.

3. How much does a Suspension cost?

Please refer to our website for [details of current charges](#).

For standard suspensions, the City of Westminster operates a tiered suspension charging system depending on duration. The charges also differ depending on location.

There are some special cases, please see Special Bays (see # 8 below).

There needs to be one clear consecutive week between the dates required for a suspension for a second application to be treated as a new application.

We also offer separate, discounted schemes for London Joint Utilities Group (LJUG) companies undertaking public utility work and for broadband providers laying superfast broadband cable or fibre.

LJUG: relevant permissions will need to be applied to your Online Suspensions (OLS) account. This can be requested by emailing parkingsuspensions@westminster.gov.uk and providing documentary evidence to confirm your membership.

Major utility works, defined as being fixed timescale major infrastructure programmes where bays would need to be out of commission for more than 21 days, can be considered separately. Please call 020 7823 4567 to discuss.

Broadband Providers: Applications to suspend parking bays to lay superfast broadband cable or fibre as part of an ongoing programme running for more than 21 days can be considered separately. Please call 020 7823 4567 to discuss.



No Charge Suspensions – the following are not charged for (but must still be booked):

- Security suspensions on behalf of the Metropolitan Police Service
- Events organised by WCC registered charities
- Funerals & Weddings (official cars only). Only the first three bays are free of charge
- Blood transfusion service vehicles

4. What notice period do I have to give for a suspension?

We need to give our residents, business and other stakeholders as much notice as possible as suspensions can cause disruption and therefore we require 10 working days' notice where this is possible.

Advanced notice periods are extended by one day where a Bank Holiday is involved and by two additional days over Easter and Christmas.

Applications received within 10 calendar days of the proposed start date that are granted will be subject to a short notice administration fee of £20.

All short notice suspensions are subject to review by the Council and may be cancelled, refused or withdrawn at the Council's discretion prior to the scheduled start date, if it is deemed inappropriate to suspend the bay(s) for any reason.

You will be notified by telephone or email on the next working day if this is the case.

5. What happens when I submit my application?

The application process is self-serve.

You will receive a confirmation email once the booking has been completed and paid for.

If your application is deemed as being inappropriate (e.g. it would cause a traffic hazard) the suspensions team will contact you. They will advise of alternative locations for suspension.

6. How do I pay online?

On completing your online application, you will be directed to our payment page to complete the booking process.

Payment will be required at the time of booking unless otherwise agreed in advance. For all suspensions, payment must be received no later than three days prior to the start date of the suspension or the suspension may be cancelled or, if still unpaid when the suspension begins, pursued as a debt.

In certain circumstances an invoice may be generated if it is agreed that payment cannot be made at the time of booking.



7. Who do I contact about my suspension application if I need to?

The Suspensions Team can be contacted on 020 7823 4567 (option 4) or emailed at parkingsuspensions@westminster.gov.uk.

Our postal address is: Parking Suspensions, PO Box 734, Redhill, RH1 9FP.

8. What about Special Bays: Disabled Bays, Hospital Bays, Ambulance Bays, taxi ranks?

If a dedicated parking space needs to be suspended (e.g. a disabled bay, doctor, hospital, diplomat or car club bay) an alternative parking space must be allocated and suspended for this purpose at the cost of the applicant. Please refrain wherever possible from suspending electric vehicle charging bays, police bays and ambulance bays. Applications to suspend dedicated bay types may be refused.

9. What about additional licences or permits: Filming, Skips, Portable toilets, Fencing/hoarding, Scaffolding (Temporary Structures) etc?

Depending on the purpose of the suspension, you may be required to also obtain an additional licence/permit.

The following activities require additional licences as well as a suspension booking –

- Skips – please download an application form from our website
- Utility works

The following are examples of activities which require permission from the Council's licensing department. To do this please contact the licensing team <https://www.westminster.gov.uk/licensing> –

- Filming
- Portable toilets
- Fencing/hoarding
- Scaffolding (Temporary Structures)

Where a licence/permit is required, the granting of the suspension in no way supersedes the need for the licence/permit to be obtained, nor does the suspension booking itself grant the licence/permit.

The licence/permit must be obtained separately, prior to the suspension starting.

10. What if I want to make a large-scale suspension booking?

This facility is available on our online booking system.

If a large number of resident bays are to be suspended, alternative provision for resident permit holders will need to be made. For every 20 resident bays suspended, 5 alternative bays will need to be provided at the cost of the applicant.

A separate invoice will be raised if this is required.



LJUG: Major utility works, defined as being fixed timescale major infrastructure programmes where bays would need to be out of commission for more than 21 days, can be considered separately. Please call 020 7823 4567 to discuss.

Broadband Providers: Applications to suspend parking bays to lay superfast broadband cable or fibre as part of an ongoing programme running for more than 21 days can be considered separately. Please call 020 7823 4567 to discuss.

11. How will the suspension be enforced by the Council's Parking Services?

Large yellow signs will be erected on-street prior to the suspension to warn people in the area that the suspension is to take place, but the suspension of a parking bay does not guarantee that the bay will be clear at the starting time of your suspension.

If someone has parked in the bay(s) you have suspended, please call Parking Services on 020 7823 4567 (option 4) with the registration, make and model of the vehicle parked in the suspended bay, as well as the street name. If the yellow suspension signs are in place, a member of our On-Street Team will attend as soon as possible.

The council will endeavour to deal with this as soon as possible up to and including the provision of sending a relocation vehicle to the location. Relocation vehicles are generally only available Mon-Sat 8.30am-2.00pm but due to prevailing traffic conditions and the whereabouts of and the demand for the vehicle at the time it is not possible to guarantee a timeframe for this, or indeed that the offending vehicles can be relocated.

Under these circumstances, where the council cannot relocate a vehicle within a period of 4 hours from the initial call, the council will either rebook the suspension free of charge or offer a full refund. Additionally, please tell us your vehicle registration, make, model and street name and park as safely as possible in a pay to park bay or on a single yellow line.

12. What if I have the need for an emergency suspension?

In some circumstances, suspensions can be arranged at short notice. You will not be able to apply for these online, but through the Suspensions Team (020 7823 4567 option 4).

Permission will not generally be granted, but some examples of acceptable reasons for a short notice suspension are:

- Gas/Water leaks
- Road collapse
- Seepage
- Utilities
- Requests by the Met Police for security purposes
- Requests by WCC Special Events



13. Amendments

If you need to amend a suspension, you can do so free of charge providing the suspension sign has not yet been erected (NB. The suspension reason cannot be amended).

If a suspension is amended, extended or cancelled; the system will recalculate the total value once the suspension has ended (by 7 clear days) and where appropriate a refund will be issued, or an invoice sent for monies due.

If the suspension sign has been erected a non-refundable admin fee of £20.00 will be charged to amend the dates or the location of the booked suspension.

14. Can I get a Refund?

If you no longer require a suspension or if you have completed your work earlier than expected, you may be entitled to a full or partial refund.

- Full Refund

A full refund will only be issued in the following circumstances:

- The suspension sign was not erected due to an error on the part of the City Council and the City Council was notified but did not or could not take action to allow the planned work to go ahead.
- If the suspension is cancelled by the customer in advance of the suspension sign being put in place.
- If the police cancel a suspension for security reasons.

If the suspension sign has already been erected before cancellation, a £20 per space admin fee will be retained.

Refunds are made to the credit/debit card used to pay for the suspension or alternatively by cheque or BACS transfer

- Partial Refund

If the customer has paid for a suspension for longer than becomes necessary (e.g. customer has paid for 10 days but finished the work after 5) the customer is eligible for a refund for the unused days.

- A refund is calculated based on the number of bays multiplied by the number of full un-used days remaining (minus admin fee as below)
- An administration fee of £20.00 per space is withheld
- The Council must be notified by 3.30pm the day before the bay is not needed. If you are unable to complete the cancellation online, you can contact the suspensions team on 0207 823 4567 (option 4)

15. Cancellation

Incorrect information provided during the application process will result in the suspension being cancelled. Refunds will be decided on a case by case basis. The council reserve the right to cancel a suspension



without notice when it is deemed appropriate to do so, for example in connection with a major event, incident or emergency.

16. Unauthorised suspensions

An unauthorised suspension may be where a suspension is installed without application and/or the City Council's permission, where more space is used than has been booked, or where a bay has remained suspended for longer than has been paid for. In all instances, the Council retains the right to retrospectively pursue payment of the charges and apply any additional applicable administration fees.

Should LJUG members or broadband providers install a suspension without application and/or Council permission, the Council retains the right to retrospectively pursue payment at standard rates and apply any applicable administration fees.

Disclaimer

The Applicant is fully responsible for the content of the description that they provide for the suspension sign. Westminster City council will not accept liability for errors or inappropriate content in this regard.

The Council reserves the right to cancel, withdraw or amend a suspension without notice as and when it is deemed necessary to do so, for example in connection with a major event, incident or emergency. The council will endeavour to contact you as soon as possible in these circumstances and any payments made will be refunded as appropriate.

To find out why Parking Services needs to collect and store personal data, how this is used and your rights to access your information, please refer to our Privacy Policy at www.westminster.gov.uk/parking-services.