

Can I get a refund?

If you no longer require a suspension, you may be entitled to a full or partial refund.

If a vehicle has ignored the suspension signs, and has parked in your suspension:

- If the removal request is made prior to 11.30am on the day of the suspension, a refund will be considered. Contact parkingstrategy@brighton-hove.gov.uk directly and the details of your case will be reviewed. This does not guarantee a full or partial refund.
- If the removal request is made after 11.30am on the day of the suspension, we cannot provide a refund and will not review your case.

A full refund will be issued in the following circumstances:

- The suspension did not take place due to an error on the part of the council.
- If the suspension is cancelled by the customer in advance of the suspension being put in place. The suspension team must be notified by 12 noon the day before the suspension is not required.
- If the police cancel a suspension for security reasons.

Partial Refund

If the applicant has paid for a suspension for longer than becomes necessary, the applicant 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.

The suspension team must be notified by 12 noon the day before the bay is not needed. The customer should email the suspensions team at BrightonParkingSuspensions@nslservices.co.uk