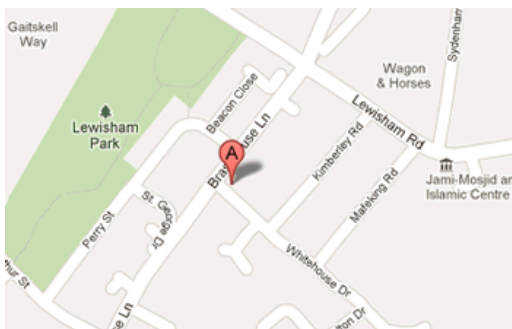


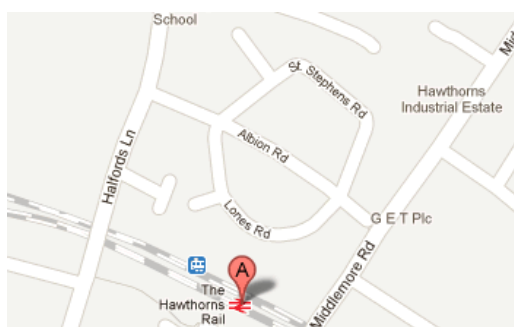
Match Day Car Parking Terms & Conditions for Pay as You Go Ticket holders

These terms and conditions set out the terms on which we will supply to you a pay as you go ticket. Please read these terms and conditions carefully as they will form the basis of the contract between us.

1. Pay as you go tickets may only be used by the buyer on the day of purchase and are not transferable, we do not reserve parking for non-season ticket holders.
2. Costs of tickets are:
 - £5.00 per vehicle at our site location of Brasshouse Community Centre, Brasshouse Lane, Smethwick, B66 1BA (for Sat Nav users B66 1BQ)
3. Entrance to a car park without a valid ticket will not be permitted, it is the customer's responsibility to ensure ticket is received before entry and will be liable for payment otherwise
4. NSDT accepts no responsibility for any damage, loss or theft of possessions from Match Day customers cars.
5. Violent, aggressive or abusive behaviour will not be tolerated by any member of the public towards our staff and will result in cancellation of services and action taken where necessary.
6. The ticket remains the property of North Smethwick Development Trust and must be surrendered without refund for non-compliance with terms and conditions. Withdrawal is at the sole discretion of the management of North Smethwick Development Trust



- £8.00 per vehicle at the site we manage, located at Hawthorns Park & Ride station, Halfords Lane, West Bromwich B71 4LQ.



7. Tickets do not automatically renew and you will need to purchase a new ticket each football match.
8. The ticket issued to you is applicable only to the vehicle in respect which to which it is issued.
9. The ticket provides admission to the car parks at no further entrance charge if there is an available space. It is the holder's responsibility to ensure they arrive in good time to secure an available space.
10. Upon receipt of the ticket, the buyer will be responsible for that ticket in relation to any loss or damage of that ticket.
11. In the event of loss or damage to the season ticket due to the fault of the buyer, a charge at the car park rate will be made for a replacement ticket

12. The Chief Executive Officer at NSDT will be responsible for reviewing the conditions and charges for Match Day parking on behalf of the Director's and Trustees of Estates and Facilities.

SITE & PERSONAL SECURITY

- To prevent crime – Please lock your car and do not leave valuables on display
- Please be aware that CCTV is in operation
- Car Parks can be dangerous and all persons must drive carefully in the car park and; observe the rules of the road and park only inside a clearly marked space.
- Should you damage any vehicles in the car park, you are requested to report the matter immediately to a car park attendant, give details of registration, insurance etc
- Before leaving the car park to go to the match, customers are strongly recommended to ensure that your vehicle is securely locked and all windows in the vehicle are securely closed: If you have to leave possessions in the vehicle do not leave them in plain sight e.g. on a seat. They should be locked in the boot
- Brasshouse car park closes 1 hour following the final whistle
- Any vehicle left in the Brasshouse lane car park after designated parking times will be locked up in gated facility until the following morning.

COMPLAINTS

It is the policy of North Smethwick Development Trust to welcome complaints and comments and to look upon them as an opportunity to learn, adapt, improve and provide a better service.

In the event of a complaint please contact the Car Park manager in the first instance. Immediately prior to, during and after the match the Car Park manager is available. Please speak to a car park attendant to radio on your behalf to call the Car Park manager to come to your assistance. If the Car Park manager is unable to resolve your complaint please contact the main office of North

Smethwick Development Trust on the first working day during office hours on 0121 555 5672 and ask to speak to the Chief Executive who will be happy to listen to your concerns. Any complaint will be responded to and any action taken as a result of the complaint will be communicated to the complainant within 28 days of the complaint being made.

To check car park opening times please telephone 0121 555 5672 during office hours.



Thank you for supporting our charity enterprise.

Want to know more visit
www.nsdt.org.uk

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north smethwick
development trust