

Match Day Car Parking Terms and Conditions for Season Ticket holders

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

1. A fee of £150.00 will be charged by North Smethwick Development Trust (NSDT) to each applicant who is issued with a Match Day Season Parking Permit, for the use of the Main Car Park at Brasshouse Community Centre, Brasshouse Lane, Smethwick, B66 1BA on home Match days during the seasons. The fee will be reduced proportionately where a Match Day Season Parking Permit is issued part-way through the season.



2. Upon receipt of the season ticket, the buyer will be responsible for that season ticket in relation to any loss or damage of that ticket. In the event of loss or damage to the season ticket due to the fault of the buyer, a £25 charge will be made for a replacement season ticket
3. Season tickets may only be used by the buyer and are not transferable. Season tickets do not automatically renew and

you will need to purchase a new ticket each football season.

4. Season ticket parking is available at the Brasshouse car park site only.
5. The season 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
6. The season 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. If you are turned away then there are no part refunds available.
7. The ticket issued to you is applicable only to the vehicle in respect which to which it is issued.
8. Car park stewards will keep a record of your vehicle registration number, make and model to ensure it corresponds with the information provided to us.
9. It is the buyer's responsibility to keep us updated with change of vehicle details in order for us to maintain accurate records
10. NSDT reserves the right to refuse to issue a Match Day Season Parking Permit to any applicant for any reason. Equally, 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.
11. The Match Day Season Parking Permit must be displayed and be clearly visible on the car windscreen or dashboard whilst parked on the designated Car

- Park. Failure to display the Match Day Season Parking Permit may result in the issue of a Parking Charge Notice by the landowner.
12. Entrance to a car park without a valid season ticket will not be reimbursed, it is the customer's responsibility to ensure season ticket is shown before entry and will be liable for payment otherwise
 13. The Match Day Season Parking Permit will grant the holder the right to use the Car Park designated by NSDT for the parking of one car on weekend home Match days and home Match evenings up until the expiry date displayed on their Match Day Season Parking Permit. No parking is permitted in any NSDT Car Park between 07:30 and 18:00 from Monday to Sunday each week with the exception of early parking for early kick offs.
 14. The Car Park designated by NSDT for the use of Match Day Season Parking Permit Holders will usually be the Brasshouse Community Centre Main Car Park or but NSDT reserves the right to designate alternative Car Park(s) for the use of Match Day Season Parking Permit Holders in the event that part or all of the Main Car Park is inaccessible for any reason.
 15. NSDT will arrange for the designated Car Park(s) to be accessible for the use of Match Day Season Parking Permit Holders for the event they are attending. Match Day Season Parking Permit Holders must comply with the directions given by any NSDT employee responsible for managing the Car Park(s) on that day.
 16. The issuing of a Match Day Season Parking Permit during one year will not necessarily guarantee the issuing of a Match Day Season Parking Permit during subsequent years.
 17. Match Day Season Parking Permit Holders will reimburse NSDT for any costs incurred by NSDT in the event of any damage to the Car Park or furniture caused by their vehicle, the driver or their passengers.
 18. NSDT accepts no responsibility for any damage, loss or theft of possessions from Match Day Permit Holders' cars.
 19. NSDT may need to restrict parking by Match Day Season Parking Permit holders on certain days for various reasons, e.g. NSDT Open Days or private events. In the event that alternative parking is not available in another NSDT Car Park, NSDT will be under no obligation to issue a partial refund of the Match Day parking fee to any Match Day Season Parking Permit Holder whose entry to a NSDT Car Park is refused.
 20. Any misuse or abuse of the Match Day Season Parking Permit system or complaint of careless or reckless driving or complaint of unacceptable or unreasonable behaviour may result in the Match Day Season Parking Permit being withdrawn by NSDT without refund in total or in part.
 21. 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.
- 22. LATE COLLECTION**
- In the event of any vehicle of a Match Day Season Parking Permit Holder remaining parked within the designated Car Park outside the reasonable times for going to or returning from the Match. The car park will be closed and reopen at 9am the following morning for a period of not more than 30 minutes. NSDT reserves the right to issue the registered owner of the vehicle with an additional charge of £30.00 for late pick up.
- 23. SITE AND PERSONAL SECURITY**
- 23.1. To prevent crime – Please lock your car and do not leave valuables on display
 - 23.2. Please be aware that CCTV is in operation
 - 23.3. 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.

- 23.4. 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
- 23.5. 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
- 23.6. Brasshouse car park closes 1 hour following the final whistle
- 23.7. Any vehicle left in the Brasshouse lane car park after designated parking times will be locked up in gated facility until the following morning.

24. 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.



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