

Refund Scheme Guidance Notes

People parking in the Shopping Car Parks in Christchurch automatically receive a tear-off portion with the ticket which can be used to obtain a refund in selected shops. A notice by the ticket machines explains the scheme. It states that, if they visit one of the shops displaying the appropriate sticker and then spend £10 or more at that shop, the shop will reimburse the cost of up to 1 hours' parking.

When customers spend over the qualifying amount at your shop and present the tear-off portion of the ticket, then you will normally reduce the total charge to the customer by the current 1 hour parking charge. Alternatively, you could do a separate paid out from your till. It is up to you and your shop policy, but in practice we find that many shops need to do both, because sometimes customers forget to hand in the ticket until just after they have paid. If you are not going to permit refunds after the till transactions are completed, we would recommend that you put up a notice to this effect to save problems later.

The refund cost is borne by you. [Note: some shops have been in the scheme for many years and they report the cost as about 1p for every £100 of turnover. This is an insignificant figure, but the scheme is much appreciated by customers.] There is no other cost to you, unless we decide from time to time on a newspaper advert listing all the shops in scheme – subject to joint agreement.



[Note: Christchurch Council supply the ticket machine rolls and printing, and the Chamber of Trade pays for the 'smiley car' promotional stickers and the notices.]

The list of the shops taking part is supplied to all shops in the scheme and it is hoped that they will display it in their shop window – good joint promotion for all of us. This list is also displayed in the Shopping Car Parks.

Shops can withdraw from the scheme by removing the sticker and the list of shops from their shop front, but they must also tell us so that we can delete their name when the next list is produced (please note that, in addition to the lists prepared for shop windows, the lists in the car parks have to be laminated so it is quite an expensive and time-consuming exercise). Please therefore give us due notice of your wish to withdraw to avoid being pestered for refunds you do not wish to give.

Finally, in the past some shops have been disappointed if they have not received many of the parking ticket slips. If this happens to you, please don't think that you are somehow missing out. The main idea is to get as many shoppers into Christchurch as possible. When shoppers do come to town, they have the opportunity of shopping at any of our shops, no matter which one of us provides the reimbursement. THE MORE SHOPS WE HAVE IN THE SCHEME, THE MORE ATTRACTIVE CHRISTCHURCH BECOMES AS A SHOPPING DESTINATION. Please try to persuade other retailers near you to join the scheme.

Terms and Conditions of Membership

The refund scheme is open to all retailers and trading bodies actively engaged in business in the Borough of Christchurch, in particular in town centres. The organisers may, at their absolute discretion, accept or refuse any application for use of the scheme.

The refund transaction is made between the retailer and the customer; Christchurch Chamber of Trade & Commerce Limited and Christchurch Borough Council cannot accept any responsibility for disputes regarding the refund itself.

Either party must give 1 months notice in writing of an intention to cease using or providing the service.

Application to join Christchurch Car Parking Ticket Refund Scheme



I/We apply to join the Christchurch Car Parking Ticket Refund Scheme and agree to comply with the Terms and Conditions of the scheme.

Name of Business _____

Address of Business _____

_____ Post Code _____

Activity of Business _____

Main Contact Mr/Mrs/Ms Firstname _____ Surname _____

Job Title _____

Telephone _____ Fax _____

E-Mail Address _____ @ _____

Website www. _____

Date Established Month _____ Year _____ No. of Employees _____

Signed _____

Date _____

The Chamber / Council make no charge for this scheme but, as the costs for notices and notice boards in the car parks come from Chamber funds, participants are encouraged to become Members of the Chamber of Trade.

Please note that, as notices are only updated once or twice a year, the Chamber cannot undertake to add new members names to the notices in between updates.