

# APPLICATION FOR A REFUND

Please complete and submit this form together with any evidence to the address or email address at the bottom of this form. An application for a refund does NOT guarantee a refund (full or part) will be successful.

## **YOUR DETAILS**

Date of request: \_\_\_\_\_

Your Name: \_\_\_\_\_

Your Address: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_ Postcode: \_\_\_\_\_

## **REQUEST DETAILS**

Date of incident: \_\_\_\_\_

Time of incident: \_\_\_\_\_

Car Park Location: \_\_\_\_\_

Machine Number (if known): \_\_\_\_\_

Your Vehicle Registration Number (if applicable): \_\_\_\_\_

Full details of incident (continue on separate page if required) \_\_\_\_\_

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**INFORMATION**

We will check our back office systems to ascertain whether there was a fault with a payment system at the time and date stated.

Refunds are at the discretion of Napier Parking and we cannot guarantee that all refund applications will be successful. We will notify you of this in writing. Administration fees may apply.

Please allow up to 28 days for your request to be processed.

Any personal data and information collected about you during the application will be held and processed by Napier Parking Ltd in accordance with our Privacy Policy. Please see full Privacy Notice at [www.napierparking.co.uk/privacy-notices](http://www.napierparking.co.uk/privacy-notices)

Once you have completed the attached form, please return, together with any supporting documents to;

**By Email:** [services@napierparking.co.uk](mailto:services@napierparking.co.uk) or **By Post:** Napier Parking Ltd, Atterbury Lakes, Fairbourne Drive, Milton Keynes, MK10 9RG