



**Application for Refund/Exchange of Parking Scratch Cards**

Scratch-cards will only be refunded under the following circumstances:  
Employee has been made redundant  
Employee no longer works in CMK

An admin fee relevant to the amount of scratch-cards returned will be deducted from the refund.

Please complete the following details.

Post your completed application to:

**Milton Keynes Parking**, Suite 401, Margaret Powell House, Midsummer Boulevard, Milton Keynes, MK9 3BN. Tel: 0845 2308855 option 3

Please select:

Company Refund

Customer Refund

Name \_\_\_\_\_

Date of Claim \_\_\_\_\_

Address \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Email address \_\_\_\_\_

Vehicle Registration Number. \_\_\_\_\_

Your telephone number \_\_\_\_\_

**Full books only will be refunded: Number of books:** \_\_\_\_\_

Reason for refund request \_\_\_\_\_  
\_\_\_\_\_

Payments made by credit/debit card can only be refunded directly to the same card. This process may take up to 10 days to be processed.

All other refunds will be paid direct to your bank account, please provide the following:

Name of account holder \_\_\_\_\_

Account number \_\_\_\_\_

Sort code \_\_\_\_\_

Please note Parking Refunds may take up to 28 days to be processed.

**For office use only**

Amount refunded

Date

Authorised by

Counter-signed by

Guidance notes

**Employee has been made redundant**

- Proof of redundancy is required (copy of letter from employer)
- Scratch-cards that are purchased within last 24 months (those older cannot be refunded as are less likely to be re-saleable due to limited life remaining).
- Full books only will be refunded
- An admin fee of £15 for a refund of up to 10 books (containing 5 units per book) to be deducted from the refund, increasing by £5 per 10 books, up to 50 books where no additional incremental admin fee will be applied.
- 2 books or less the administration fee will not be applicable.

### **Employee is changing jobs and will no longer work in CMK**

- Only scratch-cards that were purchased within the last 12 months will be refunded
- Full books only will be refunded
- An admin fee of £15 for a refund of up to 10 books (containing 5 units per book) to be deducted from the refund, increasing by £5 per 10 books, up to 50 books where no additional incremental admin fee will be applied.
- 2 books or less the administration fee will not be applicable.