

## Refund Policy

If you wish to apply for a refund please contact us to let us know why you feel you may be entitled. The following information is required to allow the company to trace your payment with us.

- The reference number on your ticket
- The vehicle registration number
- The car park in which you parked your car
- The date and time of your stay

Please email your request to: [Info@carparkservices.com](mailto:Info@carparkservices.com)

or

Mail your request to: Car Park Services Ltd, 36 Great Patrick St. Belfast. BT1 2LT

All refund requests will be dealt with on an individual basis, and our decision will be based on all information available. We will communicate our decision to you as soon as possible.

If your request is successful you can nominate to be paid:

1. To the card used to make the original payment.
  - Your 16-digit debit/credit card number
  - Name on the card
  - Expiry date
2. By BACS transfer  
Please supply the following:
  - Bank/Building Society Name
  - Building Society Role Number (If applicable)
  - Account Number
  - Account Name
  - Sort Code
3. By cheque
  - Please supply details of your home address.

Please allow 7 working days for receipt of refund.