FORM PARKING METER REFUND REQUEST FORM

INSTRUCTIONS FOR DRIVERS REQUESTING A PARKING METER REFUND ARE AS FOLLOWS:

1 Purchase meter ticket from another parking meter
2 Report fault to Parking Meter Fault line on 1300 994 392
3 Take note of Reference number provided
4 Complete Parking Meter Refund Request form
5 Attach meter ticket to request form
6 Take completed form and meter ticket to Council's Customer Service Team in the Administration Building, 41 Burelli Street, Wollongong

DRIVER DETAILS:

Driver's Name:	
Driver's Address:	
Driver's Contact Phone Number:	

INCIDENT DETAILS:

Date of Event:	
Parking Meter ID Number:	
Reference Number: *(As provided by Parking Meter Help Line)*	

I, …… declare that all the information I have provided to Council in relation to this parking meter refund is true and correct.

Signature	✍	Date

Signature of Driver accepting receipt of refund

PARKING METER REFUND REQUEST FORM

<div style="float:right">FORM</div>

INFORMATION AND CHECKS TO BE COMPLETED BY COUNCIL STAFF

INSTRUCTIONS FOR CUSTOMER SERVICE TEAM

STEP 1:	Please complete the following Table *(All details completed in full. If not, refund must not be issued)*	
Original Parking Meter Ticket attached? *If not, refund must not be issued*		
STEP 2:	After all the driver's details have been checked, the Officer may issue the refund.	
STEP 3:	If driver has not provided <u>all</u> required details, the Officer must not issue a refund. Please note the reason refund is not approved and file this form in the tray labelled "Parking Meter Refunds".	
STEP 4:	Amount Refunded:	
	Reason refund not approved? *eg no meter ticket; no fault reference number.*	
	Council Officer's Name:	
	Council Officer's Signature:	
	Date:	
STEP 5:	After issuing the driver with a refund the Officer needs to attach the meter ticket to this form and file it in the tray labelled "Parking Meter Refunds".	

INSTRUCTIONS FOR COMMERCIAL BUSINESS UNIT

➢ Check refunds issued by completing the following table, then file in TRIM and record the TRIM reference number	
Reference Number Validated:	
Fault Resolution:	
Refund Justified:	

INSTRUCTIONS FOR ALL COUNCIL OFFICERS

➢ Refer to TRIM Z14/300443 for Parking Meter Refund Procedure

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