

# Bruce Bishop Car Park Request for Refund Form

Council of the City of Gold Coast  
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Please use **BLOCK LETTERS** and complete all details in full.

Notes regarding refunds:

- Refunds are only considered for unused portions of prepaid parking and only apply where a substantial amount of parking time is not or has not been used
- Refunds are at the discretion of the City of Gold Coast. You should not assume that a refund is applicable in all cases
- Refunds are subject to a **\$20 Administration Fee**, which can be waived under certain circumstances
- There are no refunds for
  - Casual and weekly parking
  - Concessional parking
  - Payments for lost tickets
 unless you have been accidentally overcharged by the automatic pay stations
- **Please attach all documents that may support your claim, e.g. receipt, copy of your parking ticket, etc.**
- **We will also require supporting documentation for bank account details, such as a copy of a pre-printed deposit slip or bank statement with BSB and account numbers. Email to [OffStreetCarParkingMaintenance@goldcoast.qld.gov.au](mailto:OffStreetCarParkingMaintenance@goldcoast.qld.gov.au)**

#### Privacy statement

Council of the City of Gold Coast is collecting your personal information in accordance with *Local Government Act 2009* in order to process your request for a refund. The information will only be used by authorised officers for the purpose of investigating the City's register of car parking passes and ensuring your claims are accurate. Your information will not be given to any other person or agency unless you have given us permission or we are required to by law.

## Applicant details

Name

Postal address

Suburb, post code

Phone

Email

Bank

BSB

Account

Parking pass or receipt number

Refund Amount

Reason for request

## Acknowledgement

I understand that, once a decision on this request is reached, I will receive an email/letter detailing the outcome of the request. If I do not reply within five (5) working days, the City of Gold Coast may assume that I have accepted the decision, and no further claims can be made.

After that, if applicable, the refundable amount will be transferred into my nominated bank account within the next 5-10 working days.

Signature

Date

#### Office use only

Date received		Received by	
Card no.		Valid to	
Last usage			
Fee paid		Receipt number	
Refundable		Signature	