

Red Route Virtual Permit Terms and Conditions

20/06/2022 v1.0

A red route virtual permit allows for parking on red lines in the borough for residents that need to arrange for parking under exceptional circumstances – e.g., moving house.

Under normal circumstances a red route restriction means:

- Double red lines indicate that you cannot stop or park at any time except for dropping off or picking up passengers.
- Single red lines indicate that you cannot stop or park during the times stated on the accompanying signage.
- Red marked bays on a red route allow for parking at the times stated on the accompanying signage
- Taxis and disabled blue badge holders must not park on a red route (except in a signed bay that is in operation).
- A driver of a vehicle displaying a blue badge can stop to pick up or set down a disabled person only, but they must not wait for them to turn up.

The 'Council' means Solihull Metropolitan Borough Council.

'Virtual permit' means red route virtual permit.

Application requirements

All successful applications are subject to the supporting evidence supplied being accepted by an authorised officer.

Your virtual permit(s) will not be active until an authorised officer has assessed and accepted the evidence supplied.

You will be notified by email when your virtual permit is active. If the evidence you have supplied is not sufficient, you will be required to provide the required evidence before your virtual permit will be authorised.

Please allow 5 working days for your application to be processed.

Application criteria

Applicants for a virtual permit will need to provide:

- a) A statement of reason of why the virtual permit is required
- b) The vehicle registration(s) a virtual permit is being applied for

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Terms and condition of use

- 1) A virtual permit is only to be used for the reasons stated in the application for the period of time requested on the virtual permit solution.
- 2) The virtual permit does not allow the holder to park on any other parking restrictions other than the red route applied for. Parking in contravention may result in the issuance of a Penalty Charge Notice which may remain payable.
- 3) The Council reserves the right to withdraw a virtual permit if it is deemed to be abused by the holder. In this event the virtual permit will be cancelled with immediate effect and the applicant notified using the email used to make the application.
- 4) The Council has a duty to protect public funds and may use information the applicant provides to detect and prevent fraud. For this reason, the Council may also share the permit holders information with other organisations legally responsible for protecting public funds.
- 5) The Council wishes to prevent fraudulent applications. If you know or suspect virtual permit fraud, please contact the Council by completing the [fraud referral form](#) online or by calling the anti-fraud hotline on 0800 028 8535 or emailing antifraud@solihull.gov.uk
- 6) A full copy of any red route schemes is available on written request to the Parking Services Team via parkingservices@solihull.gov.uk
- 7) The Council reserves the right to alter these terms and conditions at any time.