

# Return of Parking Permits during Lockdown

## Temporary arrangements in place during Covid restrictions

*The University will be temporarily accepting contactless return of paid parking permits. Please note that this is a temporary measure and normal processes will be reinstated once restrictions ease.*

*If you would like a refund for your parking permit or to stop payroll deductions, please submit a photo of your permit cut into pieces, without affecting the permit number. We will match your permit number with your application for a refund. Photo evidence confirming destruction of the permit is required before any refund or cancellation of the permit can be processed.*

*Only applications received after the lockdown period commenced will be considered. Prior to the stay at home order, normal refund criteria still apply.*

*All refunds are issued pro rata for the full months remaining. More information about our existing refund process can be found as follows:*

[Student refunds](#)

[Staff refunds](#)

### **Advice for Students:**

*All students who have purchased a parking permit upfront can request a pro rata refund for full months remaining on their permit. Please email your request to [askuon@newcastle.edu.au](mailto:askuon@newcastle.edu.au) to begin the process. Please ensure that you include your Student Number and Photo Evidence.*

*Students who have purchased but not yet collected their permit should email [askuon@newcastle.edu.au](mailto:askuon@newcastle.edu.au) directly to request a refund.*

### **Advice for Staff:**

*Staff permits purchased **UPFRONT** are eligible for a pro rata refund for full months remaining on their permit. You can request a refund by emailing your request with photo evidence of destruction to [16500@newcastle.edu.au](mailto:16500@newcastle.edu.au). Please ensure that you include a contact phone number as refunds will be issued over the phone via EFTPOS.*

*Staff wishing to cancel their **PAYROLL DEDUCTIONS** can email photo evidence of destruction directly to [16500@newcastle.edu.au](mailto:16500@newcastle.edu.au). IFS will then advise Human Resources to cease the related deductions.*

### **How to provide photo evidence:**

- 1. The permit should be cut into 3 pieces ensuring that the permit number remains intact and legible.*
- 2. Realign the pieces showing that the permit has been sufficiently damaged. Take a photo ensuring that the permit number is visible for verification. This photo should then be attached to your email request to your staff or student team.*

*For Students – [askuon@newcastle.edu.au](mailto:askuon@newcastle.edu.au)*

*For Staff – [16500@newcastle.edu.au](mailto:16500@newcastle.edu.au)*

**ACCEPTED**



**NOT ACCEPTED**



*Please note that any correspondence sent to the staff or student contacts listed above will be responded to in the order they are received.*

*Some teams are currently operating at a lower capacity and as such, we will work through requests in order of priority.*

***Thanks in advance for your patience***