

Please use BLOCK LETTERS and complete details in full

Sunshine Coast Council may consider a parking payment refund for the following reasons:

The parking meter or payment terminal was faulty at the time, this will be confirmed by a technician attending the parking meter or payment terminal or you believe you were incorrectly charged.

Please Note: At the time of requesting a refund or receipt, this form must be completed with all the mandatory sections filled in together with any supporting documentation, proof of payment, bank statements, receipts, and photos. Once correctly submitted council will be able to determine if a refund or receipt is able to be provided under its policies.

You must provide a copy of all transactions associated with the refund request. Where refund is a duplicate payment, you must provide copies of all payment transactions. This will include:

- a screen shot of the bank statement showing all the transaction/s together with a screen shot showing the account details. (BSB, account number and account name)
- a copy of any receipt/s issued.

Refund requests for coin payments are not able to be accepted due to the issues concerning the "burden of proof" in establishing who, when and exactly how the actual coin payment was made.

The refund can only be provided to the person responsible for making the payment/s unless written consent is provided by the person responsible for making the payment/s nominating another person.

Receipt for payment/s to complete Sections 1. Applicant details, 2. Meter & Vehicle details, 3. Transaction details (highlighted entries) and 6. Declaration of applicant.

Request for a refund of a payment to complete entire form and may take up to 28 days to process once all the required information has been supplied. (failure to provide all required details will prevent claims being investigated)

1. Applicant details

Surname			
Given names			
Postal address			
Suburb		State	Postcode
Contact number	Mobile	Other	
Email address			
Preferred method of contact for correspondence		<input type="checkbox"/> Email	<input type="checkbox"/> Post <input type="checkbox"/> Phone

2. Meter & Vehicle details

Request relating to: <input type="checkbox"/> Refund of a payment <input type="checkbox"/> Refund for duplicate/multiple payments <input type="checkbox"/> Receipt for payment/s			
<input type="checkbox"/> Birtinya Meter	<input type="checkbox"/> Caloundra Meter	<input type="checkbox"/> Maroochydore Meter	<input type="checkbox"/> Mooloolaba Meter
Park n Go main payment terminals 1 <input type="checkbox"/> 2 <input type="checkbox"/>		or Park n Go barrier exit gate terminal 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/>	
Meter number	Date of Payment	/ /	Approx. time am / pm Bay/Space number
Street location of meter.			
Vehicle registration number		Make	Colour

3. Transaction details

Account statement/receipt or supporting documents attached. (must clearly show the date and time and the name of the creditor the payment was made to)		<input type="checkbox"/> Yes	<input type="checkbox"/> No
Credit card payment type <input type="checkbox"/> Visa <input type="checkbox"/> Mastercard <input type="checkbox"/> Debit card <input type="checkbox"/> Card Cancelled (must also complete section 4)			
Card holders name -		Payment amount \$	
Credit card / Debit card number -		Secondary amount \$	
Card Expiry Date - / /		CVV number	
Provided additional supporting evidence (photos of meter, any stickers or note attached to meter)		<input type="checkbox"/> Yes	<input type="checkbox"/> No
Have you previously lodged a request for a refund of this payment before with council		<input type="checkbox"/> Yes	<input type="checkbox"/> No

www.sunshinecoast.qld.gov.au | mail@sunshinecoast.qld.gov.au | T 07 5475 7272 F 07 5475 7277

Postal address Locked Bag 72 Sunshine Coast Mail Centre Qld 4560 | ABN 37 876 973 913

Caloundra office 1 Omrah Avenue Caloundra Qld 4551
Maroochydore office 10 First Avenue Maroochydore Qld 4558
Nambour office Corner Currie and Bury Streets Nambour Qld 4560

4. Method of refundSelect preferred method Bank deposit Credit / Debit card Cheque Cash (specific circumstances only)

Payment amount (in duplicated charges total amount shown) \$

Bank name -

BSB -

Account name -

Account number -

Please note if a credit or debit card has been cancelled a refund can only be made via an EFT Payment Request.
Section 3. [Transaction details](#) and Section 4. [Method of refund](#) must be fully completed.

5. Additional notes

6. Declaration of applicant

I hereby declare that the information provided by me on this form is true and correct in every respect to the best of my knowledge. This information will be forwarded onto an authorised officer to verify and corroborate the details supplied, once it has been investigated and a decision made you will be contacted with the outcome.

Signature

Date

7. OFFICE USE ONLYRefund confirmed - YES NO Receipt issued - YES NO Date / /

Reason for rejecting refund or providing a receipt -

Payment reversed - ADVAM refund PEMS refund EziCom refund

Officers name - Date / /

Privacy

Council will use any personal information provided by you for the intended purpose only and for remaining in contact with you. Council is authorised to collect this information in accordance with the Local Government Act 2009 and other Local Government Acts. Your personal information is only accessed by persons authorised to do so. Council may provide information about you to any relevant Queensland State Department. Your personal information is dealt with in accordance with council's privacy policy.

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