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ABN 83 780 118 628

# Parking Card (or Parkcard) Cancellation

**Instructions:** Please print clearly in the spaces provided.

Refunds will be processed via electronic funds transfer (EFT). Refunds cannot be processed at car parks.

## 1. Customer Details

Private Customer

First Name

Surname

Address

State

Postcode

Telephone (home)

Telephone (business)

Mobile

Facsimile

Email

Corporate Customer

Company Name

Contact Person

Job Title

Address

State

Postcode

Telephone (home)

Telephone (business)

Mobile

Facsimile

Email

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## 2. Cancellation Details

Parking Card  
Number/s:

**This form is available in alternative languages and formats on request**

### 3. Refund Details

Bank Details required

Account Name\*

BSB Number

Account Number

*\*Bank account name must match parking card holder's name*

*I certify that the above facts are true to the best of my knowledge and belief and I understand that I subject myself to disciplinary action in the event that the above facts are found to be falsified.*

Signature \_\_\_\_\_

Date  
(DDMMYYYY)

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**Office Use Only****Customer Service**

Current balance: \$ \_\_\_\_\_ Less 5% to be retained  
(Parking Cards only): \$ \_\_\_\_\_

Parking Card received:  Yes or  No

Parking Card scanned:  Yes or  No CM No.: \_\_\_\_\_

Refund Type:  EFT  
Refund amount (less deposit): \$ \_\_\_\_\_ Deposit refunded: \$ \_\_\_\_\_

Officer's name: \_\_\_\_\_

Officers Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**Parking Services**

Refund Type:  EFT  
CM No.: \_\_\_\_\_ Date processed: \_\_\_\_\_

Issued by: \_\_\_\_\_

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## Terms and Conditions

### Fees and Payments

1. A parking card deposit fee applies to all new applications. Card deposit fees are refundable within 30 working days of return if the card is returned in undamaged, useable condition.
2. **Replacement:** Lost, stolen or damaged cards will incur a replacement fee equivalent to the deposit fee. Please allow at least five working days for a replacement card to be issued.
3. Fees and charges may be subject to change without notice due to future fee increases.
4. Parking card deposits are GST exempt. Parking fees are GST inclusive. Please retain ticket or request a receipt at payment station for GST claims.
5. **Credit Card Payments:** it is the responsibility of the customer to ensure CPP has their current credit card and contact details.
6. **Invoice payments:** payment by invoice is only available to approved corporate applicants. The City of Perth's invoice terms are strictly 14 days. Failure to trade within the agreed terms of payment will result in the immediate suspension of access rights and credit facilities without prior notice, pending payment of all outstanding monies and may result in rights of access not being renewed.
7. **If the parking card payment facility is offline, or the card payment cannot be completed, payment must be made in cash.**
8. **Cancellation** of a parking card requires the completion of a cancellation form. A cancellation form may be collected from the Customer Service counter at Council House or by visiting [cityofperthparking.com.au](http://cityofperthparking.com.au). Completed cancellation forms may be lodged by email or at Customer Service counter at Council House. At the time of cancellation any unused portion of the 5% bonus will be deducted from the balance of the card prior to a refund being issued. Card deposit fees are refundable within 30 working days of card cancellation if the card is returned in undamaged, useable condition.
9. **Adding Funds**  
Funds may be added to parking cards by the following methods:
  - At the control room of any staffed car park
  - Attending the Concierge at Council House
  - By telephoning 1300 889 613 (for credit card debit accounts only)
  - Using the Automatic Payment Machines currently available at the following car parks:

Citiplace	Pier Street
Concert Hall	Roe Street
Convention Centre	State Library
Elder Street	Terrace Road
His Majesty's	Cultural Centre

10. **Bonus**

Each time a parking card is recharged a bonus of 5% of the value of that recharge will be applied to the parking card the next working day.

11. **Funds transfer** to another parking card requires the completion of the Parking Card Replacement & Funds Transfer form. If a card is lost, stolen, damaged or cancelled the available balance may be transferred in full to another parking card. Partial balance transfers from one parking card to another parking card are not available.

12. **Faulty card** must be reported and returned. After receiving the faulty card, a replacement card will be issued, and any balances will be transferred to the new replacement card. The deposit will be forfeited, if the faulty card is not returned, an additional deposit fee for the replacement card will be charged.

13. Parking Cards can be used in all City of Perth car parks and most kerbside ticket machines.

Instructions on how to use Parking Cards are displayed on City of Perth automatic payment machines (APMs) and ticket machines that accept Parking Card payments. It is the customer's responsibility to follow the instructions displayed. Refunds will not be processed for incorrect use of the machines