

Quick reference guide



SMART

Visitor Parking Permit

Users guide: getting started

Before using your SMART Visitor Permit card, you must first top up your account and register your details by visiting www.lbhf.gov.uk/smartvisitorpermit or calling **020 7371 5678**.

Please ensure that your SMART Visitor Permit card is clearly displayed in the holder provided on the lower left hand corner of the windscreen of your visitor's vehicle, **with the number visible from the outside**.

If you encounter a problem with activation/deactivation, call our helpdesk on **020 7371 5678**

Follow these easy steps to simple smart parking.

Start smart parking:

- 1 Your visitor must find a suitable parking space within your controlled zone. Place the SMART Visitor Permit on the windscreen with the holder provided.
- 2 Ensure you have topped up your permit with enough hours to cover the length of your visitor's stay.
- 3 Call 0203 003 2525 or visit www.lbhf.gov.uk/smartvisitorpermit and follow the steps to activate the SMART Visitor Permit.

Stop smart parking:

Once your visitor has left, you can end your parking period by calling 0203 003 2525 or visiting www.lbhf.gov.uk/smartvisitorpermit. Follow the prompts for deactivation and your parking period will then end immediately.

Rates

Start/stop parking: 0203 003 2525

General enquiries: 020 7371 5678

Mon-Sat, 8am-6pm (except Bank Holidays)

CPZ	Allocation of hours per household	Cost per hour	Disabled persons discount per household
All zones	Unlimited hours per year	£1.80	50% for first 240 hours and £1.80 per hour thereafter

Please note: Some zones vary in the operation of the SMART Visitor Permit. Check www.lbhf.gov.uk/smartvisitorpermit for full details



Parkmobile