Frequently asked questions

What is PayByPhone?
PayByPhone is a quick and secure way to pay for parking. Instead of having to put money in a meter or a Pay and Display machine, you can use your mobile phone. This means no more carrying around the right coins as the parking charge is simply charged to your credit or debit card.

Do I have to display a ticket in my car?
No, when you pay for parking by phone you do not get a ticket to display in your car.

How do traffic wardens know that I have paid?
As soon as you have successfully paid, the traffic warden’s enforcement device is updated to show your vehicle registration number along with the start and end times of your parking session.

Is it safe to give my credit/debit card details using my phone?
Yes, we are fully compliant with Payment Card Industry Data Security Standards so you can trust us with your payment card details.

How do I get VAT receipts for my parking?
You can choose to receive receipts by text or email when you register, or they are available online at paybyphone.co.uk

You can use PayByPhone in any of the following car parks

<table>
<thead>
<tr>
<th>Car park</th>
<th>Location number</th>
</tr>
</thead>
<tbody>
<tr>
<td>London Road</td>
<td>8493</td>
</tr>
<tr>
<td>Commercial Road</td>
<td>8494</td>
</tr>
<tr>
<td>Municipal Offices</td>
<td>8495</td>
</tr>
<tr>
<td>Queen Street</td>
<td>8496</td>
</tr>
<tr>
<td>School Lane</td>
<td>8497</td>
</tr>
<tr>
<td>Wadcroft</td>
<td>8498</td>
</tr>
<tr>
<td>School Lane Pop and Shop</td>
<td>8499</td>
</tr>
</tbody>
</table>

Register and pay by
- smartphone (paybyphone.co.uk)
- text (65565)
- call (0330 400 7275)

Service charges apply and depend upon the level of parking.
Optional texts are charged at 10p per text.
For full terms and conditions please visit paybyphone.co.uk
Once you have registered and paid, you can pay for future parking sessions wherever you see the PayByPhone signs using either of the following methods.

**ONLINE & PAYBYPHONE APPS**

Pay online at paybyphone.co.uk or use one of the PayByPhone apps.

**PHONE**

Call 0330 400 7275 and follow the simple instructions.

**TEXT**

Text info to 65565 and you will receive instructions on how to pay by text.

To Register & Pay

The first time you use PayByPhone you need to register your vehicle registration and payment card details. You also need the location number that is printed on the PayByPhone stickers on the car park pay and display machines.

You can choose from one of the following ways to register and pay:

**Online & PayByPhone Apps**

Go to m.paybyphone.co.uk or download the PayByPhone app for Apple, Android and BlackBerry phones and click on the ‘Sign Up’ button.

**Phone**

Call: 0330 400 7275

The top 5 reasons that you should register today

1. You can choose to receive text messages when your parking is about to expire
2. You can extend your parking without returning to your car
3. There is no need to find change for parking machines
4. Its quick and easy to use
5. You can pay from the comfort of your car

paybyphone.co.uk