

Visitor Vouchers FAQ's

What is a Virtual Visitor Voucher?

A visitor parking permit allows the permit holder to park their vehicle in their designated Controlled Parking Zone (in residents bays and shared use residents' bays) without the need to display a physical permit in their vehicle. Permits are now issued as e-permits, unless there is a specific need for a physical permit to be issued.

What is a virtual Voucher?

A virtual voucher is an electronic version of a paper voucher. It allows the holder to park their vehicle in their designated Controlled Parking Zone in Lambeth without the need to display a physical document in their vehicle.

If you purchase virtual visitor vouchers you will not be sent anything in the post. You will receive email confirmation stating you have purchased vouchers, and your visitor will be able to park their vehicle once the voucher has been activated. You do not need to print this email out or display anything in your vehicle. Please note it is the responsibility of the resident and visitor to ensure the voucher has been correctly activated for the day/s the vehicle is being parked.

Our Civil Enforcement Officers on street can check vouchers by entering the number plate on their handheld devices. If you have activated a voucher and are parked correctly, you will not be issued with a Penalty Charge Notice.

How does a customer apply for a Virtual Visitor Voucher?

A customer can apply for them from the following link. They will be required to create an online account if they do not already have one with Lambeth Parking (potentially requiring evidence to be uploaded), before being able to purchase and activate visitor vouchers.

<https://www.lambeth.gov.uk/parking-transport-and-streets/parking/apply-for-a-visitor-parking-permit>

Why may a customer need to provide evidence?

The visitor voucher scheme is limited to those residents who live inside a CPZ in Lambeth. We may ask for evidence to ensure that all customers who apply for visitor vouchers are entitled to them.

How do I activate them?

Once you have successfully created an account (and provided any required evidence) and purchased your permits, you have two options to activate them. You can either activate it yourself or allow your visitor to do it themselves. If you choose today's date, the permit will go live instantly. If you choose a date in the future, you will be able to amend that date until the permit becomes active.

I want to book a session

Allow visitor to book a session

How much do they cost?

Current costs are displayed at the below link:

<https://www.lambeth.gov.uk/parking-transport-and-streets/parking/apply-for-a-visitor-parking-permit>

How many Visitor Vouchers can I purchase?

You can purchase 50 vouchers over the course of any 12-month period

How long do they last for?

Once they have been purchased, a virtual visitor voucher does not expire. However, vouchers will no longer be valid if the purchaser moves away from Lambeth.

How do I know a voucher is active?

You can see that a voucher is active by logging into your account and looking under 'current voucher sessions'

Why have you moved to a virtual system?

Visitor Vouchers will sit alongside the successful introduction of electronic residents permits, removing the need to print, send and display any physical document. It means customers can access vouchers at very short notice, and can't lose them as they are stored electronically, improving the overall customer experience. It also significantly lowers the carbon footprint of the function and removes the opportunity for misuse of the system.

How does a Civil Enforcement Officer know I have paid for a visitor voucher?

An officer will input the vehicle registration into their handheld device and will be able to see that a visitor voucher is active and will not issue any penalty. Nothing needs to be displayed in the vehicle.

I still have scratch cards; can I continue to use them?

Yes, you can continue to use any scratch cards that you may have previously purchased. If they do not display this year as an option to scratch out, then please do not scratch out any year.

I am having works done on my property, are they eligible to use a visitor voucher?

Traders are only eligible to use traders permits, not visitor vouchers