

36874 RingGo

A copy of Edinburgh Council's policies on issuing refunds for parking purchases made via RingGo.

Information regarding the Council's refund policy in relation to RingGo sessions is detailed on our webpage at:

<https://www.edinburgh.gov.uk/cashlessparking>

The page confirms that, "RingGo refunds are only considered in cases where 2 sessions have been purchased covering the same location and time or when incorrect vehicles have been used and a subsequent session has been purchased.

We do not issue refunds when time is purchased outwith restricted times. This is because the time will be calculated to the next charging period. The days and times of restriction are clearly displayed on the front of the ticket machine (for contactless machines when purchasing process begins) and the signage at the location. The onus is on the driver to ensure they read this information before purchasing parking time."