

# Guide to using your RichmondCard

The RichmondCard is a rechargeable card that can be credited with a cash value (similar to the Oyster Card) and used to pay for parking at our car parks or any 'on street' parking pay and display machine.

The RichmondCard will store the registration number of your car and the relevant DVLA emissions banding. When you use the card at a pay and display machine, you will be charged based on this information. The tariffs are displayed at all pay and display machines.

Please see the guidelines below for a step by step guide on how to use your RichmondCard.

## Loading your card

You can return your card to the Council for 'topping up' and your card will be returned within seven working days. Alternatively, the cards can be topped up using cash at any pay and display machine the borough.



## Topping up your RichmondCard at a Pay and Display machine:

- 1 Insert your RichmondCard
- 2 Insert coins (up to a maximum of £25)
- 3 To transfer coins (or amount) to the card push the **GREEN** button
- 4 Remove your RichmondCard
- 5 Top up complete, collect your 'top up' receipt

Please note that you can only top up your card at a pay and display machine using cash.



## Pay for parking with your RichmondCard:

- 1 Insert your RichmondCard
- 2 Use the + and – buttons to select time
- 3 Confirm payment by pushing the **GREEN** button
- 4 Remove your RichmondCard
- 5 Payment complete, collect your pay and display ticket

Cards with no credit or not enough must be topped up before relevant parking rate is issued.



**To cancel either action press the RED button.**

**For more information:**

 [www.richmond.gov.uk/parking](http://www.richmond.gov.uk/parking)  
 020 8831 6301

 LONDON BOROUGH OF  
RICHMOND UPON THAMES