Business Virtual Access Permit Terms and Conditions

29/10/2026 v1.1

A business virtual access permit allows an eligible business owner or employee to drive through a traffic-controlled area to reach the business's private parking during restriction times.

Only the registered business owner and employees of the business are eligible for this type of permit. The business must have private parking accessed through the restricted area.

"Council" means Solihull Metropolitan Borough Council.

"Virtual permit" means a business virtual access permit recorded electronically against an approved vehicle registration number.

"Permit Holder" means the approved business owner or employee to whom the permit relates.

"Traffic-controlled area" means the area covered by the motor vehicle restriction to which the permit applies. The traffic regulation order determines the restriction and its exemptions, including any exemption for loading or unloading. These terms do not change those exemptions.

Application requirements

An authorised council officer will assess your application and supporting evidence. Approval is subject to the evidence meeting the application criteria.

Your permit will become active only once the application has been approved. Submitting an application does not authorise access.

We will confirm by email when your permit is active and which vehicle, business premises, and access route it covers. If further evidence is needed, we will contact you before making a decision.

Please allow five working days for processing. Apply well in advance of when access is required and wait for confirmation that your Permit is active before relying on it.

Application criteria

1) **For business owners**

a) Your non-domestic rates (business rates) reference number.

b) A vehicle registration document (V5C), lease agreement, or company vehicle document showing your name or the business's name and the vehicle registration number.

c) Evidence that the business has private parking accessed through the restricted area, such as a property plan.

2) **For employees**

a) Proof of employment, such as a payslip or employment contract. Redact sensitive information that is not needed to confirm employment.

b) A V5C, lease agreement, company vehicle document, or insurance document showing that the employee is either the registered keeper of, or a named driver for, the vehicle.

Locations eligible for business virtual access permits

Location	Roads affected	Restriction(s)	Restriction times	Permit limitations
Station Road, Solihull	Station Road Poplar Road (south of bus gate) High Street	Prohibition of driving except buses, permitted loading, and permitted vehicles (Permit Holders)	24 hours a day, 7 days a week	Permits do not authorise use of the Poplar Road bus gate

Terms and conditions of use

1) The vehicle must be registered to the business owner, business, or employee named in the application, unless it is a hire, lease, or employer-provided vehicle, or the employee supplies accepted evidence that they are a named driver. All vehicle details must match the approved application.
2) A permit will not be issued solely to allow a friend, partner, or other person to drop off or collect staff. The person using the permit must meet the eligibility criteria.
3) The permit may be used only by the approved business owner or employee to reach the business's private parking for work. It applies only to the vehicle, premises, and access route confirmed by the Council, and does not authorise through traffic or access to other restricted areas.
4) The permit does not authorise parking outside the business's private parking area or override parking, waiting, or loading restrictions. A contravention may result in a penalty charge notice (PCN). Any separate permission needed to enter private land or pass through town centre barriers must also be obtained.
5) If a vehicle repeatedly uses the permit to park outside the business's designated private parking area, the Council will notify the business and warn that further misuse may lead to withdrawal of the permit.
6) The Council may withdraw a permit if it is misused or obtained using false information. Withdrawal may take effect immediately where the circumstances justify such action. The Council will email the application contact with the reason and effective date and time. You may request that Parking Services review the decision. A review request does not reactivate the permit or replace the statutory process for challenging a PCN.
7) The Council may use application and permit information to administer the scheme and prevent or detect fraud. Information may be shared with organisations responsible for protecting public funds where this is lawful and necessary. The Council's Parking and Enforcement Services privacy notice explains how personal information is used. Read the privacy notice
8) If you suspect permit fraud, report it using the Council's fraud referral form or by calling the anti-fraud hotline on 0800 028 8535 or emailing antifraud@solihull.gov.uk
9) The Council may change a traffic-controlled area only in accordance with the applicable legal procedures. It will notify affected Permit Holders of changes to their access arrangements and the date they take effect. This notification does not replace any required traffic order, consultation, publication, or signing process.
10) You can request the relevant traffic regulation order and scheme plan from Parking Services at parkingservices@solihull.gov.uk
11) The Council may amend these terms and conditions. Material changes will be communicated to Permit Holders before they take effect, with the revised terms and effective date. Changes will not be applied retrospectively.

12) Tell Parking Services promptly if a vehicle, employee, business address, private parking entitlement, or contact detail changes. Do not use a permit for a different vehicle or rely on changed access arrangements until the Council confirms the update. Stop using the permit if you no longer meet the eligibility criteria.