

# Exemption Permit Application - Help Sheet

## What happens after my application has been approved?

Your Exemption Permit allows you to drive through the tunnels without stopping when travelling in your registered vehicle. Our automatic number plate recognition (ANPR) camera will read your vehicle registration number and mark your journey as exempt.





## How to Change your Vehicle Registration Number

You can change the vehicle registration associated with your Exemption Permit online via your TT2 account. Please see our [how-to guide here](#) for further information.

If you add a new vehicle to your Pre-Paid account or need to change your exempt vehicle, please remember to also apply your exemption permit to the new vehicle registration.



If you have forgotten your password, enter your email address at login and click on forgotten password to gain access.

## Important Things To Remember...

-  Journeys made by any vehicle not associated with a TT2 Exemption Permit must pay the toll for each passage through the tunnels before midnight of the following day.
-  Exemption Permits are valid for 1 year from receiving your email confirmation or to the expiry date of the Blue Badge, whichever is sooner.
-  Only one vehicle can be associated with your Exemption Permit at one time.
-  Associated vehicle registrations can be changed once per calendar month.

## Exemption Renewal Reminder Emails

We will send you reminders when your Exemption Permit is due for renewal, but please note your permit account is self-managed.

-  You will receive 2 reminder emails and an expiry email.
-  If the email address provided in your application is already associated with a TT2 Pre-Paid Account, or if an email address has not been specified in your application, you will not receive reminders to renew your exemption. Please note the date of expiry and be sure to renew your exemption before it expires, otherwise you may be subject to unpaid toll charges.

If you need any help with your Exemption account, please call us on 0191 574 0031.



## **Terms and Conditions**

These Terms and Conditions apply to the application for, processing and use of a TT2 Blue Badge Exemption Account and a TT2 Disability Tax Exemption Account. The terms are intended to help avoid misuse of the TT2 Blue Badge Exemption Account and TT2 Disability Tax Exemption Account and are not in way to inconvenience disabled persons for whom the exemption is intended. The Applicant is the registered keeper of the Tax-Exempt vehicle, or the Blue Badge holder. An Applicant may only reply in respect of one TT2 Blue Badge Exemption Permit or TT2 Disability Tax Exemption Account.

- 1** The exemption is for the sole use of Tyne Tunnels and only allows free passage for the named applicant or vehicle
- 2** The TT2 Blue Badge Exemption Account and TT2 Disability Tax Exemption Account will only be accepted for toll exemption when the applicant is present in the vehicle (for Blue Badges: the Blue Badge must be on display in the vehicle and if the Applicant is not present then the toll must be then paid.)
- 3** CCTV is in operation to enable verification of the applicant of the TT2 Blue Badge Exemption Account or vehicle linked to TT2 Disability Tax Exemption Account.
- 4** Generally, a TT2 Blue Badge Exemption Account and TT2 Disability Tax Exemption Account is valid for 12 months from the date of issue. If your entitlement to a Blue Badge or Mobility vehicle lapses within that 12 months, your TT2 Blue Badge Exemption or TT2 Disability Tax Exemption Account will immediately cease to be valid and the tolls must be paid thereafter.
- 5** TT2 Limited takes misuse of the a TT2 Blue Badge Exemption Account and TT2 Disability Tax Exemption Account very seriously, CCTV is operating at all times in all toll lanes and our staff will carry out verification of information supplied with your application and transactions made through tolls.
- 6** From time-to-time TT2 will audit usage of a TT2 Blue Badge Exemption Account and TT2 Disability Tax Exemption Account by requiring exemption holders to stop at the designated area while the customer details are checked. A TT2 Officer will ensure the applicant is present in the vehicle for TT2 Blue Badge Exemption Accounts. If it is found that a TT2 Blue Badge Exemption Permit is being misused, then the opportunity to have the exemption may be withdrawn.
- 7** Unauthorised use of the a TT2 Blue Badge Exemption Accounts or TT2 Disability Tax Exemption Account may result in:
  - Immediate and permanent withdrawal of this concession from the Applicant.
  - The full toll in cash, cheque, credit or debit card being demanded.
  - Prosecution for contravention of Bylaws and or, for attempted fraud.
  - A surcharge being laid on the holder for recovery of lost toll revenue and administrative costs incurred.
  - Information passed to Fraud Prevention Team at the relevant awarding council.
- 8** You cannot have both a Disability Tax Exemption and a Blue Badge Exemption simultaneously on separate vehicles.
- 9** You can change the VRM (Vehicle Registration Mark) related to your permit no more than once per calendar month.

