

## Payment Service Refund Process

Our Refund Process should be read in conjunction with, and is subject to the terms of, our [Payment Service Terms and Conditions](#) and (unless otherwise defined here) any capitalised terms have the meanings set out in that statement.

Subject always to the Regulations, our Refund Process shall apply, where a refund has been agreed. This is as follows:

1. Where a planning or building control fee which has been paid via the payment service requires a refund, we can only process this following formal confirmation from the local planning authority ("LPA") or building control body ("BCB"), respectively.
2. Once an LPA or BCB agrees that a refund is due, they must notify us by emailing [refunds@planningportal.co.uk](mailto:refunds@planningportal.co.uk) confirming the value of the refund along with the reason. Please be aware that:
  - 2.1. If the reason for the refund was not the fault of us performing our Services, the applicable Service Charge will not be refunded.
  - 2.2. The LPA or BCB must provide the necessary information to allow our refunds team to identify the correct application, including the Planning Portal reference number, when the payment was made and the amount to be refunded.
3. Once the refund request is received from the LPA or BCB, we will process the refund back to you, (the payee of the fee) within 14 business days. Refund payments will be made via bank transfer to the account or to the payment card that made the payment. If the refund request is received more than 2 years after a payment was made by bank transfer, we may need to contact you further about the refund to confirm or obtain alternative details.
4. Where an LPA or BCB refuses a refund request, but you are entitled to a refund of the Service Charge, we will make this within 14 business days of receiving confirmation from the relevant LPA or BCB that they are not offering a refund of the applicable application fee.
5. We will notify you and the LPA or BCB once the refund has been actioned.

We reserve the right to update this Refund Process from time to time. If any term contained in our Refund Process conflicts with any rights granted to you under the Regulations, then your rights under the Regulations shall prevail so that our Refund Process complies with such Regulations.

### Contact details

Planning Portal Refunds Team: [refunds@planningportal.co.uk](mailto:refunds@planningportal.co.uk)