

## **Instructions on how to get a parking fee made by credit terminal refunded (duplicate or unauthorised charge):**

1. Contact your bank with a refund request for the specific charge.
2. The bank will check the charge you are requesting a refund for and send a request with all the information to the bank used by Prague City Hall/TSK Prague.
3. Once the bank has received and checked the request, it will send a request to TSK Prague to approve the refund, including the background information and bank statement.
4. After being checked by TSK Prague, the request will be approved/denied.
5. Once the request has been approved, the payment is refunded to your account.

### **You will need the following information for your refund request:**

#### **Natural persons:**

- your name and surname
- date of birth
- your address
- bank account number
- telephone number and e-mail
- date of the charge
- amount of refund
- name of shop you made the purchase from
- grounds for refund
- payment documents (receipts)

#### **Businesses:**

- name of business
- company ID (IČO)
- address
- bank account number
- name and surname of person acting on behalf of the business
- telephone number and e-mail
- date of the charge
- amount of refund
- name of shop you made the purchase from
- grounds for refund
- payment documents (receipts)