









HOW DO I CANCEL MY PRE-BOOKING?

- 1) Click login to my account then select Pre-book

LOGIN ×

 Pre-book	 ParkPass	 Season Ticket	 Gateway	 Pay Later
Go to my account >	My app account >	Go to my account >	Go to my account >	Pay Later >

  Login to my account  Pay Later

[Find a car park](#) | [Parking solutions](#) | [Partnership](#) | [Help centre](#)

Login to your account

Fill in your email address and password below to login

Your email address

Your password

[Forgotten your password?](#)

Sign in

- 2) Click view/amend bookings and you will see a list of all bookings, open/closed etc.

My account/booking(s)

Welcome back | Not you? [Sign out](#)

View or amend booking(s) Amend, cancel, view booking details	⌵
Manage account details Manage personal and vehicle details	⌵

3) Click view/amend bookings

My account/booking(s)

Welcome back | Not you? [Sign out](#)

View or amend booking(s)
Amend, cancel, view booking details
⤴

Search for a booking

Search EITHER via booking reference OR via date

📅 From date

📅 To date

Search »

📁
Open booking(s)

<p>Edinburgh Airport</p> <p>Entry date & time: 17/01/2023 09:00 Exit date & time: 18/01/2023 17:00</p> <p>Ref No : EDI-DW-11787402</p> <p>Booking date & time : 16/01/2023 - 16:45</p> <p>Vehicle registration number : TBC</p> <p>Promo Code: DGT99MKT21</p>	<p>Total</p> <p>£0.00</p>	<p style="text-align: center;">🕒</p> <p>Status : Open</p> <div style="background-color: #343a40; color: white; text-align: center; padding: 5px; margin-top: 5px; border-radius: 5px;">View/amend details</div>
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4) Click cancel booking (if within the cancellation period the website will allow a cancellation)

Search for a booking

Search EITHER via booking reference OR via date

📅 From date

📅 To date

Search »

📁
Open booking(s)

<p>Edinburgh Airport</p> <p>Entry date & time: 17/01/2023 05:00 Exit date & time: 18/01/2023 07:00</p> <p>Ref No : EDI-DW-11787444</p> <p>Booking date & time : 16/01/2023 - 17:04</p> <p>Vehicle registration number : TBC</p> <p>Promo Code: DGT99MKT21</p>	<p>Total</p> <p>£0.00</p>	<p style="text-align: center;">🕒</p> <p>Status : Open</p> <div style="background-color: #fff; border: 1px solid #ccc; text-align: center; padding: 5px; margin-top: 5px; border-radius: 5px;">Hide details</div>
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NCP Edinburgh Scotpark - Flex Plus
Price: £0.00

Amend booking

Cancel booking

Total: £0.00

Your details

- 5) You will then see the amount, which is due to be refunded, click cancel booking as highlighted in yellow

Amend booking ⓘ **Cancel booking** ⓘ **Total: £0.00**

Are you sure you want to cancel this booking?

Total Cost	£0.00
Cancellation fee	£0.00
Refund amount	£0.00

Cancel booking

- 6) You will then be sent an email to confirm the cancellation and the refund will take 3-5 working days to appear in your account.



Your booking has been cancelled

Thanks for getting in touch and letting us know that your plans have changed. We can confirm your parking space booking has been cancelled.

Booking ref # **EDI-DW-11787444**

Your booking **Total : £0.00**

NCP Edinburgh Scotpark

Flex Plus £0.00
VAT: £0.00 inc

Entry date & time: 17/01/2023 - 05:00 Exit date & time: 18/01/2023 - 07:00

Vehicle registration number : TBC

Promo Code: DGT99MKT21

Total Cost	£0.00
Cancellation fee	£0.00
Refund amount	£0.00

Back to your account