

## **DISCOVERY PASS FAQ's**

### **PURCHASING A DISCOVERY PASS**

**Q. How do I buy a Discovery Pass and can I visit the forest straight away?**

**A.** You can purchase a pass for your local forest either online at [www.forestry.gov.uk/pass](http://www.forestry.gov.uk/pass) or you can buy on site at the forest. If buying on line, your Discovery Pass pack will be posted out within two weeks. If you require entry to the forest sooner, please buy the pass onsite.

**Q. What is included in the pack?**

**A.** Your pack will consist of a car parking permit sticker\*, which must be clearly displayed in your vehicle when visiting the forest named on the permit. You will also receive a discount card which is used to obtain a range of benefits. For full details of current discounts, please visit [www.forestry.gov.uk/pass](http://www.forestry.gov.uk/pass).

\*Please note for High Lodge Forest Centre, you will instead receive a plastic card to use for barrier entrance / exit, this card is also used for obtaining discounts.

**Q. Does the pass cover two cars and can we have a second sticker?**

**A.** The Discovery Pass scheme entitles you to park one car in the forest named on the permit at any one time, so only one car sticker is provided.

The pass can be used on either of your registered vehicles, however the scheme does not offer 'double car usage', so if you require 2 parking spaces at the same time, this would either require the purchase of an additional Discovery Pass or to pay for the additional car parking space as and when required. If you plan on taking your cars at separate times you can transfer the pass between them.

**Q. Can I display my discount card or confirmation email in my window?**

**A.** No, neither can be accepted, the card is only used for obtaining discounts and your confirmation email is for your reference only. The car parking permit sticker must be on display in your vehicle when visiting the forest. Failure to display a parking permit or day parking ticket will result in you receiving a parking fine.

**Q. I regularly move my sticker between my two cars, so it is losing it's stickiness, what can I do?**

**A.** On request we can supply, free of charge, two permit holders, which you can place in each vehicle, enabling you to easily transfer the car permit sticker between cars. Please advise us via email at [discovery.pass@forestry.gsi.gov.uk](mailto:discovery.pass@forestry.gsi.gov.uk) (or call 01842 816000) should you require these and they will be sent straight to you.

**Q. My car sticker is completely damaged, can it be replaced?**

**A.** If your pass has been damaged, please return it to us by post, with a brief covering note to: Discovery Pass, Forestry Commission, Santon Downham, Brandon, Suffolk IP27 0TJ. Once received we will arrange for a replacement to be delivered directly to you.

**Q. I am buying online and I cannot see where I enter my car registration details?**

**A.** You will need to continue through and complete your payment, after this a box will display in which you enter additional information, including your car registration numbers. If you have missed this pop up box please send your car registration details to [discovery.pass@forestry.gsi.gov.uk](mailto:discovery.pass@forestry.gsi.gov.uk).

**Q. I would like to buy a Discovery Pass as a gift, how do I do this?**

**A.** Please click the link for full details <http://www.forestry.gov.uk/forestry/INFD-7YQJ9S>.

## **MINIBUSES**

**Q. Can one of my registered vehicles be a minibus?**

**A.** Parking Permits cannot be used with minibuses or vehicles carrying more than 7 people. Please contact your local forest for details of minibus arrangements. Click the link for contact details <http://www.forestry.gov.uk/website/forestry.nsf/byunique/inf-d-7x4hul>.

## **CHANGING DETAILS ON THE PASS**

**Q. How do I change details of my registered cars?**

**A.** Please send details of any car registration amendments to [discovery.pass@forestry.gsi.gov.uk](mailto:discovery.pass@forestry.gsi.gov.uk) and these will be updated for you. Should you not have access to email, you can call 01842 816000 and leave your new details on our answer-phone. There is no need for your car registration number to be displayed on your pass, just continue to use your existing pass and ensure this is clearly displayed in your windscreen when visiting the forest.

**Q. How do I change my address / phone number / email address?**

**A.** Please email details to [discovery.pass@forestry.gsi.gov.uk](mailto:discovery.pass@forestry.gsi.gov.uk) and these will be updated for you. Should you not have access to email, you can call 01842 816000.

**Q. I am not receiving the Discovery Pass Newsletters?**

**A.** Please send your email address and Discovery Pass account details, to us at [discovery.pass@forestry.gsi.gov.uk](mailto:discovery.pass@forestry.gsi.gov.uk) and we will ensure this is activated on your account. Newsletters are sent four times a year. Alternatively please check your spam folder in your email account to ensure they are not being blocked.

**Q. Why does my membership card have a different expiry date to my car permit sticker?**

**A.** Membership cards are produced with quarterly expiry dates, so you may have a later date showing on your card, than on your car permit sticker. The date on your car permit sticker is your actual pass expiry date.

## **LOST AND STOLEN DISCOVERY PASSES**

**Q. I have lost my car parking permit / membership card, can it be replaced?**

**A.** We do advise you take care of your permit and card, as our terms and conditions state we are unable to replace lost or stolen passes. Please contact us at [discovery.pass@forestry.gsi.gov.uk](mailto:discovery.pass@forestry.gsi.gov.uk) (or call 01842 816000) to report any lost passes.

## **RENEWALS**

**Q. Do you remind me when my pass is due to expire?**

**A.** You will be sent an email (if email address has been provided) six weeks before your pass expires inviting you to renew your pass and providing a web-link to do this. You will also receive a letter four weeks before expiry as well. If renewing onsite, please take your renewal letter with you..

**Q. Why does my renewal discount code not work?**

**A.** If you have been given a renewal discount code, this should be entered online in the coupon code box. Please note this is case sensitive and you should ensure the continue button next to box is clicked, to apply to code, before continuing at the bottom of the screen.

## **PAYMENTS**

**Q. Who will my payment card be charged by?**

**A.** Discovery Pass online sales are supported by Tickets.com, so if purchasing online your card will be charged by them. If you purchase over the phone your card will be charged by the Forestry Commission. If you purchase at you local forest your card will either be charged by the Forestry Commission or the local retail provider.

## **NATIONAL ACCESS TO FORESTRY COMMISSION FORESTS**

**Q. Does the Forestry Commission offer a National Discovery Pass?**

**A.** At the time of launching the Discovery Pass scheme we did extensive market research and found that primarily people wanted a pass to visit their local forest several times a year.

We do however understand that there is demand for a National Pass and this is certainly something we are hoping to introduce sometime in the future. At this time we are unable to say exactly when this will be available.