

Parking permit instructions

1. You can use a parking permit only within your own zone. Always check traffic signs to ensure that parking along the street or on the parking lot is allowed with a residential parking permit. The zonespecific maps of parking spaces at www.hel.fi/pysakointi are approximations.
2. Please note that not all parking spaces are residential or corporate parking spaces. For instance, near business premises there are also so-called customer parking spaces where parking with a residential parking permit is not allowed. You always have to pay a parking fee to park there.
3. Please affix your parking permit to your vehicle in a way that leaves it fully and easily legible from the outside (such as at the top or bottom right corner of the windscreen) and check its visibility when you exit your car. If you have an electronic resident parking permit, it will be verified based on your registration number.
4. If you have a parking permit for a motorbike, it will be verified electronically based on your registration number.
5. Please note that if you register your car as removed from traffic, the parking permit will also expire.
6. The city can issue one resident parking permit per person for a personal or jointly used vehicle. Companies can be issued five corporate parking permits. Each resident parking permit can have the registration numbers of up to two vehicles, and each corporate parking permit can have the registration number of only one vehicle. Such vehicles cannot be concurrently parked under resident and corporate parking terms.
7. When changes are made to a parking permit (such as a change of area or car), you must bring your valid parking permit with you when handling the changes at our customer service office. If you have an electronic resident parking permit, the change can be handled by calling our customer service if your information has been updated.
8. A parking permit's validity and right of use will expire when the conditions for its issue cease to exist. In such cases, the permit must be returned to our customer service office. An electronic resident parking permit can be terminated by informing our customer service by e-mail at the address kymp.pysakointitunnus@hel.fi.
9. Please ensure that you have a valid, appropriate permit. The holder of the permit is responsible for its validity.
10. If you are a yearly permit customer and you have not received an invoice for a new permit at the latest two weeks before your permit expires, please contact our customer service. For instance, shared permits are never invoiced in advance and the renewal always requires a visit to customer service.

Customer service

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