Refund Policy
The University of Tennessee Parking and Transit Services returns funds to individuals, institutions, and companies for a variety of reasons including: overpayments, duplicate payments, payments received in error, cancellations, etc.

Each refund is supported by documentation that includes:
- The name of the person, institution or company receiving the refund (original payer)
- The mailing address
- The reason for the refund
- The university receipt number or deposit information of when the money was originally received
- The dollar amount of refund
- The cost center, fund, WBSE, general ledger account where the refund is to be charged (usually the same cost center, fund, WBSE, general ledger account of the original receipt)
- The department head’s or other authorized signature approving refund

Privacy Statement
Parking and Transit Services does not sell any information collected. Information collected is used strictly for University-related purposes and processing payments for Staff, Students, and other customers.

The University of Tennessee Parking and Transit Services on-line credit card payment website is provided by the University’s Office of Information Technology and is designed to facilitate payments for Parking and Transit Services permits and/or citations. Parking and Transit Services has taken all reasonable precautions to secure the personal information available through this website. This online payment site is password protected to restrict access to personal information to registered University employees, who are bound by confidentiality obligations and may be subject to disciplinary actions if they fail to meet these obligations. Although these precautions should effectively protect any personal information available through the website from abuse or outside interference, a certain degree of privacy risk is faced any time information is shared over the Internet.