

Cancellation Policy

Pre-Booked Parking Cancellation Policy

When you book your parking at the Coventry Building Society Arena you benefit from our cancellation policy if your plans change.

- ✓ Free cancellation up to three hours before your booking – no questions asked.
- ✓ Cash refund – no vouchers or credit notes.

Cancellations will need to be requested by sending an email to cbsarena@apcoa.com – please provide the appropriate reasoning for cancellation and our team will process the refund.

Please note, if the event is postponed the parking booking will be valid for the rescheduled event date.

If the event is cancelled, please email cbsarena@apcoa.com and the team will issue a full refund.

Any complaints regarding your parking must be raised with the Coventry Building Society Arena no later than 48 hours after the booking has started. Any enquires sent after 48 hours will not be processed.

On-The-Day Parking Cancellation Policy

For payments made on the day, we operate a no refund policy as the parking session has started.

If you feel you have been charged unfairly or have any complaints regarding your on the day parking please contact cbsarena@apcoa.com with your details and the team will look into this for you.