

**CARLISLE CITY COUNCIL  
PENALTY CHARGE NOTICE (PCN)**

The Traffic Management Act 2004, s.78; Civil  
Enforcement of Parking Contraventions (England)  
General Regulations 2007; Civil Enforcement of  
Parking Contraventions (England) Representations  
and Appeals Regulations 2007.

**CARLISLE  
CITY COUNCIL**



[www.carlisle.gov.uk](http://www.carlisle.gov.uk)

**HOW TO PAY**

Please note that we cannot accept cash payments at any  
Council offices or through the post.

• **ONLINE**

At <https://parking.carlisle.gov.uk>

• **BY TELEPHONE**

Credit/Debit card payments can be made via the 24 hour  
automated payment line 0300 111 0077.

• **CHEQUE PAYMENT BY POST**

Cheques / Postal Orders made payable to Carlisle City Council  
Parking Services. Fill in details slip below and send to: Carlisle  
Parking Services, PO Box 3584, Chippenham, Wiltshire SN15 9EF

Write the PCN number on the back of the cheque.

Allow 2 working days for 1st class and 5 working days for  
second class.

A Civil Enforcement Officer cannot accept any form of challenge  
with regards to any Penalty Charge Notice that has been issued.

**IF YOU BELIEVE THAT THE PENALTY CHARGE SHOULD NOT  
BE PAID AND WISH TO MAKE A CHALLENGE**

• **ONLINE**

At <https://parking.carlisle.gov.uk>

• **WRITE TO**

Carlisle Parking Services, PO Box 3584, Chippenham,  
Wiltshire, SN15 9EF.

Please ensure you have provided full name and address details  
as all challenges will be considered and formally replied to in  
writing. Do not post cheques with your challenge letter as they  
will not be accepted.

Please quote the PCN Number, the vehicle registration and your  
full name and address in all correspondence.

Details of the enforcement authority's policy and approach to  
challenges can be found at [www.carlisle.gov.uk](http://www.carlisle.gov.uk) or viewed at  
Customer Services, Civic Centre, Carlisle, CA3 8QG.

All cases will be considered on their individual circumstances.

If you challenge this Penalty Charge Notice within 14 days and the  
challenge is rejected the enforcement authority will usually re-offer  
the 14 day discount period.

**IF THE PENALTY CHARGE IS NOT PAID OR CHALLENGED**

If the Penalty Charge is not paid before the end of the 28 day period  
as specified on the front of this notice or successfully challenged  
the enforcement authority may serve a Notice to Owner (NtO) on  
the owner of the vehicle requiring payment of the Penalty Charge.  
The owner can then make a formal representation to the enforcement  
authority and may appeal to an independent adjudicator if the  
formal representation is rejected. The NtO will contain instructions  
on the form, manner and time at which the formal representation  
must be made. If you challenge this Penalty Charge but the  
enforcement authority issues a NtO anyway, the owner must  
follow the instructions on the NtO.

Further information about Civil Parking Enforcement (including  
PCN's and NtOs) is available online at [www.patrol-uk.info](http://www.patrol-uk.info) or in a  
leaflet available from the Council.

Please complete your details below before returning this slip  
with your payment.

Name: .....

Address: .....

.....

.....

Postcode: .....

Cheques/postal orders should be made payable to Carlisle  
City Council Parking Services quoting the Penalty Charge  
Notice number on the reverse. Do not send post dated  
cheques, as they will not be accepted.

If you would like a receipt, please enclose a stamped, self  
addressed envelope.

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