

## HOW TO PAY

**By Telephone:** using a Debit card.

Telephone 01264 368000 between 8:30am and 5:00pm Monday to Thursday and between 8:30am and 4:30pm Friday (excluding bank holidays and the Christmas / New Year period).

**Online:** at [www.testvalley.gov.uk](http://www.testvalley.gov.uk)

Follow links from online payments.

**By Post:** Make Cheques or Postal Orders payable to Test Valley Borough Council and send to Customer Services, Test Valley Borough Council, Beech Hurst, Weyhill Road, Andover, SP10 3AJ.

Please write the PCN number on the reverse of your Cheque or Postal Order; if you would like a receipt please enclose a stamped addressed envelope.

**In Person:** You may pay in person by Debit Card or Cheque at the Council Offices, Beech Hurst, Andover or Former Magistrates Court, Church Street, Romsey, between 8:30am and 5:00pm Monday to Thursday and between 8:30am and 4:30pm Friday (excluding bank holidays and the Christmas / New Year period).

## IF YOU BELIEVE THAT THE PENALTY SHOULD NOT BE PAID AND WISH TO CHALLENGE THIS PCN

**Write to:** the Parking Enforcement Officer, Planning Policy and Transport Service, Beech Hurst, Weyhill Road, Andover, Hants SP10 3AJ.

**Online appeal form:** [www.testvalley.gov.uk/parking](http://www.testvalley.gov.uk/parking)

**Telephone enquiries:** 01264 368730, 368731 & 368734

**Please quote the PCN Number, the vehicle registration and your address in all contacts.**

Details of the authority's policy and approach to challenges can be found at: [www.testvalley.gov.uk/parking](http://www.testvalley.gov.uk/parking). All cases will be considered on their individual circumstances. If you challenge this PCN within 14 days and the challenge is rejected, the authority will generally extend the period within which the reduced Penalty Charge may be paid.

## IF THE PENALTY CHARGE IS NOT PAID OR CHALLENGED

The council may request registered keeper information from the DVLA.

If the Penalty Charge is not paid on or before the end of the 28-day period as specified on the front of this notice or successfully challenged, the 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 representations to the authority and may appeal to an independent adjudicator if those representations are rejected. The NtO will contain instructions for doing this.

If you challenge this PCN but the authority issues an NtO notwithstanding those representations, **representations against the PCN must be made in the form and manner and at the time specified in the NtO.**

*Further information about Civil Parking Enforcement (including PCNs and NtOs) is available online at [www.patrol-uk.info](http://www.patrol-uk.info) or in a leaflet available from Test Valley Borough Council.*