

## HOW TO PAY

### 1. BY TELEPHONE

Credit/debit card payments only. Automated payment line 0845 520 2468.

(24hours/7 days a week). Please ensure you have your card details and Penalty Charge Notice to hand.

### 2. BY POST (*do not send cash*)

(allow 2 working days for 1st class post and 5 working days for 2nd class). Cheques/Postal Orders to be made payable to "Park Smarter". Please write the Penalty Charge Notice number and your vehicle registration number on the reverse of the cheque.

Send your payment together with the payment slip to:  
Central Processing Unit, PO Box 10282, Nottinghamshire, NG17 0DX.

### 3. ONLINE

Online payments at [www.parksmarter.org.uk](http://www.parksmarter.org.uk) Follow the links from "pay Penalty Charge (PCN)".

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

- Write to: Central Processing Unit, PO Box 10282, Nottinghamshire, NG17 0DX, or
- Online at [www.parksmarter.org.uk](http://www.parksmarter.org.uk).  
If you require further clarification on how to challenge your PCN please telephone 0845 520 2468 and select option 2

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

Details of the Enforcement Authorities' Policy and approach to challenges can be found at [www.parksmarter.org.uk](http://www.parksmarter.org.uk) or seen at the Enforcement Authorities' offices. All challenges will be considered on their individual circumstances. If you challenge this PCN within 14 days and the challenge is rejected, The Central Processing Unit on behalf of the Enforcement Authority will usually re-offer the 14 day discount period. Please do not send payment with any challenge.

## IF THE PENALTY CHARGE IS NOT PAID OR SUCCESSFULLY CHALLENGED

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 Central Processing unit on behalf of 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 representations to Central Processing Unit 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 Central Processing Unit issues an NtO anyway, the owner must follow the instructions on the NtO.

Further information about Civil Parking Enforcement (including PCNs and NtOs) is available on-line at [www.patrol-uk.info](http://www.patrol-uk.info)