

Cancellation Guidance

Penalty Charge Notices (PCNs)



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Document summary

A guide for the consideration of challenges and representations against PCNs issued in the areas of Eastbourne and Hastings boroughs and Lewes District.

Information set out in this document
is for guidance only.

Each case will be considered on its own merits, taking into
account the individual circumstances.

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About this document:

<p>Enquiries: Parking Management Services Telephone: 01323 466222 Email: parkingpenalties@eastsussex.gov.uk</p> <p>Download this document From: [Enter download location]</p>	<p>Version number: 15</p> <p>Related information [Click here and enter related information.]</p>
<p>Accessibility help</p> <p>Zoom in or out by holding down the Control key and turning the mouse wheel. CTRL and click on the table of contents to navigate. Press CTRL and Home key to return to the top of the document Press Alt-left arrow to return to your previous location.</p>	

Introduction

In 1991, the Road Traffic Act gave Local Authorities the power to enforce parking restrictions under civil law. This is often referred to as decriminalised parking enforcement, because they had previously been enforced under criminal law by the Police.

With effect from 31 March 2008, Local Authorities managed their decriminalised parking enforcement under the provisions of Schedule 6 of the Traffic Management Act 2004. Now known as Civil Parking Enforcement rather than decriminalised parking enforcement.

Abbreviations

The list below shows some common abbreviations that may be used in this document.

BB	Blue Badge
BBH	Blue Badge Holder
CC	Charge Certificate
CEO	Civil Enforcement Officer
CPE	Civil Parking Enforcement
DVLA	Driver and Vehicle Licensing Agency
ESCC	East Sussex County Council
EU	Eastbourne
LW	Lewes
NPO	Notice Processing Officer
NtO	Notice to Owner
P&D	Pay & Display
PCN	Penalty Charge Notice
TMA	Traffic Management Act 2004
WN	Warning Notice
ZH	Hastings

The PCN process

CPE is a semi-judicial process and all actions taken by the council must be according to legislation and within the laid down timescales.

If you ignore a PCN it will not go away!

If no payment or correspondence is received in connection with a PCN once it has been issued, it will continue to progress automatically following the approximate timescales and stages listed below.

Day 1	PCN is issued
Day 15	Discount period ends – PCN increases to full charge
Day 28	Registered keeper details requested from DVLA

Day 30	NtO issued to registered keeper
Day 60	CC issued – PCN charge increases by 50%
Day 80	Debt registered in County Court - £7 court fee added
Day 85	Notice of registration issued to registered keeper
Day 110	Application for a warrant to enforce debt
Day 117	Warrant issued to Bailiffs for collection

The council will no longer accept payment if the debt has been passed to a Bailiff company, who will add on their own charges, increasing the debt further.

Please note that CEOs do not have the authority to cancel a PCN once it has been issued.

Further information regarding the PCN process can be found by visiting the PATROL website at www.patrol-uk.info/ which provides information about parking restrictions and Traffic Regulations enforced by councils outside of London.

If you wish to challenge a PCN, please **do not** pay it.

Currently there is no legislation in place that allows an individual to pay and challenge the issue of a PCN.

If full payment of a PCN is made, at any stage, it is reasoned the individual has accepted liability and the case is closed.

Warning Notices

ESCC have adopted the process of issuing warning notices in Eastbourne, Lewes District and Hastings.

These are used for first time minor infringements and to make drivers aware of the mistake without issuing a PCN.

A warning notice would only be issued once and any subsequent cases would result in the issue of a PCN. To manage this we keep a record of all warning notices, these records are for our use only and not shared with anyone else.

Challenging a PCN

Any recipient of a PCN has the right to challenge it.

A challenge can be made within 28 days from the date the PCN was issued.

If a challenge is not received within 28 days an NtO will be issued which is formal notification of the issued PCN. The NtO will be sent to the owner or keeper of the vehicle and only they can make a formal representation.

A formal representation must be received by the Council within 28 days of the NtO issue date. If a formal representation is made outside of those 28 days the Council are not legally obliged to consider or respond to it.

The NtO lists the only statutory grounds upon which a formal representation may be made, these grounds are listed below;

- The alleged contravention did not occur.

- I was never the owner of the vehicle in question/ or
- I had ceased to be its owner before the date on which the alleged contravention occurred/ or
- I became its owner after the date on which the alleged contravention occurred.
- The vehicle had been permitted to remain at rest in the place in question by a person who was in control of the vehicle without the consent of the owner.
- We are a vehicle-hire firm and the vehicle was on hire under a hiring agreement and the hirer had signed a statement acknowledging liability for any PCN issued during the hiring period.
- The PCN exceeded the amount applicable in the circumstances of the case.
- There has been a procedural impropriety by the enforcement authority.
- The Traffic order which is alleged to have been contravened in relation to the vehicle concerned is invalid.
- The Notice to Owner should not have been served because the PCN has been paid:

in full; or

at the discounted rate and within the time specified in paragraph 1(h) of the Schedule to the Civil Enforcement of Parking Contraventions (England) General Regulations 2007.

- Other Grounds.

PCNs are not normally cancelled if they have been issued correctly, although there are circumstances in which cancellation may be considered appropriate.

The progression of a PCN alongside the consideration of challenges, representations and the defence of appeals against an issued PCN are part of a statutory process as laid out in the TMA.

Any challenge or representation made against the issue of a PCN is carefully considered, alongside any evidence available, by an experienced team of NPOs.

Once an officer has made a decision they will inform the individual who made the challenge or representation against the PCN in writing.

If the decision is to cancel the PCN, the case will be closed and no further action is taken.

If the challenge or representation is rejected, details of why will be included in the written response. Information on how to make payment and how to pursue the challenge or representation further will also be contained within the written response. The case will continue to progress in accordance with the statutory process, so it is vital that the instructions provided are followed.

Motorists have a responsibility to be aware of the meaning of the signs and lines which denote parking and other traffic regulations. In particular, when parking there is always ample opportunity to look for signs and lines and to ensure that you comply with them.

Please note that although mitigating circumstances will be considered, the following reasons will not normally be accepted as justification to cancel PCNs:

- My meeting, doctor's appointment, dental appointment, court attendance overran
- There was nowhere else to park

- Other vehicles were also parked in contravention and I did not see them get a ticket
- There was no need for a yellow line at that location
- The parking restrictions were unfair
- I did not see the sign or lines
- My vehicle was not causing an obstruction
- I went to get change for the P&D machine
- I only stopped for a minute
- I was parked outside my own house
- I got lost and so could not return in time to my vehicle
- Someone had borrowed my car and they won't pay the PCN
- This is too much money to ask for a parking contravention
- I am not the owner or keeper because I hired or leased the vehicle
- I have a valid residents permit but I was not driving the car for which it is valid
- My vehicle ran out of fuel
- I parked out of bay because the vehicle next to mine was parked inconsiderately
- I thought I was parked correctly but made a genuine mistake
- This is the first time I've got a PCN, I won't do it again, and I'll be more careful next time
- My P&D ticket, permit, day permit fell out of sight when I closed the door(s)
- The queue in the shop, post office or bank was slow and I could not get away.

Please note that this is not an exhaustive list.

Evidence

Hand Held Computer Evidence

A CEO will record all relevant details of a vehicle and any contravention, including observation times and the presence of any P&D tickets, permits, BBs or notes on display.

Hand held computer notes are the primary evidence in support of a PCN.

Photographic Evidence

After a CEO has issued a PCN they will usually take photographs of the vehicle in contravention of the regulations, providing the NPOs with supporting evidence, which enables them to fully evaluate if the PCN was issued correctly and if a contravention occurred.

It should be noted that photographic evidence is not a legal requirement and the absence of photographs has no bearing on the validity of a PCN.

Cancellations will not be made solely on the basis that photographic evidence is not available.

Self-Written Evidence

There are some instances where self-written evidence is not accepted and a request for this to be verified by a third party is made. A NPO might ask for a copy of invoices, delivery notes or confirmation letters from employers, line managers or doctors in support of an individual contesting a PCN.

Cancellations will not be made unless sufficient requested evidence is provided.

Site Surveys

An officer may visit the location of the contravention to check the condition and location of the signs and lines if the need arises. This might be when a challenge or representation is made on the basis that there was an issue with one or more of these at the time of the contravention.

Site Surveys help the NPO to make a fully informed decision.

Previous Notices

Warning Notice

The investigating NPO will check if a warning notice has been issued to the vehicle previously, and if so, what this was for and when.

Penalty Charge Notice

The investigating NPO will check if a PCN has been issued to the vehicle previously, and if so, what this was for and when.

This evidence allows the NPO to assess if the driver had knowledge enabling them to prevent the contravention occurring.

How to avoid getting a PCN

Do:

- Be careful who you lend your car to, the registered keeper is liable for any PCNs
- Check that the bay is not suspended, especially if you park there frequently
- Always check the lines and signs and follow the instructions on them, temporary signs are just as valid as permanent ones
- Always display permits and P&D tickets clearly, a CEO will need to be able to read all the details
- BBHs should display their badge and clock in accordance with the BB Scheme Regulations so that the expiry date can be seen and the clock shows your arrival time
- Make sure your entire vehicle is parked wholly within any marked bays
- Make sure you pay for enough time when purchasing a P&D ticket
- Make sure you return to your vehicle before your P&D ticket expires
- Check that any permit, P&D ticket or blue badge is still clearly displayed when leaving your vehicle to make sure it has not moved when you shut the door

- Make sure that you understand the signs, road markings and their meanings

Don't:

- Leave more than one P&D ticket or permit on display, always remove expired ones
- Block entrances or park across a dropped (lowered) kerb
- Double park, or park more than 50 centimetres from a kerb
- Assume you can park somewhere just because other people have
- Assume you can park free of charge on bank holidays or Sundays, always check the signs
- Assume leaving a note on your dashboard saying where you are and how long you will be will exempt you from the regulations
- Leave your vehicle to get change for a P&D machine; it is your responsibility to make sure you have the means to pay for parking when you arrive
- Park on double yellow lines (unless you are loading or unloading where this is permitted)
- Park on single yellow lines during restricted hours (unless you are loading or unloading where this is permitted)
- Park your vehicle where a loading ban is in place
- Park in bays designated for other users, such as bus stops and taxi ranks

Please note that this is not an exhaustive list.

This document will be reviewed regularly.

Reason for challenge

Cancellation likely	Cancellation unlikely
Bus stops	
<p>If depositing a minimum of £1,000 in notes or £100 in coins to the bank or building society or post office and is the closest place to park, providing a receipt or statement can be provided confirming the date and time of the transaction.</p> <p>If attending an emergency call out and this is the only reasonable place to park and evidence of this is provided.</p>	<p>If claimed a bus is not due.</p> <p>If claims not causing an obstruction.</p> <p>If only stopped for a short time.</p> <p>If making a delivery or loading or unloading.</p> <p>If mini-bus or coach stopped – only authorised buses can use the stops.</p>

Cancellation likely	Cancellation unlikely
Blue Badge holders	
<p>If it is the first time the badge is not displayed or displayed incorrectly.</p> <p>If it is the first time the time disc is not displayed or set incorrectly (where needed).</p> <p>If it is the first time the BBH is made aware that the badge is faded and needs replacing.</p>	<p>If the driver has already received a warning notice or PCN for similar contravention.</p> <p>If forgot to display badge or time disc.</p> <p>If badge or clock displayed/ set incorrectly.</p> <p>If parked where concessions do not allow – such as where a loading ban is in place.</p> <p>If parked causing an obstruction such as on a junction, corner, across dropped or raised kerbs.</p> <p>If overstayed the time permitted.</p> <p>If claimed unaware restrictions were enforced on a Sunday or Bank Holiday.</p> <p>If waiting for a BB.</p> <p>If the badge has expired by more than 7 days.</p>

Cancellation likely	Cancellation unlikely
Car Parks	
Combined Permit and P&D	
<p>If no ticket was purchased as P&D machines in the area were not working and this can be confirmed on the fault log.</p> <p>If p&d ticket not valid for the car park but purchased from a nearby machine as the machines in the car park were faulty and this can be confirmed on the fault log.</p> <p>If permit holder was unable to renew their permit for reasons beyond their control – such as an illness or on holiday, and evidence of this can be supplied.</p> <p>RingGo website not working.</p>	<p>If permit or p&d has expired.</p> <p>If VRM on the permit is incorrect.</p> <p>If parked in a specified user bay such as Motorcycle or Disabled persons bay.</p> <p>If parked in a hatched or suspended bay or area.</p> <p>Parked out of the bay markings.</p> <p>If no attempt to display a valid ticket or permit was made.</p> <p>If ticket or permit is not displayed clearly.</p> <p>If vehicle exceeds the maximum stay permitted.</p> <p>If the vehicle returns within the restricted no return allowed time.</p> <p>If claimed getting change to purchase a</p>

Cancellation likely	Cancellation unlikely
	<p>ticket.</p> <p>If Hotel or Resident Visitor Permit holder parks for longer than permitted on the Permit.</p> <p>No mobile signal when trying to extend time.</p> <p>Users mobile phone or tablet not working.</p> <p>User input error when account set up on RingGo website.</p> <p>User input error when entering details for a parking event.</p>
Free	
	<p>If vehicle exceeds the maximum stay permitted.</p> <p>Parked out of the bay markings.</p> <p>If parked in a hatched or suspended bay or area.</p> <p>If parked in a specified user bay such as Motorcycle or Disabled persons bay.</p> <p>If wrong class of vehicle – such as a car in an HGV only car park</p>
P&D	
<p>If no ticket was purchased as P&D machines in the area were not working and this can be confirmed on the fault log.</p> <p>If P&D ticket not valid for the car park but purchased from a nearby machine as the machines in the car park were faulty and this can be confirmed on the fault log.</p> <p>RingGo website not working.</p>	<p>If no attempt to purchase a ticket was made.</p> <p>If purchased but forgot to display P&D ticket or it is not displayed clearly.</p> <p>If P&D ticket expired.</p> <p>If vehicle exceeds the maximum stay permitted.</p> <p>If the vehicle returns within the restricted no return allowed time.</p> <p>If parked in a specified user bay such as Motorcycle or Disabled persons bay.</p> <p>Parked out of the bay markings.</p> <p>If claimed getting change to purchase a ticket.</p> <p>If parked in a hatched or suspended bay or area.</p> <p>If Hotel or Resident Visitor Permit holder parks for longer than permitted on the</p>

Cancellation likely	Cancellation unlikely
	Permit. No mobile signal when trying to extend time. Users mobile phone or tablet not working. User input error when account set up on RingGo website. User input error when entering details for a parking event.
Permit only	
<p>If attending an emergency call out and this is the only reasonable place to park and evidence of this is provided.</p> <p>If no loading or unloading is observed but evidence is provided of the activity.</p> <p>If permit holder was unable to renew their permit for reasons beyond their control – such as an illness or on holiday, and evidence of this can be supplied.</p>	<p>If no valid permit is displayed.</p> <p>If claimed bought P&D ticket.</p> <p>If claims only stopped for a short time.</p> <p>If permit is not displayed clearly.</p> <p>If permit has expired.</p> <p>If VRM on the permit is incorrect.</p> <p>If parked in a specified user bay such as Motorcycle or Disabled persons bay.</p> <p>Parked out of the bay markings.</p> <p>If parked in a hatched or suspended bay or area.</p> <p>If Hotel or Resident Visitor Permit holder parks for longer than permitted on the permit.</p>

Cancellation likely	Cancellation unlikely
Coach/Bus Bays	
Time Limited, Pay & Display	
<p>If loading or unloading luggage to a nearby hotel, B&B or guesthouse and this was the only reasonable place to park, providing evidence of stay is supplied.</p> <p>Coach stayed longer than maximum time permitted as delayed by an elderly or disabled passenger.</p> <p>If attending an emergency call out and this is the only reasonable place to park and</p>	<p>If claimed a coach was not due.</p> <p>If claims not causing an obstruction.</p> <p>If only stopped for a short time.</p> <p>If vehicle has less than 16 seats plus the driver and does not have a Public Service Vehicle tax disc.</p> <p>If no attempt to purchase a ticket was made.</p> <p>If purchased but forgot to display p&d ticket or it is not displayed clearly.</p> <p>If p&d ticket expired.</p>

Cancellation likely	Cancellation unlikely
evidence of this is provided.	<p>If vehicle exceeds the maximum stay permitted.</p> <p>Parked out of the bay markings.</p> <p>If claimed getting change to purchase a ticket.</p>

Cancellation likely	Cancellation unlikely
Coaches	
If loading or unloading luggage and or passengers to a nearby hotel, B&B or guesthouse and this was the only reasonable place to stop.	If parked where restrictions do not permit.

Cancellation likely	Cancellation unlikely
Dropped kerbs	
	Under most circumstances as a dropped kerb is to be kept clear at all times.

Cancellation likely	Cancellation unlikely
Double parked	
<p>If attending an emergency call out and this is the only reasonable place to park and evidence of this is provided.</p> <p>If no loading or unloading is observed but evidence is provided of the activity.</p>	<p>If claims not causing an obstruction.</p> <p>If claims only stopped for a short time.</p> <p>If causing an obstruction to pedestrians or traffic flow.</p> <p>If claims making a delivery, loading or unloading and no evidence can be provided.</p> <p>If no evidence of an emergency can be provided.</p> <p>If driver undertakes any activity other than loading or unloading such as using local facilities, having a conversation, popping into a shop or stopping at a cash machine.</p>

Cancellation likely	Cancellation unlikely
HGV vehicles	
If loading or unloading and this was the only reasonable place to stop, evidence of the activity can be provided.	If parked where restrictions do not permit.

Cancellation likely	Cancellation unlikely
Loading or Unloading including Goods Vehicles & Heavy Goods Vehicles	
<p>If depositing a minimum of £1,000 in notes or £100 in coins to the bank or building society or post office and is the closest place to park, providing a receipt or statement can be provided confirming the date and time of the transaction.</p> <p>If no loading or unloading is observed but evidence is provided of the activity.</p>	<p>If loading or unloading where a ban is in force.</p> <p>If driver undertakes any activity other than loading or unloading such as using local facilities, having a conversation, popping into a shop or stopping at a cash machine.</p> <p>If claimed unaware restrictions were enforced on a Sunday or Bank Holiday.</p> <p>If claims making a delivery, loading or unloading and no evidence can be provided.</p> <p>If parked in a specified user bay such as Motorcycle or Disabled persons bay.</p> <p>If shopping for goods prior to loading.</p>
Loading or Unloading Bays including Goods Vehicles & Heavy Goods Vehicles	
<p>If overstayed the maximum time permitted whilst attending an emergency call out and this is the only reasonable place to park and evidence of this is provided.</p> <p>If no loading or unloading is observed but evidence is provided of the activity.</p>	<p>If vehicle exceeds the maximum stay permitted.</p> <p>If the vehicle returns within the restricted no return allowed time.</p> <p>If wrong class of vehicle – such as a car in a Goods Vehicle Only bay.</p> <p>Parked out of the bay markings.</p> <p>If no loading or unloading was observed and no evidence of the activity can be supplied.</p> <p>If shopping for goods prior to loading.</p>

Cancellation likely	Cancellation unlikely
Motorcyclists	
	<p>If parked in a specified user bay such as Disabled persons, loading or unloading bay.</p> <p>Parked out of the bay markings.</p> <p>Motorcycle parked on pavement.</p> <p>If parked in a hatched or suspended bay or area.</p>
Motorcycle bays	
<p>If attending an emergency call out and this is the only reasonable place to park and evidence of this is provided.</p>	<p>Under most circumstances as designated bay is to be kept clear for specific users.</p>

Cancellation likely	Cancellation unlikely
P&D bays	
<p>If no ticket was purchased as P&D machines in the area were not working and this can be confirmed on the fault log.</p> <p>If P&D ticket not valid for that location but purchased from a nearby machine as the closest machine was faulty and this can be confirmed on the fault log.</p> <p>RingGo website not working.</p>	<p>If no attempt to purchase a ticket was made.</p> <p>If P&D ticket is not displayed clearly.</p> <p>If P&D ticket expired.</p> <p>If vehicle exceeds the maximum stay permitted.</p> <p>If the vehicle returns within the restricted no return allowed time.</p> <p>Parked out of the bay markings.</p> <p>If claimed getting change to purchase a ticket.</p> <p>No mobile signal when trying to extend time.</p> <p>Users mobile phone or tablet not working.</p> <p>User input error when account set up on RingGo website.</p> <p>User input error when entering details for a parking event.</p>

Cancellation likely	Cancellation unlikely
Pedestrianised Area or Zone	
If a utility company is attending an emergency call out and this is the only reasonable place to park and evidence of this is provided.	If parked without loading or unloading taking place. Loading or unloading during the loading restricted hours.

Cancellation likely	Cancellation unlikely
Pedestrian Crossings and School Keep Clear	
If attending an emergency call out and this is the only reasonable place to park and evidence of this is provided.	Under most circumstance as these areas are to be kept clear at all times.

Cancellation likely	Cancellation unlikely
Private property	
If evidence is provided that the vehicle was on private property.	If causing an obstruction to pedestrians or traffic flow.

Cancellation likely	Cancellation unlikely
Permit Holder Bays including Resident Permit Holder, Business Permit Holder Bays	
If attending an emergency call out and this is the only reasonable place to park and evidence of this is provided. If no loading or unloading is observed but evidence is provided of the activity.	If claimed unaware restrictions were enforced on a Sunday or Bank Holiday. If no permit is displayed. If parked in a Resident permit holder or Business permit holder only bay without the correct permit. If claimed bought P&D ticket. If claims not causing an obstruction. If only stopped for a short time.

Cancellation likely	Cancellation unlikely
<p>Shared use bays</p> <p>Permit Holder and Time Limited Free Bays</p>	
<p>If attending an emergency call out and this is the only reasonable place to park and evidence of this is provided.</p> <p>If no loading or unloading is observed but evidence is provided of the activity.</p> <p>RingGo website not working.</p>	<p>If vehicle exceeds the maximum stay permitted.</p> <p>If the vehicle returns within the restricted no return allowed time.</p> <p>Parked out of the bay markings.</p> <p>If permit is not displayed clearly.</p> <p>If permit has expired.</p> <p>If VRM on the permit is incorrect.</p> <p>If VRM or Hotel name on the permit is missing.</p> <p>If no day, date, month, hour or minutes scratched out on the permit.</p> <p>If more than one day, date, month, hour or minutes scratched out on the permit.</p> <p>If claimed unaware restrictions were enforced on a Sunday or Bank Holiday.</p> <p>If getting a pen or coin to complete permit.</p> <p>No mobile signal when trying to extend time.</p> <p>Users mobile phone or tablet not working.</p> <p>User input error when account set up on RingGo website.</p> <p>User input error when entering details for a parking event.</p>

Cancellation likely	Cancellation unlikely
Pay & display and permit bay (including residents) combined	
<p>If no ticket was purchased as P&D machines in the area were not working and this can be confirmed on the fault log.</p> <p>If p&d ticket not valid for that location but purchased from a nearby machine as the closest machine was faulty and this can be confirmed on the fault log.</p> <p>If attending an emergency call out and this is the only reasonable place to park and evidence of this is provided.</p> <p>If no loading or unloading is observed but evidence is provided of the activity.</p> <p>If permit holder was unable to renew their permit for reasons beyond their control – such as an illness or on holiday, and evidence of this can be supplied.</p> <p>RingGo website not working.</p>	<p>If VRM or Hotel name on the permit is missing.</p> <p>If VRM is incorrect.</p> <p>Parked out of the bay markings.</p> <p>If getting a pen or coin to complete permit.</p> <p>If more than one day, date or month scratched out on the permit.</p> <p>If no day, date or month scratched out on the permit.</p> <p>If no attempt to purchase a ticket was made.</p> <p>If no attempt to display a ticket or permit was made.</p> <p>If ticket or permit is not displayed clearly.</p> <p>If claimed getting change to purchase a ticket.</p> <p>If Hotel or Resident Visitor Permit holder parks for longer than permitted on the permit.</p> <p>No mobile signal when trying to extend time.</p> <p>Users mobile phone or tablet not working.</p> <p>User input error when account set up on RingGo website.</p> <p>User input error when entering details for a parking event.</p>

Cancellation likely	Cancellation unlikely
Permit Holders	
<p>If permit holder was unable to renew their permit for reasons beyond their control – such as an illness or on holiday, and evidence of this can be supplied.</p>	<p>If permit is not displayed clearly.</p> <p>If permit has expired.</p> <p>If VRM on the permit is incorrect.</p> <p>If parked in a specified user bay such as Motorcycle or Disabled persons bay.</p> <p>Parked out of the bay markings.</p> <p>If parked on yellow lines.</p> <p>If parked in a hatched or suspended bay or area.</p>

	If parked in a Resident permit holder or Business permit holder only bay without the correct permit.
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Cancellation likely	Cancellation unlikely
Resident, Scratch card or Trade Permits	
If permit holder was unable to renew their permit for reasons beyond their control – such as an illness or on holiday, and evidence of this can be supplied.	<p>If permit is not displayed clearly.</p> <p>If permit has expired.</p> <p>If VRM or Hotel name on the permit is missing.</p> <p>If no day, date, month, hour or minutes scratched out on the permit.</p> <p>If more than one day, date, month, hour or minutes scratched out on the permit.</p> <p>If VRM is incorrect.</p> <p>If parked in a specified user bay such as Motorcycle, P&D or Disabled persons bay.</p> <p>Parked out of the bay markings.</p> <p>If parked on yellow lines.</p> <p>If getting a pen or coin to complete permit.</p> <p>If Hotel or Resident Visitor Permit holder parks for longer than permitted on the Permit in a Car Park.</p>

Cancellation likely	Cancellation unlikely
Specific User Bay Ambulance, Doctor, Police, Disabled	
	Under most circumstances as designated bay is to be kept clear for specific users.

Cancellation likely	Cancellation unlikely
Suspended bays or areas	
If attending an emergency call out and this is the only reasonable place to park and evidence of this is provided.	Under no circumstance as suspended bays or areas are to be kept clear at all times, unless attending an emergency.

Cancellation likely	Cancellation unlikely
Taxis	
<p>If attending an emergency call out and this is the only reasonable place to park and evidence of this is provided.</p> <p>If council is satisfied that the driver was assisting passengers to or from the vehicle.</p>	<p>If not satisfied that the driver was assisting a passenger.</p> <p>If driver claims picking up prescription or shopping for customer.</p> <p>If parked in a specified user bay such as Motorcycle or Disabled persons bay.</p> <p>If parked on yellow lines.</p> <p>Parked out of the bay markings.</p> <p>If parked in a hatched or suspended bay or area.</p> <p>If driver claims using local facilities or purchasing refreshments.</p>
Taxi Ranks	
<p>If attending an emergency call out and this is the only reasonable place to park and evidence of this is provided.</p>	<p>Under most circumstances – designated ranks to be kept clear for Hackney taxis applying for fare.</p> <p>If driver claims using local facilities or purchasing refreshments.</p>

Cancellation likely	Cancellation unlikely
Vehicle Broken Down	
<p>If evidence of breakdown or repair supplied and the vehicle was removed within 24 hours.</p>	<p>If vehicle ran out of fuel.</p> <p>If no evidence of breakdown or repair supplied.</p> <p>If vehicle left for longer than 24 hours.</p>

Cancellation likely	Cancellation unlikely
Verge or Pavement Parking	
<p>If depositing a minimum of £1,000 in notes or £100 in coins to the bank or building society or post office and is the closest place to park, providing a receipt or statement can be provided confirming the date and time of the transaction.</p>	<p>Under most circumstances as parking on a verge or pavement is not permitted at any time in the specified area(s).</p>

Cancellation likely	Cancellation unlikely
Waivers and Dispensations	
<p>If specified location blocked or obstructed, this is reported to the Parking Shop or Parking Information Centre and vehicle is parked in the closest appropriate place possible.</p>	<p>If Waiver or Dispensation is not displayed clearly.</p> <p>If Waiver or Dispensation has expired.</p> <p>Parked out of the bay markings.</p> <p>If parked anywhere not specified on the Waiver or Dispensation.</p>

Cancellation likely	Cancellation unlikely
Yellow Lines and Restricted Zone	
<p>If depositing a minimum of £1,000 in notes or £100 in coins to the bank or building society or post office and is the closest place to park, providing a receipt or statement can be provided confirming the date and time of the transaction.</p> <p>If attending an emergency call out and this is the only reasonable place to park and evidence of this is provided.</p> <p>If no loading or unloading is observed but evidence is provided of the activity.</p>	<p>If claimed unaware restrictions were enforced on a Sunday or Bank Holiday.</p> <p>If claims not causing an obstruction.</p> <p>If only stopped for a short time.</p> <p>If causing an obstruction to pedestrians or traffic flow.</p> <p>If shopping for goods prior to loading.</p> <p>If claims there was nowhere else to park</p>
Yellow Lines with loading ban (kerb markings)	
<p>If depositing a minimum of £1,000 in notes or £100 in coins to the bank or building society or post office and is the closest place to park, providing a receipt or statement can be provided confirming the date and time of the transaction.</p>	<p>Under most circumstances as parking or loading or unloading is not permitted at any time.</p>