

INSTRUCTIONS FOR PAYMENT

PAYMENT METHODS

Online: a 24-hour online payment service is available at www.eastsussex.gov.uk/parking

Telephone: call the automated 24-hour telephone service on 0345 658 5500.

Post: send a cheque or postal order (payable to East Sussex County Council) with the payment slip to East Sussex County Council, Parking Services, Eastbourne Library, BN21 4TL. Please quote the number of your Penalty Charge Notice (PCN) on the back of your cheque or postal order.

In person: payment can be made in person at the following addresses:

Eastbourne Library, Grove Road, Eastbourne, BN21 4TL
Hastings Library, Brassey Institute, 13 Claremont, Hastings, TN34 1HE
Lewes Library, Styles Field, Friars Walk, Lewes BN7 2LZ

Opening hours are Monday, Tuesday, Friday and Saturday from 10am to 5pm, Wednesday from 10am to 1pm and Thursday from 10am to 6pm..

HOW TO CHALLENGE

Challenges must be made in writing and cannot be accepted by telephone.

Online: complete the form on our website at www.eastsussex.gov.uk/parking

Post: write to East Sussex County Council, Parking Services, Eastbourne Library, Grove Road, Eastbourne, BN21 4TL

In person: written challenges can be submitted at any of the Libraries above.

Please quote the PCN number and the vehicle registration in all correspondence and include your contact details.

We will consider each case on its individual circumstances. If your challenge is received within the 14 day discount period and we reject it we will tell you why and extend the discount period. Details of our policy can be found at www.eastsussex.gov.uk/parking or at any of the Parking Shops or Information Centre detailed above.

IF THE PCN IS NOT PAID OR CHALLENGED

If the PCN is not paid or challenged on or before the end of the 28 day period as specified on the front of this notice or if an initial challenge is rejected we will serve a Notice to Owner (NtO) on the owner, keeper or hirer of the vehicle requesting payment at the full amount. The NtO will contain full details of how to pay or make representations and the timescales for doing so. If subsequent representations are rejected full details of how to appeal to an independent adjudicator will be given.

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Details of why we hold data under the General Data Protection Regulations and our privacy policy can be found at <https://www.eastsussex.gov.uk/privacy/>

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