



Britannia Parking

Car Park Operators Throughout the UK

PARKING CHARGE NOTICE APPEALS PROCESS

If you have received a Parking Charge Notice and feel that it was wrongly issued, or that special circumstances should be taken into account, you have the right to appeal

Britannia appeals process

- 1 An appeal can be accepted in writing within 28 days of the issue of the Parking Charge Notice (PCN)
- 2 Complete the Parking Charge Notice Appeal form and return to the address indicated on the form
- 3 We will consider your appeal and investigate your concerns. We aim to respond within 35 working days on receipt of your appeal.
- 4 If we decide to uphold your appeal and cancel your PCN, you will be informed by post or email. If we reject your appeal, you will be informed by post or email, at this point, if you appealed within the discounted period we will require you to pay the discounted amount, otherwise you would have to pay the full amount.

Prior to making this appeal please consider:

- All Britannia Parking car parks clearly display the Terms & Conditions which outline the conditions of parking and any Charges that will be incurred if a driver is in contravention of these Terms & Conditions
- Customers will be given a reasonable 'grace period' to purchase a valid Parking Ticket before the PCN is issued
- Although we provide facilities for people with disabilities, not all of our sites provide concessions or free parking for drivers displaying a Disabled Person (Blue) Badge. Please check the Terms & Conditions of the car park.
- Car parks monitored using automatic number plate recognition (ANPR) technology will have a Parking Charge Notice (PCN) issued via the post to the registered keeper of the vehicle. All PCNs issued at car parks patrolled by our mobile enforcement teams will have PCNs secured in a waterproof wallet to the windscreen of the vehicle.

You may appeal if:

- You think that you did not break the terms and conditions of the car park
- You are not liable as you had sold the vehicle before the parking charge notice was issued
- When the contravention occurred the vehicle had been taken without your consent
- You represent a Car Hire Company, and the vehicle was leased to a person who had signed an agreement accepting responsibility for any PCNs
- You think that there are mitigating circumstances which should be considered

Please do not pay the PCN if you are going to appeal.

Please provide copies of any evidence to support your appeal.

If you believe your data has been used inappropriately, you can:

- Contact the Information Commissioner:
First Contact Team, Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, SK9
- Contact the DVLA:
Release of Information, Paying Enquiries Section, DVLA, Swansea, SA99 1AJ