



Gloucestershire Hospitals NHS Foundation Trust Parking Charge Notices Frequently Asked Questions

Why does VINCI Park issue “Parking Charge Notices”?

In an ideal world VINCI Park would never have to issue any Notices, but Enforcement is necessary to prevent illegally parked vehicles and protect spaces for both staff and public. These are the codes used on Notices issued:

Code 1	Parked without displaying a valid payment
Code 2	Failing to display a valid permit
Code 3	The vehicle was parked in an unauthorised area
Code 4	The vehicle was parked on yellow lines or cross hatched area
Code 5	The vehicle was parked so as to cause obstruction or inconvenience
Code 6	The vehicle was parked in a disabled persons bay without displaying a valid disabled person's badge
Code 7	The vehicle was not parked correctly within a marked parking bay
Code 8	The parked vehicle exceeded the permitted parking period in the parking zone
Code 9	It is an offence to transfer or accept tickets

The offence codes are designed to prevent parking in the wrong place, parking in a space intended for someone else or avoiding payment to park. There are no other codes and if you avoid parking in contravention of the nine listed you will never receive a Parking Charge Notice.

Full details of VINCI Park's policy on Parking Charge Notices can be found in the document **VINCI Park - Parking Charge Notices Code of Practice**. This document is available from the VINCI Parking Shops on each site.

What are the charges for a Parking Charge Notice?

A standard charge of £60.00 is applied to all offences and provided payment is made promptly within the 28 days then no further action will be taken. If the Notice is paid within 14 days of issue then a reduced payment of £40 will be accepted. After 28 days the Notice is passed to the DVLA and driver details are obtained. You will then receive a reminder to pay the charge. If the charge is still not paid, it is then passed on to our recovery agents, Roxburgh Ltd. They will recover the unpaid £60 and add a fee for their administrative costs, which is currently £30; therefore they will request £90. If the Notice remains unpaid they will pursue the charges and the fee will increase and potentially go to court, incurring more charges still.

I have just received a Parking Charge Notice, what should I do?

Do not ignore it – it will not go away and the less you do the more it will cost in the end.

If you have been booked for an offence that you admit occurred then the easiest course is to pay the £40 charge immediately. If you leave it beyond 14 days it rises to £60. Once paid, the matter is closed.

If you have reasons to Appeal against the Notice (see below) then any Appeal should be lodged with VINCI Park in writing within 14 days of the Notice being issued. If an Appeal is received within 14 days the Notice is put on hold pending investigation, if your Appeal is unsuccessful you will have a further 7 days to pay the reduced £40 charge.

Appeals must be made in writing to the following address:

The Parking Office,
University Hospital of Wales,
Heath Park,
Cardiff
CF14 4XF.

This address is also on the notice.

Appeals can only be accepted in writing as above.

In your Appeal please quote the Parking Charge Notice Number and your vehicle registration. You should receive a decision within 10 working days. An Appeal should only be made if there are genuine grounds for Appeal.

It should be noted that VINCI Park employees are entitled to the same Dignity at Work Policy that applies on the whole site, it will never be acceptable for a member of staff to be abused. Often the person dealing with your query will not be the person who issued the Notice so please remain civil at all times as berating him or her will achieve nothing. The staff in the site Parking Shops are not authorised to cancel Parking Charge Notices under any circumstances, appeals in writing must always be made.

Is there any point in Appealing or challenging the Notice?

In issuing Parking Charge Notices there will always be some special circumstances where there are reasonable grounds for cancellation on Appeal. When the Notice is placed on a vehicle the Attendant cannot be aware of people's circumstances and this is when the Appeal comes in. VINCI Park cancels a considerable number of Notices on Appeal.

Once the Appeal is lodged, in writing within 14 days, the Adjudicator looks at the circumstances, reviews the photographs that would have been taken at the time of issuing, and makes a decision. If the Appeal is successful the case is closed, if the Appeal is not upheld the driver has 7 days in which to pay the £40 charge. NB - the clock stops at £40 until the Appeal is heard, at which point the driver will be informed of the decision and - provided payment is made within the period of 7 days from receipt of the letter - no further action will be taken. If payment is not received within this period then the charge rises to £60.

What would be grounds for a successful Appeal?

Every case is judged on each individual's circumstance, guidelines are available from the Parking Offices on site. These focus on staff that have been called into work as an emergency or those who, through clinical need are called on to provide emergency cover and are unable to return to their vehicle before their ticket expires. In cases of acute clinical need, a call can be made to the Parking Shop within 24 hrs of issue to resolve the ticket. Please do not simply ignore it as, once issued, the notice must be paid or appealed promptly to avoid further action.

Wherever reasonable a sympathetic view will be taken however there are some cases where an Appeal is unlikely to be successful, some examples (which are all actual Appeals) would be:

- ❖ **“I didn't have any change”** – a call to the Parking Shop can be made, notes on vehicles will always be disregarded.
- ❖ **“You haven't given me a permit so it's your fault”** – VINCI Park do not authorise who is issued permits, this is done by the Trust, so we do not make this decision.
- ❖ **“I couldn't find a space”** – parking space is under tremendous pressure but it does not mean people without the correct permit can deprive another member of staff or the patients and visitors of their rightful space.

- ❖ **“I am special – you can’t expect me to pay”** – the Notice has been attached to a car not a person; if any of the codes detailed earlier in this document apply, then enforcement is on reasonable grounds.
- ❖ **“I have enclosed a Pay & Display ticket”** - the Notice will have been issued because no ticket was visible (and this will be supported by notes and photos), producing a ticket later is not proof of payment at the time as it could have been obtained from a colleague or passed on by another parker.
- ❖ **“If you don’t let me off I won’t pay anyway”** – this is a matter for the individual, but all unpaid Notices will be passed on to our debt recovery agents.

What if I just throw the Notice away what can VINCI Park do?

Ignoring the Notice will not make it go away. All Notices are duplicated and recorded on computer. If the Notice is unpaid after 28 days it is referred to Roxburghe Ltd who is licensed to obtain vehicle owner details from the DVLA. Once these details are obtained Roxburghe Ltd will seek to recover the charge, as above.

What if I say I was never there or didn’t see the Notice?

Vehicles details are logged including make, model, colour, and vehicle licence number (tax disc) at the time of the offence; additionally a number of digital photos are taken and stored with the Notice information. These are particularly useful in resolving queries relating to where a car was parked or whether a Permit or Payment ticket was visible.

I have a number of unpaid Notices, will VINCI Park realise this?

All Parking Charge Notices are logged on computer and the database records all vehicle registration marks. There have been actual cases where someone claims they have never had a ticket but on investigation there are a number of offences outstanding. Repeat offenders inevitably carry less weight in the Appeal process.

Why doesn’t VINCI Park send reminders?

The Parking Charge Notice sets out the terms for payment and if payment has not been received VINCI will then apply to the DVLA for the Driver Details. A further letter is sent, and if the Charge remains unpaid, then the details are passed to Roxburghe who are will then take further steps to recover the charge.

I ignored the Notice when issued and have now had a letter from Roxburghe Ltd asking for payment, what should I do?

By the time a letter arrives from Roxburghe at least 2 months will have passed since the Notice was issued.

Any person who ignores the Notice until this point is liable for the full amount. If there is a perfectly reasonable ground for Appeal, then it is important not to ignore the Notice when first issued. Making an Appeal or complaining at this stage is unlikely to stop the process so making payment is the best option.

What process takes place once a Notice is issued?

Parking Attendant sees Offence, logs vehicle details, issues Parking Charge Notice, takes photos of offence and places Notice on vehicle.



