

APPEALS & REFUND POLICY

You have the right to appeal against a Parking Charge Notice (PCN) you have received. The following guidance is issued should you wish to pursue this course of action.

A PCN is issued if a vehicle is parked in contravention of the advertised conditions on property we own, lease or have been contracted to patrol. Please be aware that our signage meets or exceeds the requirements of the International Parking Community codes of conduct.

If you feel you have grounds for appeal, please do so within 28 days of the date of contravention noting the conditions below:

Appeals Procedure

Should you wish to appeal, please ensure you provide the following information otherwise we will be unable to process your appeal:

- Your PCN number/Receipt Number
- Your name & full postal address including postcode
- Your vehicle registration number
- The date of the contravention
- The reason for your appeal and relevant information
- Any copies of evidence you have to support your appeal
- Your contact telephone number & email address if relevant

An appeal must be made in writing to this address:

Unit 10902
PO Box 4336
Manchester
M61 0BW

Or via email to: appeals@nwcarparks.co.uk

Your appeal must be received within 28 days of the contravention date or the appeal cannot be heard, or within 14 days if you wish any discounted payment period to be honoured.

The amount outstanding **WILL NOT increase** whilst we consider your appeal. If your appeal was received within the 14 days discount payment period, the opportunity to pay the reduced charge will be extended after the appeal decision.

Appeals will NOT be considered for the following reasons:

- Your ticket fell down/was blown off the dashboard/on the seat etc.
- Your ticket was not displayed clearly, face up, on the dashboard of your vehicle
- You forgot to display your ticket
- You went to get some change
- You did not know it was a Pay & Display car park
- You were only a few minutes overdue
- You only stopped for a few minutes
- Your car was on or over the marked lines of a parking bay, the term “within the confines of an allocated parking bay,” means inside the marked white lines of the bay.

Our Pay & Display conditions of parking state that valid tickets must be clearly displayed on the dashboard of your vehicle with the issue and expiry time clearly visible to our staff. If you have received a PCN for contravening these conditions, any appeal will be dealt with by our appeals team reviewing the photographic evidence supplied by our staff. Producing a valid ticket after the event for the time of the PCN will not be sufficient grounds for your appeal to be upheld.

We aim to provide a fair appeals service carried out by our experienced appeals team. The team uses photographic evidence, reports from our enforcement officers and your correspondence when dealing with any appeal.

Once your appeal is received we will contact you within 14 days with a decision, should you wish to contact us about an appeal, you are advised not to do so until 14 days have passed.

Refunds of any payments will only be made if our appeals team approves an appeal.

If your appeal is unsuccessful, you have the opportunity to appeal to an independent appeals service (POPLA), details of which will be provided to you at the appropriate time.

Please note we will defend our charges vigorously and will consider recovering costs against any County Court action that may be issued against us.