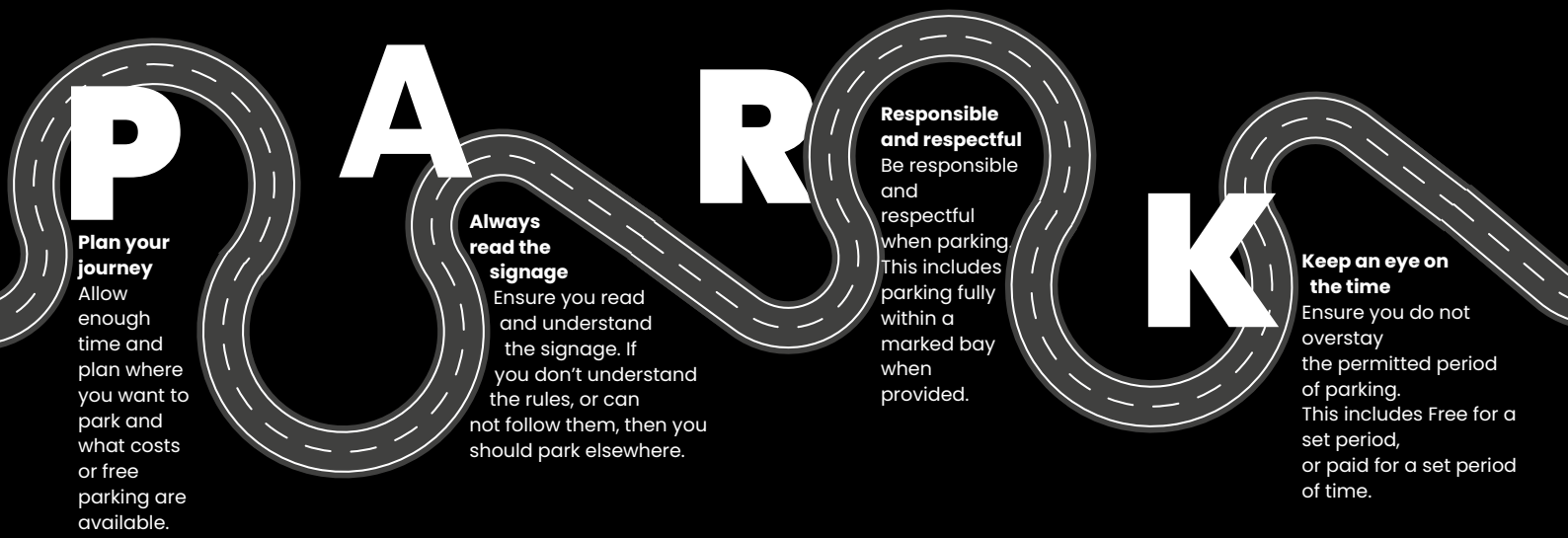
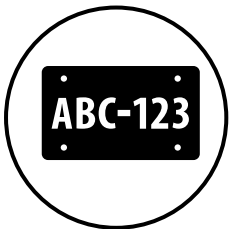




Independent  
Appeals  
Service



## TOP TIPS FOR AVOIDING A PARKING CHARGE



**Get your Reg Right**  
Ensure you enter your Registration fully and correctly.



**Park fully within a marked bay:**  
Follow the rules (terms) on the signage.



**Feel unsure?**  
If the signage or can't follow the rules? Park Elsewhere.

Can't pay?

If the payment method is not working,  
find an alternative place to park.



Don't follow others: Have others ignored the rules (terms) on a sign? Has another car parked over the line? Don't follow bad parking.



## APPEAL A PARKING CHARGE

[www.247advice.co.uk](http://www.247advice.co.uk) is a helpful and easy to understand website that gives advice and information.

1

### Review the notice

Carefully read the parking charge notice to understand the alleged contravention, timeframe to appeal, the amount due, or reduced rate and the payment deadline. **Check it is a Parking Charge, not a Penalty Charge Notice.** A Parking Charge will state that the parking charge was issued on private land.

## Check the operator is accredited

2

If the operator is not accredited by the International Parking Community (IPC) or the British Parking Association (BPA) proceed with caution. Parking companies who are not accredited do not have to follow a Code of Practice, and they do not have access to DVLA data, we advise not share personal details with them.

[www.theipc.info/Our-Members](http://www.theipc.info/Our-Members)

[www.britishparking.co.uk/BPA-Members](http://www.britishparking.co.uk/BPA-Members)

## Gather evidence

3

Ensure you gather as much evidence as you can. Pictures of signage, proof of payment, images of faded markings or proof of a medical emergency.

## Appeal to the operator

First, appeal to the operator who issued you the parking charge. Their name and how to appeal will be on the parking charge notice. If appealed within 14 days, you are still eligible for the 40% discount. Once appealed, the clock is frozen, and the operator has 28 days to respond.

4

When appealing you should identify the driver, if you were not the driver or sold your vehicle, please state this and provide evidence.

## Independent adjudicator

If not satisfied after appealing to the operator, you can then appeal to an independent adjudicator. You are no longer eligible for the 40% discount.

5

### IAS : IPC

You must appeal to the independent adjudicator within 28 days

[www.theias.org](http://www.theias.org)

### POPLA : BPA

You must appeal to the independent adjudicator within 28 days

[www.popla.co.uk](http://www.popla.co.uk)

?  
If you do not hear back, do not assume that the charge has been cancelled.

## Understanding Outcomes

When you appeal, the parking charge might be cancelled, reduced to £20 if mitigating circumstances are accepted, or upheld, requiring full payment. If your appeal is rejected, you must pay within 28 days to avoid additional charges. Failure to pay could result in further action, including court proceedings.

visit [www.247advice.co.uk](http://www.247advice.co.uk) for more advice on appeals

## Can I appeal after I pay?

No. If you want to appeal, then you must do this before you pay. If you have already paid, but want to appeal, it is up to the good faith of the operator.

## What if I ignore it?

Ignoring a private parking charge can lead to letters from debt collectors and possibly court action. Most companies will pursue unpaid parking charges. Ignoring it completely can backfire. It's usually better to appeal or pay rather than risk a court claim.

**WHAT IF I DON'T PAY?**  
An "Escalation Fee" is added, and you could be taken to court and get a CCJ

## How do I Complain

If you feel a parking company has acted unfairly or broken the Code of Practice you can complain to their trade association. **A compliant is different to an appeal.**

**British Parking Association (BPA)** link:

<https://portal.britishparking.co.uk/compliance/LogComplaint>

**International Parking Community (IPC)** link:

<https://www.theipc.info/motorist-advice>

## HOW LONG DO I HAVE TO PAY OR APPEAL?

### STAGE 1

#### UP TO 14 DAYS

You have up to 14 days to pay at a 40% reduction (EG: £100 down to £60).

If you choose to appeal at this stage, you maintain the ability to pay at a reduced rate should you lose your appeal.

### STAGE 2

#### 15 - 28 DAYS

On day 15 you must pay the full amount of the parking charge. If you wish to appeal, you must also do this within 28 days of the date of the notice.

**DID YOU KNOW?**  
a parking charge is capped at £100 if paid within the first 28 days.

### STAGE 3

#### 29+ DAYS

If you have ignored the parking charge up to this point, it will be sent to a company to recover the parking charge. This company may add an "Escalation Fee" of up to £70 to the total. You have also lost the ability to appeal.

### STAGE 4

After several months, it can be escalated to court, where you could end up with a CCJ. There is also likely to be additional costs at this step, including court fees and judgment fees.