

Loading and Unloading

What is loading?

When a vehicle stops in order to load and unload goods it is often exempt from parking regulations. However, use of the vehicle must be necessary, and it must be moved immediately loading has finished. Taking heavy or bulky goods to or from a vehicle is normally included in the exemption – as is having a large number of items – too many for a single trip.

The unloading process covers taking goods to the place where they are to go but does not extend to sorting them out or arranging them once there.

All commercial deliveries and collections (including multi-drop and couriers) are included in the exemption. Reasonable time is allowed for the checking of paperwork too – however, as soon as the delivery has finished the vehicle must be moved.

Builders dropping off or picking up tools from a site are exempt, but the vehicle must be removed immediately the loading and unloading has been completed. If it is essential for a vehicle to be parked nearby while working (e.g. a glazier's or scaffolder's vehicle) then you should contact the council to make special arrangements.

Loading time is restricted to either 20 or 40 minutes depending upon the location. If more time is required contact the council for permission (a dispensation) in advance.

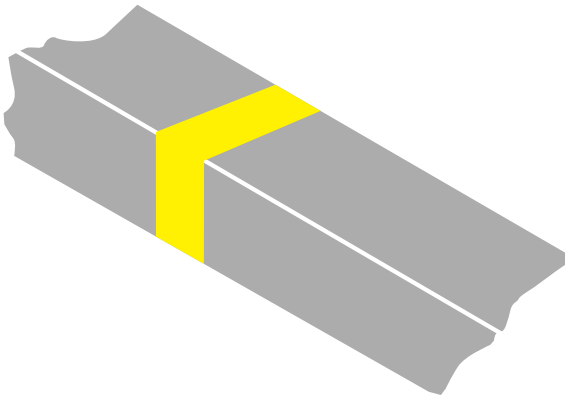
Always remember

Many, but not all, parking restrictions allow an exemption for loading. But, wherever you are you should:

- never stop where your vehicle will cause an obstruction to traffic or pedestrians
- never stop on white zig-zags at pedestrian crossings
- never stop on restricted areas outside schools when prohibited
- only park on the pavement if there is no other way the delivery or collection could be made and if someone is left with the vehicle at all times.

Yellow lines

- loading and unloading is permitted on single and double yellow lines for a maximum of 40 minutes if loading is observed. You must not cause an obstruction and ensure that there is no loading ban
- where there is a loading ban, in addition to parking restrictions, you will see yellow stripes (chevrons) on the kerb. Double stripes are not signed and indicate that loading and unloading is not permitted AT ANY TIME. Single stripes mean no loading and unloading during certain times and will have an accompanying time plate (see example below).



No Loading
Mon - Sat
8.30 am - 6.30 pm

Red lines

- you cannot stop to load and unload on a red line during its operational times. Double red lines apply all day, most single red lines apply between 7am and 7pm but are signed
- red routes have red loading 'boxes' marked on the road where loading is permitted at certain times. Always check the permitted loading times on the sign.

Clearways



- on clearways stopping to load and unload is banned
- bus stops and taxi ranks are often clearways. You should not load and unload on a restricted bus stop or stand or on a taxi rank.

Parking bays

- you can stop to load and unload on parking bays (pay and display, residents' bays etc.) for a maximum of 20 minutes during controlled hours
- you cannot load and unload on diplomatic parking bays
- you cannot load and unload on a suspended parking bay (unless you have requested the suspension)
- you should if possible avoid using disabled bays.

Avoiding Penalty Charge Notices (PCNs)

You should:

- check the signs and lines to ensure loading and unloading is permitted before you start
- tell any traffic warden or civil enforcement officer that you are loading and that you will move the vehicle once you are finished
- if you are leaving the vehicle unattended try to make it obvious that you are loading and unloading.

If you get a PCN



You should:

- not ignore PCNs – penalties can escalate if you do not pay or challenge promptly
- not argue with the traffic warden or civil enforcement officer after a PCN has been issued; they cannot and will not cancel it
- move the vehicle, if you do not it may be clamped or towed away
- pay promptly if you were in the wrong; this will save you time and inconvenience
- if you see the traffic warden or civil enforcement officer ask them to make a note of the fact that you were loading in their pocket book; this might help you challenge the PCN later

- if you have been away from the vehicle loading and return to find a PCN, you should be prepared to explain (to the council or adjudicator) exactly what you were doing
- keep copies of documentary evidence (for example, delivery notes and receipts).

PCNs are issued by councils. Write to the address on the back of the ticket if you wish to contest the issue. If the council does not cancel the PCN, they should explain the process for appealing. Our leaflet 'Understanding Parking Penalties' gives full details of how to appeal against their decision through an independent tribunal at the Parking and Traffic Appeals Service.



Addresses and Contacts

Towed away or clamped

Telephone our London-wide information service:
TRACE 020 7747 4747 (24 hrs)

Parking and Traffic Appeals Service

PO Box 280, Chertsey, Surrey KT16 6BW
Telephone: 020 7520 7200 (please note that telephone calls are recorded)
E-mail: patas.team@patas.gov.uk

London Councils Transport and Mobility Services

59 1/2 Southwark Street, London SE1 0AL
Telephone: 020 7934 9999
E-Mail: parking@londoncouncils.gov.uk

Traffic Enforcement Centre

Northampton County Court, St Katharine's House, St Katharine's Street
Northampton NN1 2LH
Telephone: 0845 704 5007
E-mail: customerservice.tec@hmcourts-service.gsi.gov.uk

Leaflets available:

Footway Parking
Loading and Unloading
Parking for Diplomats
Parking your car in London
Paying to Park
Understanding Parking Penalties
Health Emergency Badge

London Councils

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