

London Councils'

Code of Practice on Civil Parking Enforcement

Appendix B

Sample Documents

In the sample documents attached, some of the text is required by law. The remainder is for guidance and may be amended to suit individual circumstances.

Authorities are recommended to seek legal advice when preparing their notices.

- 1.1 TMA Regulation 9 PCN issued by a CEO On-Street
- 1.2 TMA Regulation 10 PCN issued using CCTV
- 1.3 TMA Regulation 9 PCN issued due to Prevention from Service
- 1.4 TMA Regulation 9 PCN issued due to Vehicle Drive-Away
- 1.5 Declamp Sticker
- 1.6 Removal Authorisation Notice
- 1.7 Vehicle Removal and Release Record
- 1.8 Removal Release Fee Receipt
- 1.9 Promise to Pay
- 1.10 Clamping Authorisation Sticker
- 1.11 Clamping Warning Notice
- 1.12 Declamping Instruction Card



[Enforcement Authority Name]

PENALTY CHARGE NOTICE (PCN)

Traffic Management Act 2004

It is an offence for an unauthorised person to remove or interfere with this notice.

PCN Number: *[PCN Number]*

Date of Service of this Notice: *[Issue date]*

Vehicle Registration Number: *[VRM]*

Make: *[Vehicle make]*

Tax Disc Number: *[Tax Disc No]*

Tax Disc Expiry Date: *[Tax Disc Expiry Date]*

Location: *[detailed contravention location]*

Contravention: *[contravention code and description]*

Date of Contravention: *[contravention date]*

Time: *[contravention time]*

The Civil Enforcement Officer *[CEO number]* observed the vehicle identified above from *[obs start]* to *[obs end]* on *[contravention date]* and believes a penalty charge is payable in respect of that vehicle on the grounds that the contravention set out above was being committed.

The Penalty Charge is £*[full amount]*

The penalty charge must be paid not later than the last day of the period of **28 days** beginning with the date on which this penalty charge notice was served.

A Reduced Charge of £*[reduced amount]* is Payable in the Following Circumstances:

If the penalty charge is paid not later than the last day of the period of **14 days** beginning with the date on which this notice was served, the penalty charge will be reduced by 50% to £*[reduced amount]*.

HOW TO PAY

To pay:-

BY TELEPHONE: On *[Payment phone number]* between *[times]* on *[days]* using one of the debit or credit cards listed on the payment slip.

BY INTERNET: Go to *[website address]* and follow the online instructions.

BY POST: Complete the payment slip and return to *[payment address]* with either:

- a cheque or postal order payable to *[payee details]*, or
- your payment or card payment authorisation.

All cheques and postal orders must have the PCN number and vehicle registration number written on the back. Please send a stamped self-addressed envelope if you would like a receipt.

Any other form of payment, including cash, will not be accepted.

IN PERSON: Complete the payment slip and bring it with your PCN and payment to *[payment centre address(es)]* between *[times]* on *[days]*. Payment can be made either by cheque, postal order, credit or debit card or in cash. **If you pay by cash, please ensure that you obtain a receipt.**

Please do not make any payment if you want to challenge this PCN.

DO NOT IGNORE THIS NOTICE

If the penalty charge is not paid before the end of the 28 days beginning with the date on which this penalty charge notice was served, a Notice to Owner may be served by the enforcement authority on the owner of the vehicle.

A person on whom a Notice to Owner is served will be entitled to make representations to the enforcement authority against the penalty charge and may appeal to an adjudicator if those representations are rejected.

If representations against the penalty charge are received at *[correspondence address]* before a Notice to Owner is served, those representations will be considered, but if a Notice to Owner is served notwithstanding those representations, representations against the penalty charge must be made in the form and manner and at the time specified in the Notice to Owner.

If we receive representations against the penalty charge not later than the last day of the period of 14 days beginning with the date on which the Notice is served, but reject the challenge, we will allow a further 14 days from the date on which the rejection letter is issued in which to pay the reduced penalty charge.

Data Protection Statement

The *[enforcing authority name]* will use information, including personal information, collected through the issuing of this Penalty Charge Notice for the enforcement of traffic contraventions and it may also be used for compatible purposes. The information may be disclosed to London Councils, other enforcement agencies and third parties where it is necessary and lawful to do so e.g. for the prevention and detection of crime. All information will be processed in accordance with the Data Protection Act 1998.

Payment Slip- Please return with all payments sent by post or made in person.

Penalty Charge Notice number: *[PCN number]*

VRM: *[VRM]*

Date of Notice: *[Date of notice]*

Time: *[contravention time]*

The full penalty charge is £*[full amount]*. A reduced charge of £*[reduced amount]* is payable if paid not later than the last day of the period of 14 days beginning with the date on which the PCN was served.

Mr/Mrs/Ms/Miss: _____

Address: _____

Postcode: _____

Only complete the details below if you are making payment by credit or debit card.

Please debit my MasterCard / Visa / Maestro / Delta (delete as appropriate): -

Card Number: ____ / ____ / ____ / ____ / ____

Amount: £ ____

Date: _____

Card Issue Date: __ / __

Card expiry date: __ / __

Issue number: ____

Name of Cardholder: _____

Signature of Cardholder: _____

[Enforcement Authority Name]

PENALTY CHARGE NOTICE (PCN)

Traffic Management Act 2004

Owner Name
Owner Address 1
Owner Address 2
Owner Address 3
Town
Postcode

PCN Number: *[PCN number]*

Vehicle Registration Number: *[VRM]*

Make: *[Vehicle Make]*

Tax Disc Number: *[Tax Disc No]*

Date of this Notice: *[Postal date]*

Tax Disc Expiry Date: *[Tax Disc Expiry Date]*

The PCN is being served by post on the basis of a record produced by an approved device. The vehicle identified above was observed from *[obs start]* to *[obs end]* on *[contravention date]* and the authority believes that a penalty charge is payable on the grounds of the following alleged parking contravention:

[Contravention code] – [Contravention description]

Location: *[Detailed contravention location]*

Date of Contravention: *[Contravention date]*

Time: *[Contravention time]*

DO NOT IGNORE THIS NOTICE

To the right is a picture taken from the video recording of your vehicle committing the alleged contravention.



The penalty charge is £*[full amount]*

The penalty charge must be paid not later than the last day of the period of 28 days beginning with the date on which this penalty charge notice is served.

A reduced charge of £*[reduced amount]* is payable in the following circumstances:

If the penalty charge is paid not later than the last day of the period of 21 days beginning with the date on which this notice was served, the penalty charge will be reduced by 50%.

HOW TO PAY

You may pay this penalty charge online, by telephone, by post or in person. Full details on these methods of payment can be found with the detachable payment slip.

Please make cheques and postal orders payable to *[payee details]*, and write the PCN number and vehicle registration number on the back. Please do not send post-dated cheques, as they will not be accepted.

Please do not make any payment if you want to challenge this PCN.

Data Protection Statement

The *[Enforcement authority name]* will use information, including personal information, collected through the issuing of this Penalty Charge Notice for the enforcement of traffic contraventions and it may also be used for compatible purposes. The information may be disclosed to London Councils, other enforcement agencies and third parties where it is necessary and lawful to do so e.g. for the prevention and detection of crime. All information will be processed in accordance with the Data Protection Act 1998.

Entitlement to view a recording or obtain images free of charge

There are two ways in which you can arrange viewing of certain records or images, free of charge. First, either you or your representative may view a recording of the contravention produced by the approved device which resulted in the PCN. To arrange this, please write to us at *[correspondence address]*, specifying which of the following offices you wish to come to *[addresses]*, and stating a date and time between *[office hours]* at which you wish to do so. Alternatively we can send to your address such still images as in our opinion establish that the contravention occurred.

Upon receipt of your request we will suspend progress of your case and will respond to your request within a reasonable time. Once the images have been sent to your address or the recording has been viewed at our offices, as appropriate, progress of your case will continue.

HOW TO CHALLENGE

You may make representations to us against the imposition of the penalty charge in this PCN. Representations may be made online at *[webpage]*, by email to *[email address]*, by fax to *[fax number]* or by post to *[correspondence address]*. Please include any available supporting evidence. Representations must include the name, postal address and signature of the person making them. If representations are made online or by email then the name of the person making them must be in the message header or main body text, and will be taken to be the signature of that person.

The authority may disregard any representations received outside the period of 28 days beginning with the date of service of the PCN.

The statutory grounds for making representations are listed below. Whether or not any of the statutory grounds apply, you may also give other compelling reasons why we should cancel the penalty charge or refund any sum paid on account of the penalty charge. The statutory grounds for representation are that:

- the alleged contravention did not occur;
- you—
 - were never the owner of the vehicle in question,
 - had ceased to be the owner before the date on which the alleged contravention occurred, or
 - became its owner after that date;
- the vehicle had been permitted to remain at rest in place in question by a person who was in control of the vehicle without the owner's consent;
- you are a vehicle-hire firm and -
 - the vehicle in question was on hire under a hiring agreement at the time of the contravention, and
 - the person hiring the vehicle had signed a statement of liability in respect of any penalty charge notice served during the period of the hire agreement;
- the penalty charge exceeds the amount applicable in the circumstances of the case;
- there has been a procedural impropriety (described below) on the part of the enforcement authority;
- the traffic order (except where it is an order made under Schedule 9 of the Road Traffic Regulation Act 1984) which is alleged to have been contravened is invalid;
- the PCN has already been paid.

"Procedural impropriety" means a failure by the enforcement authority to observe any requirement imposed on it by the Traffic Management Act 2004, or the relevant Regulations made under that Act in respect of the civil enforcement of parking contraventions, in relation to the imposition or recovery of a penalty charge or other sum.

If you are making representations to the effect that you acquired the vehicle after the date of the alleged contravention, or ceased to be the owner of the vehicle before that date, then your representations must include the name and address of the person from whom you acquired the vehicle, or to whom you disposed of it, if you have that information.

If you are a hire firm and are making representations to the effect that the vehicle was on hire at the time of the alleged contravention then your representations must include the name and address of the person to whom the vehicle was hired at the time.

A person who knowingly or recklessly makes a false representation regarding a material fact is guilty of an offence and on summary conviction may be liable for a fine of up to £5,000.

We will consider your representations and any supporting evidence, and serve a notice on you of our decision, within the period of 56 days beginning with the date on which we receive your representations, except where we have decided to disregard your representations by reason of their being received after the end of the period of 28 days beginning with the date of service of this PCN. If we accept your representations, we will cancel this PCN and you will not have to pay the penalty charge. If you have made representations within the period of 28 days beginning with the date on which this PCN is served, or if you have made representations outside that period but we have not disregarded them, and we do not accept those representations, you will receive a notice of rejection. This will state, amongst other things, that you may appeal against the notice of rejection to an adjudicator and it will give information about the time limits for appealing to an adjudicator.

If after the last day of the period of 28 days beginning with the date on which this PCN is served no such representations have been made, and the penalty charge has not been paid, we may increase the penalty charge by 50% to £[increased amount] and may take steps to enforce payment of the increased charge.

At the end of this PCN you will find a form which you may find helpful as a means of making representations. However, you do not need to use it and you may make representations in any of the ways set out above.

HOW TO PAY

To pay:-

BY TELEPHONE: On [Payment phone number] between [times] on [days] using one of the debit or credit cards listed on the payment slip.

BY INTERNET: Go to [website address] and follow the online instructions.

BY POST: Complete the payment slip and return to [payment address] with either:

- a cheque or postal order payable to [payee details] or
- your payment or card payment authorisation

All cheques and postal orders must have the PCN number and vehicle registration number written on the back. Please send a stamped self-addressed envelope if you would like a receipt.

Any other form of payment, including cash, will not be accepted.

IN PERSON: Complete the payment slip and bring it with your PCN and payment to [payment centre address(es)] between [times] on [days]. Payment can be made either by cheque, postal order, credit or debit card or in cash. **If you pay by cash, please ensure that you obtain a receipt.**

Please do not make any payment if you want to challenge this PCN

✂

Payment slip- Please return with all payments sent by post or made in person.

Penalty Charge Notice number: [PCN number] VRM: [VRM]

Date of Notice: [Date of notice]

The full penalty charge is £[full amount]. A reduced charge of £[reduced amount] is payable if paid not later than the last day of the period of 21 days beginning with the date on which the PCN was served.

Mr/Mrs/Ms/Miss: _____

Address: _____

Postcode: _____

Only complete the details below if you are making payment by credit or debit card.

Please debit my MasterCard / Visa / Maestro / Delta (delete as appropriate):-

Card Number: ____/____/____/____ Amount: £ ____ Date: ____

Card Issue Date: ____/____ Card expiry date: ____/____ Issue number: ____

Name of Cardholder: _____ Signature of Cardholder: _____

MAKING REPRESENTATIONS

You may find the following form helpful as a means of making representations. However, you do not need to use it and you may make representations in any of the ways set out above.

If you think any of the grounds below applies, please indicate which by ticking the relevant box or boxes.

In all cases, please give details in the space provided.

- ☐ The alleged contravention did not occur. – *Please explain why you think no contravention took place*
- ☐ I never was the owner of the vehicle or I was not the owner of the vehicle at the time of the alleged contravention or I became its owner after that date. – *Where you ceased to be the owner of the vehicle before the date of the alleged contravention, you must include a statement of the name and address of the person to whom the vehicle was disposed of, if that information is in your possession. If you became the owner of the vehicle after that date, you must include a statement of the name and address of the person from whom the vehicle was acquired, if that information is in your possession. Please supply evidence of the disposal/acquisition (e.g. a sales receipt).*
- ☐ The vehicle had been permitted to remain at rest in the place in question by a person who was in control of the vehicle without the consent of the owner. – *Please enclose evidence (e.g. police crime report, insurance claim).*
- ☐ I am/We are a hire firm and the vehicle in question was at the material time hired from the firm under a hiring agreement; and the person hiring it had signed a statement acknowledging liability in respect of any penalty charge involving the vehicle during the period of the hire agreement. – *You must include a statement of the name and address of the person to whom the vehicle was hired at the material time. Please also supply a copy of the hire agreement and the statement acknowledging liability.*
- ☐ The penalty charge exceeds the amount applicable in the circumstances of the case. – *Where you think you are being asked to pay more than you should legally pay.*
- ☐ There has been procedural impropriety on the part of the enforcement authority. – *Please describe the alleged impropriety.*
- ☐ The traffic order which is alleged to have been contravened was invalid. – *Where you believe the parking restriction in question was invalid or illegal.*
- ☐ That the penalty charge has already been paid in full, or has been paid at the reduced amount within the specified period. – *Please provide details of the payment method, date and amount.*
- ☐ Any other ground you wish to raise.

Details:

(Please continue on another sheet if necessary)

Ownership details: I was not the owner/keeper of the vehicle when the PCN was issued because:

<input type="checkbox"/> I have never owned the vehicle.	
<input type="checkbox"/> I disposed of the vehicle before the contravention on:	Name of person from whom acquired/to whom disposed:
<input type="checkbox"/> I acquired the vehicle after the contravention on:	Address of person from whom acquired/to whom disposed:
<input type="checkbox"/> We are a hire firm and the vehicle was on hire at the time.	

Please make sure you sign the following declaration if you want us to consider your representations.

I confirm that the above information is correct to the best of my knowledge. I understand that making a false statement may result in prosecution and a possible fine of up to £5,000.

----- (name in BLOCK CAPITALS)

----- (position in company, if relevant)

----- (signature)

----- (date)

[Enforcement Authority Name]

PENALTY CHARGE NOTICE (PCN)

Traffic Management Act 2004

Owner Name
Owner Address 1
Owner Address 2
Owner Address 3
Town
Postcode

PCN Number: *[PCN number]*

Vehicle Registration Number: *[VRM]*

Make: *[Vehicle Make]*

Tax Disc Number: *[Tax Disc No]*

Date of this Notice: *[Postal date]*

Tax Disc Expiry Date: *[Tax Disc Expiry Date]*

The authority believes that a penalty charge is payable with respect to the above vehicle on the grounds of the following alleged parking contravention:

[Contravention code] – [Contravention description]

Location: *[Detailed contravention location]*

Date of Contravention: *[Contravention date]*

Time: *[Contravention time]*

DO NOT IGNORE THIS NOTICE

The PCN is being served by post because a civil enforcement officer *[CEO Officer]* observed the vehicle identified above from *[obs start]* to *[obs end]* and attempted to serve a PCN by affixing it to the vehicle or giving it to the person in charge of the vehicle but was prevented from doing so by some person.

The penalty charge is £*[full amount]*

The penalty charge must be paid not later than the last day of the period of 28 days beginning with the date on which this penalty charge notice is served.

A reduced charge of £*[reduced amount]* is payable in the following circumstances:

If the penalty charge is paid not later than the last day of the period of 14 days beginning with the date on which this notice was served, the penalty charge will be reduced by 50%.

HOW TO PAY

You may pay this penalty charge online, by telephone, by post or in person. Full details on these methods of payment can be found with the detachable payment slip.

Please make cheques and postal orders payable to *[payee details]*, and write the PCN number and vehicle registration number on the back. Please do not send post-dated cheques, as they will not be accepted.

Please do not make any payment if you want to challenge this PCN

Data Protection Statement

The *[Enforcement authority name]* will use information, including personal information, collected through the issuing of this Penalty Charge Notice for the enforcement of traffic contraventions and it may also be used for compatible purposes. The information may be disclosed to London Councils, other enforcement agencies and third parties where it is necessary and lawful to do so e.g. for the prevention and detection of crime. All information will be processed in accordance with the Data Protection Act 1998.

HOW TO CHALLENGE

You may make representations to us against the imposition of the penalty charge in this PCN. Representations may be made online at *[webpage]*, by email to *[email address]*, by fax to *[fax number]* or by post to *[correspondence address]*. Please include any available supporting evidence. Representations must include the name, postal address and signature of the person making them. If representations are made online or by email then the name of the person making them must be in the message header or main body text, and will be taken to be the signature of that person.

The authority may disregard any representations received outside the period of 28 days beginning with the date of service of the PCN.

The statutory grounds for making representations are listed below. Whether or not any of the statutory grounds apply, you may also give other compelling reasons why we should cancel the penalty charge or refund any sum paid on account of the penalty charge. The statutory grounds for representation are that:

- that the alleged contravention did not occur;
- you –
 - were never the owner of the vehicle in question,
 - had ceased to be the owner before the date on which the alleged contravention occurred, or
 - became its owner after that date;
- the vehicle had been permitted to remain at rest in place in question by a person who was in control of the vehicle without the owner's consent;
- you are a vehicle-hire firm and –
 - the vehicle in question was on hire under a hiring agreement at the time of the contravention, and
 - the person hiring the vehicle had signed a statement of liability acknowledging his liability in respect of any penalty charge notice served during the period of the hire agreement;
- the penalty charge exceeds the amount applicable in the circumstances of the case;
- there has been a procedural impropriety (described below) on the part of the enforcement authority;
- the traffic order (except where it is an order made under Schedule 9 of the Road Traffic Regulation Act 1984) which is alleged to have been contravened is invalid;
- a civil enforcement officer was not prevented from serving the original penalty charge notice by affixing it to the vehicle or handing it to the owner or person in charge of the vehicle;
- the PCN has already been paid.

“Procedural impropriety” means a failure by the enforcement authority to observe any requirement imposed on it by the Traffic Management Act 2004, or the relevant Regulations made under that Act in respect of the civil enforcement of parking contraventions, in relation to the imposition or recovery of a penalty charge or other sum.

If you are making representations to the effect that you acquired the vehicle after the date of the alleged contravention, or ceased to be the owner of the vehicle before that date, then your representations must include the name and address of the person from whom you acquired the vehicle, or to whom you disposed of it, if you have that information.

If you are a hire firm and are making representations to the effect that the vehicle was on hire at the time of the alleged contravention then your representations must include the name and address of the person to whom the vehicle was hired at the time.

A person who knowingly or recklessly makes a false representation regarding an important fact is guilty of an offence and on summary conviction may be liable for a fine of up to £5,000.

We will consider your representations and any supporting evidence, and serve a notice on you of our decision, within the period of 56 days beginning with the date on which we receive your representations, except where we have decided to disregard your representations by reason of their being received after the end of the period of 28 days beginning with the date of service of this PCN. If we accept your representations, we will cancel this PCN and you will not have to pay the

penalty charge. If you have made representations within the period of 28 days beginning with the date on which this PCN is served, or if you have made representations outside that period but we have not disregarded them, and we do not accept those representations, you will receive a notice of rejection. This will state, amongst other things, that you may appeal against the notice of rejection to an adjudicator and it will give information about the time limits for appealing to an adjudicator.

If after the last day of the period of 28 days beginning with the date on which this PCN is served no such representations have been made, and the penalty charge has not been paid, we may increase the penalty charge by 50% to £[increased amount] and may take steps to enforce payment of the increased charge.

At the end of this PCN you will find a form which you may find helpful as a means of making representations. However, you do not need to use it and you may make representations in any of the ways set out above.

HOW TO PAY

To pay:-

BY TELEPHONE: On [Payment phone number] between [times] on [days] using one of the debit or credit cards listed on the payment slip.

BY INTERNET: Go to [website address] and follow the online instructions.

BY POST: Complete the payment slip and return to [payment address] with either:

- a cheque or postal order payable to [payee details] ,or
- your payment or card payment authorisation.

All cheques and postal orders must have the PCN number and vehicle registration number written on the back. Please send a stamped self-addressed envelope if you would like a receipt.

Any other form of payment, including cash, will not be accepted.

IN PERSON: Complete the payment slip and bring it with your PCN and payment to [payment centre address(es)] between [times] on [days]. Payment can be made either by cheque, postal order, credit or debit card or in cash. **If you pay by cash, please ensure that you obtain a receipt.**

Please do not make any payment if you want to challenge this PCN

✂ -----

Payment slip- Please return with all payments sent by post or made in person.

Penalty Charge Notice number: [PCN number]

VRM: [VRM]

Date of Notice: [Date of notice]

The full penalty charge is £[full amount]. A reduced charge of £[reduced amount] is payable if paid not later than the last day of the period of 14 days beginning with the date on which the PCN was served.

Mr/Mrs/Ms/Miss: _____

Address: _____

Postcode: _____

Only complete the details below if you are making payment by credit or debit card.

Please debit my MasterCard / Visa / Maestro / Delta (delete as appropriate):-

Card Number: ____/____/____/____ Amount: £____ Date: ____

Card Issue Date: __/__/__ Card expiry date: __/__/__ Issue number: ____

Name of Cardholder: _____ Signature of Cardholder: _____

MAKING REPRESENTATIONS

You may find the following form helpful as a means of making representations. However, you do not need to use it and you may make representations in any of the ways set out above.

If you think any of the grounds below applies, please indicate which by ticking the relevant box or boxes.

In all cases, please give details in the space provided.

- ☐ The alleged contravention did not occur. – *Please explain why you think no contravention took place.*
- ☐ I never was the owner of the vehicle or I was not the owner of the vehicle at the time of the alleged contravention or I became its owner after that date. – *Where you ceased to be the owner of the vehicle before the date of the alleged contravention, you must include a statement of the name and address of the person to whom the vehicle was disposed of, if that information is in your possession. If you became the owner of the vehicle after that date, you must include a statement of the name and address of the person from whom the vehicle was acquired, if that information is in your possession. Please supply evidence of the disposal/acquisition (e.g. a sales receipt).*
- ☐ The vehicle had been permitted to remain at rest in the place in question by a person who was in control of the vehicle without the consent of the owner. – *Please enclose evidence (e.g. police crime report, insurance claim).*
- ☐ I am/We are a hire firm and the vehicle in question was at the material time hired from the firm under a hiring agreement; and the person hiring it had signed a statement acknowledging liability in respect of any penalty charge involving the vehicle during the period of the hire agreement. – *You must include a statement of the name and address of the person to whom the vehicle was hired at the material time. Please also supply a copy of the hire agreement and the hirer's statement acknowledging his liability.*
- ☐ The penalty charge exceeds the amount applicable in the circumstances of the case – *if you think you are being asked to pay more than you should legally pay.*
- ☐ There has been procedural impropriety on the part of the enforcement authority. – *Please describe the alleged impropriety.*
- ☐ The traffic order which is alleged to have been contravened was invalid. – *Where you believe the parking restriction in question was invalid or illegal.*
- ☐ That the penalty charge has already been paid in full, or the reduced charge has been paid within the specified period. – *Please provide details of the payment method, date and amount.*
- ☐ The Civil Enforcement Officer was not prevented from serving the notice. – *Where you believe that no such prevention of service took place.*
- ☐ Any other ground you wish to raise.

Details:

(Please continue on another sheet if necessary)

Ownership details: I was not the owner/keeper of the vehicle when the PCN was issued because:

<input type="checkbox"/> I have never owned the vehicle.	
<input type="checkbox"/> I disposed of the vehicle before the contravention on:	Name of person from whom acquired/to whom disposed:
<input type="checkbox"/> I acquired the vehicle after the contravention on:	Address of person from whom acquired/to whom disposed:
<input type="checkbox"/> We are a hire firm and the vehicle was on hire at the time.	

Please make sure you sign the following declaration if you want us to consider your representations.

I confirm that the above information is correct to the best of my knowledge. I understand that making a false statement may result in prosecution and a possible fine of up to £5,000.

----- (name in BLOCK CAPITALS)

----- (position in company, if relevant)

----- (signature)

----- (date)

[Enforcement Authority Name]

PENALTY CHARGE NOTICE (PCN)

Traffic Management Act 2004

Owner Name
Owner Address 1
Owner Address 2
Owner Address 3
Town
Postcode

PCN Number: *[PCN number]*

Vehicle Registration Number: *[VRM]*

Make: *[Vehicle Make]*

Tax Disc Number: *[Tax Disc No]*

Date of this Notice: *[Postal date]*

Tax Disc Expiry Date: *[Tax Disc Expiry Date]*

The authority believes that a penalty charge is payable with respect to the above vehicle on the grounds of the following alleged parking contravention:

[Contravention code] – [Contravention description]

Location: *[Detailed contravention location]*

Date of Contravention: *[Contravention date]*

Time: *[Contravention time]*

DO NOT IGNORE THIS NOTICE

The PCN is being served by post because a civil enforcement officer *[CEO number]* observed the vehicle identified above from *[obs start]* to *[obs end]* and had begun to prepare a PCN for service by fixing it to the vehicle or by giving it to the person appearing to him to be in charge of the vehicle, but the vehicle concerned was driven away from the place in which it was stationary before the civil enforcement officer had finished preparing the penalty charge notice or had served it as stated above.

The penalty charge is £*[full amount]*

The penalty charge must be paid not later than the last day of the period of 28 days beginning with the date on which this penalty charge notice is served.

A reduced charge of £*[reduced amount]* is payable in the following circumstances:

If the penalty charge is paid not later than the last day of the period of 14 days beginning with the date on which this notice was served, the penalty charge will be reduced by 50%.

HOW TO PAY

You may pay this penalty charge online, by telephone, by post or in person. Full details on these methods of payment can be found with the detachable payment slip.

Please make cheques and postal orders payable to *[payee details]*, and write the PCN number and vehicle registration number on the back. Please do not send post-dated cheques, as they will not be accepted.

Please do not make any payment if you want to challenge this PCN.

Data Protection Statement

The *[Enforcement authority name]* will use information, including personal information, collected through the issuing of this Penalty Charge Notice for the enforcement of traffic contraventions and it may also be used for compatible purposes. The information may be disclosed to London Councils, other enforcement agencies and third parties where it is necessary and lawful to do so e.g. for the prevention and detection of crime. All information will be processed in accordance with the Data Protection Act 1998.

HOW TO CHALLENGE

You may make representations to us against the imposition of the penalty charge in this PCN. Representations may be made online at *[webpage]*, by email to *[email address]*, by fax to *[fax number]* or by post to *[correspondence address]*. Please include any available supporting evidence. Representations must include the name, postal address and signature of the person making them. If representations are made online or by email then the name of the person making them must be in the message header or main body text, and will be taken to be the signature of that person.

The authority may disregard any representations received outside the period of 28 days beginning with the date of service of the PCN.

The statutory grounds for making representations are listed below. Whether or not any of the statutory grounds apply, you may also give other compelling reasons why we should cancel the penalty charge or refund any sum paid on account of the penalty charge. The statutory grounds for representation are that:

- the alleged contravention did not occur;
- you –
 - were never the owner of the vehicle in question,
 - had ceased to be the owner before the date on which the alleged contravention occurred, or
 - became its owner after that date;
- the vehicle had been permitted to remain at rest in place in question by a person who was in control of the vehicle without the owner's consent;
- you are a vehicle-hire firm and -
 - the vehicle in question was on hire under a hiring agreement at the time of the contravention, and
 - the person hiring the vehicle had signed a statement of liability acknowledging his liability in respect of any penalty charge notice served during the period of the hire agreement;
- the penalty charge exceeds the amount applicable in the circumstances of the case;
- there has been a procedural impropriety (described below) on the part of the enforcement authority;
- the traffic order (except where it is an order made under Schedule 9 of the Road Traffic Regulation Act 1984) which is alleged to have been contravened is invalid;
- a civil enforcement officer was not prevented from serving the original penalty charge notice by affixing it to the vehicle or handing it to the owner or person in charge of the vehicle;
- the PCN has already been paid.

“Procedural impropriety” means a failure by the enforcement authority to observe any requirement imposed on it by the Traffic Management Act 2004, or the relevant Regulations made under that Act in respect of the civil enforcement of parking contraventions, in relation to the imposition or recovery of a penalty charge or other sum.

If you are making representations to the effect that you acquired the vehicle after the date of the alleged contravention, or ceased to be the owner of the vehicle before that date, then your representations must include the name and address of the person from whom you acquired the vehicle, or to whom you disposed of it, if you have that information.

If you are a hire firm and are making representations to the effect that the vehicle was on hire at the time of the alleged contravention then your representations must include the name and address of the person to whom the vehicle was hired at the time.

A person who knowingly or recklessly makes a false representation regarding an important fact is guilty of an offence and on summary conviction may be liable for a fine of up to £5,000.

We will consider your representations and any supporting evidence, and serve a notice on you of our decision, within the period of 56 days beginning with the date on which we receive your representations, except where we have decided to disregard your representations by reason of their being received after the end of the period of 28 days beginning with the date of service of this PCN. If we accept your representations, we will cancel this PCN and you will not have to pay the

penalty charge. If you have made representations within the period of 28 days beginning with the date on which this PCN is served, or if you have made representations outside that period but we have not disregarded them, and we do not accept those representations, you will receive a notice of rejection. This will state, amongst other things, that you may appeal against the notice of rejection to an adjudicator and it will give information about the time limits for appealing to an adjudicator.

If after the last day of the period of 28 days beginning with the date on which this PCN is served no such representations have been made, and the penalty charge has not been paid, we may increase the penalty charge by 50% to £[increased amount] and may take steps to enforce payment of the increased charge.

At the end of this PCN you will find a form which you may find helpful as a means of making representations. However, you do not need to use it and you may make representations in any of the ways set out above.

HOW TO PAY

To pay:-

BY TELEPHONE: On [Payment phone number] between [times] on [days] using one of the debit or credit cards listed on the payment slip.

BY INTERNET: Go to [website address] and follow the online instructions.

BY POST: Complete the payment slip and return to [payment address] with either:

- a cheque or postal order payable to [payee details], or
- your payment or card payment authorisation.

All cheques and postal orders must have the PCN number and vehicle registration number written on the back. Please send a stamped self-addressed envelope if you would like a receipt.

Any other form of payment, including cash, will not be accepted.

IN PERSON: Complete the payment slip and bring it with your PCN and payment to [payment centre address(es)] between [times] on [days]. Payment can be made either by cheque, postal order, credit or debit card or in cash. **If you pay by cash, please ensure that you obtain a receipt.**

Please do not make any payment if you want to challenge this PCN

✂

Payment slip- Please return with all payments sent by post or made in person.

Penalty Charge Notice number: [PCN number]

VRM: [VRM]

Date of Notice: [Date of notice]

The full penalty charge is £[full amount]. A reduced charge of £[reduced amount] is payable if paid not later than the last day of the period of 14 days beginning with the date on which the PCN was served.

Mr/Mrs/Ms/Miss: _____

Address: _____

Postcode: _____

Only complete the details below if you are making payment by credit or debit card.

Please debit my MasterCard / Visa / Maestro / Delta (delete as appropriate):-

Card Number: ____/____/____/____ Amount: £____ Date: ____

Card Issue Date: __/__/__ Card expiry date: __/__/__ Issue number: ____

Name of Cardholder: _____ Signature of Cardholder: _____

MAKING REPRESENTATIONS

You may find the following form helpful as a means of making representations. However, you do not need to use it and you may make representations in any of the ways set out above.

If you think any of the grounds below applies, please indicate which by ticking the relevant box or boxes.

In all cases, please give details in the space provided.

- ☐ The alleged contravention did not occur. – *Please explain why you think no contravention took place.*
- ☐ I never was the owner of the vehicle or I was not the owner of the vehicle at the time of the alleged contravention or I became its owner after that date. – *Where you ceased to be the owner of the vehicle before the date of the alleged contravention, you must include a statement of the name and address of the person to whom the vehicle was disposed of, if that information is in your possession. If you became the owner of the vehicle after that date, you must include a statement of the name and address of the person from whom the vehicle was acquired, if that information is in your possession. Please supply evidence of the disposal/acquisition (e.g. a sales receipt).*
- ☐ The vehicle had been permitted to remain at rest in the place in question by a person who was in control of the vehicle without the consent of the owner. – *Please enclose evidence (e.g. police crime report, insurance claim).*
- ☐ I am/We are a hire firm and the vehicle in question was at the material time hired from the firm under a hiring agreement; and the person hiring it had signed a statement acknowledging liability in respect of any penalty charge involving the vehicle during the period of the hire agreement. – *You must include a statement of the name and address of the person to whom the vehicle was hired at the material time. Please also supply a copy of the hire agreement and the hirer's statement acknowledging his liability.*
- ☐ The penalty charge exceeds the amount applicable in the circumstances of the case. – *Where you think you are being asked to pay more than you should legally pay.*
- ☐ There has been procedural impropriety on the part of the enforcement authority. – *Please describe the alleged impropriety.*
- ☐ The traffic order which is alleged to have been contravened was invalid. – *Where you believe the parking restriction in question was invalid or illegal.*
- ☐ That the penalty charge has already been paid in full, or the reduced charge has been paid within the specified period. – *Please provide details of the payment method, date and amount.*
- ☐ The Civil Enforcement Officer was not prevented from serving the notice. – *Where you believe that no such prevention of service took place.*
- ☐ Any other ground you wish to raise.

Details:

(Please continue on another sheet if necessary)

Ownership details: I was not the owner/keeper of the vehicle when the PCN was issued because:

<input type="checkbox"/> I have never owned the vehicle.	
<input type="checkbox"/> I disposed of the vehicle before the contravention on:	Name of person from whom acquired/to whom disposed:
<input type="checkbox"/> I acquired the vehicle after the contravention on:	Address of person from whom acquired/to whom disposed:
<input type="checkbox"/> We are a hire firm and the vehicle was on hire at the time.	

Please make sure you sign the following declaration if you want us to consider your representations.

I confirm that the above information is correct to the best of my knowledge. I understand that making a false statement may result in prosecution and a possible fine of up to £5,000.

----- (name in BLOCK CAPITALS)

----- (position in company, if relevant)

----- (signature)

----- (date)



London

London Borough of London

VEHICLE (with VRM).....

DECLAMPED AT

ON (DATE)

LOCATION.....

.....

.....

WARNING: This vehicle should be moved as soon as possible. If it



London Borough of London

THIS VEHICLE

IS

ILLEGALLY PARKED

AND

HAS BEEN

AUTHORISED FOR

Document 1.7 Vehicle Removal and Release Record (Back)

Driver returned Vehicle returned at (time) to (signature)

Authorising officer
(Print surname) **Witness**

V.E.L. Expiry date

--	--	--	--	--	--	--	--	--	--

V.E.L. number

--	--	--	--	--	--	--	--	--	--

Complete this section in block letters. Verify details and show how verified

Driver's name

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

Tel. no.

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

Full address

How verified:

Owner's name

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

Tel. no.

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

Full address

How verified:

Please tick as appropriate:

☐

I was the driver who left the vehicle, index no.:at

☐

I am claiming vehicle, index no.: on behalf of the driver shown above.

Print surname **Signed**

Remarks:

Include name, address and phone number of claimant, and how verified (if different from above)

CHARGES

PCN fee £.....

Removal fee £.....

Storage fee £.....

(.... days at £.../day)

Total amount £.....

Releasing officer

Signature:

Print surname:

METHOD OF PAYMENT

CASH

Amount rec'd £.....

Change given £.....

CHEQUE

Cheque number

Bank sort code - - - - -

Chq. card number

CREDIT/DEBIT CARD

Card type

Card number

Expiry date - - / - -

Vehicle registration mark:

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

Code and Serial number

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

Vehicle transferred to pound

on (date).....

Communications centre informed

at (time) on (date)

Received the vehicle described above at (time)

Print surname

Driver/ Owner/ Claimant's Signature

Document 1.7 Vehicle Removal and Release Record (Front)

London Borough of London

Vehicle removal and release record



Crew details

PCN Number

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

Vehicle Registration Mark

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

Code / Serial Number

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

Contravention Code

--	--	--	--	--	--	--	--	--	--

Immobilisation Date

Day			Month			Year			

Vehicle Location

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

Release Date

Day			Month			Year			

Was the vehicle previously clamped? (Y/N)

☐

Paid = P

Unpaid = U

☐

Unpaid Reason

☐

Amount o/s if unpaid

--	--	--	--	--	--	--	--	--	--

Authorising Officer

C.A.D. Ref

--	--	--	--	--	--	--	--	--	--

Signature (if in attendance):

Crew Call Sign

Vehicle details:

Make:	Model:	Colour:	Type:
<input type="checkbox"/> Disabled badge <input type="checkbox"/> H.E.B. badge <input type="checkbox"/> Resident's permit <input type="checkbox"/> Diplomatic plates	<input type="checkbox"/> Breakdown evident <input type="checkbox"/> Emergency removal <input type="checkbox"/> Visible Property <input type="checkbox"/> Unlocked	<input type="checkbox"/> Vehicle entered <input type="checkbox"/> Driven <input type="checkbox"/> Towed <input type="checkbox"/> Lifted	<input type="checkbox"/> Auto gearbox <input type="checkbox"/> Handbrake off <input type="checkbox"/> De-cant <input type="checkbox"/> Street to street

Vehicle condition:

OFFSIDE			FRONT
NEAR SIDE			REAR
			TOP

Insert damage codes as applicable.

Additional details/remarks (e.g. visible property, radio etc.):

Person removing vehicle:

Signature:

Print surname:

Person completing form:

Signature:

Print surname:

Car pound reception officer

Confirmed vehicle handed over in above condition

Signature:

Print surname:

Time

--	--	--	--	--	--

Pound

Bay no.

Document 1.8 Removal Release Fee Receipt (Front)

London Borough of London

Removal release fee receipt



PCN Number

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

Vehicle Registration Mark

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

Code / Serial Number

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

Contravention Code

--	--	--	--	--	--	--	--	--	--

Immobilisation Date

--	--	--	--	--	--	--	--	--	--

Day Month Year

Vehicle Location

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

Release Date

Day	Month	Year							

Time

--	--	--	--	--	--	--	--

Paid = P

Unpaid = U

☐

Unpaid

Reason

☐

Amount o/s if unpaid

--	--	--	--	--	--	--	--	--	--

Received from:

Name

Address

.....

.....

CHARGES

PCN fee £.....

Removal fee £.....

Storage fee £.....

(... days at £.../day)

Total amount £

Driver details:

Name

Address

.....

METHOD OF PAYMENT

☐

CASH

Amount rec'd £.....

Change given £.....

Owner details:

Name

Address

.....

☐

CHEQUE

Cheque number

Bank sort code - - - - -

Chq. card number

Notes – forms of ID produced etc.:

☐

CREDIT/DEBIT CARD

Card type

Card number

Receiving officers name

Signature

Expiry date - - - - - / - - - - -

Comments:

Till receipt

OBJECTION PROCEDURE

Under the provisions of the Road Traffic Act 1991, you are required to pay the cost of the Penalty Charge Notice (PCN), as well as the removal fee before your vehicle can be released. You do, however, have the right to object but you must make your representations within 28 days of the date of this receipt.

The Council will consider any objections but there are also legal grounds for representations which are listed below:

- (a) that the contravention did not occur – *you will need to explain why you think no contravention took place;*
- (b) that the vehicle was parked by a person who was in control of it without the owner's consent – *you will need to enclose evidence (e.g. police crime report, insurance claim);*
- (d) that less than 15 minutes had elapsed after the end of paid for time – *please note that a parking ticket may be issued immediately after the end of paid for time, but the vehicle cannot be clamped for at least 15 minutes;*
- (e) that the penalty or other charge exceeded the amount applicable in the circumstances of the case – *you will need to explain why you think the charges are too high;*
- (f) that the relevant traffic order was invalid - *this only applies if the Council's regulations are legally defective.*

If you want to make representations, you should write to us at the following address:

[Correspondence address details]

Please quote the Penalty Charge Notice number and your vehicle's registration number on all correspondence. In all cases when you are making representations, you should provide as much evidence as possible to support your objection.

After we have considered your representations, we will write back to you. If we accept your representations, we will cancel the Penalty Charge Notice and refund the fees you have paid. If we do not accept them, you will have a 28 days to appeal against our decision to the independent Adjudicator. We will tell you how to do this when we write to you.

If you want any more help or information, please call our help line on *[helpline phone number]*

Document 1.9 Promise to Pay (Part A)



PROMISE TO PAY CLAMPING OR REMOVAL FEES

Road Traffic Regulation Act 1984

Road Traffic Act 1991

Form PTP, Serial No.

Pound/Payment Centre.....

Part A

REMOVAL OR CLAMPING OF VEHICLES - PROMISE TO PAY

Penalty Charge Notice:

Date of issue:

Location of contravention:

In consideration of the London Borough of London waiving its statutory power either to retain custody of or to immobilise with a wheelclamp vehicle registration number..... and either release the vehicle or remove the wheelclamp, I undertake to pay to the London Borough of London within 7 days the statutory removal and storage charges and the penalty charge, or the declamping charge and the penalty charge shown under Notice of Charges.

Name

Address

.....

.....

Signature..... Date



HOW TO PAY

PTP, Serial No.

Payment of charges arising from the enforcement action taken against the vehicle, registration number [VRM], in connection with the Penalty Charge Notice [PCN number] issued in [Contravention location] on [Contravention date]

BY POST using this payment slip and sending it to: LB London, PO Box [Number], LONDON [Postcode] – if you want a receipt, please enclose a stamped addressed envelope. Do not send cash through the post. Please make cheques and postal orders payable to "LB London" and write the penalty charge notice number on the back. Do not send post-dated cheques as they will not be accepted.

IN PERSON at: [Address & Postcode] between 9:00am and 5:00pm on Monday to Friday (N.B. - If you pay by cash it is very important to get a receipt, in case there is any later query about your payment).

BY TELEPHONE on 020 1234 5678 between 9:00am and 5:00pm on Monday to Friday using a debit or credit card.

Mr/Mrs/Miss:

Address:

..... Postcode:

Only complete the details below if you are making payment by MASTERCARD, VISA, SWITCH or DELTA card.

Please debit my MasterCard / Visa / Switch / Delta card (delete as appropriate) Amount £

Card Number: ____ / ____ / ____ / ____ (Switch 19 numbers) Switch Issue Number: ____

Card Issue Date ____ / ____ Card Expiry Date ____ / ____ Name of Cardholder:

Signature of Cardholder:..... Date:

Part B

NOTICE OF CHARGES

Section 74 Road Traffic Act 1991 -Charges as determined by the Association of London Government Transport and Environment Committee with the consent of the Mayor of London and the Secretary of State for Transport.

i) If the vehicle was removed:

Vehicle registration mark was removed by the London Borough of London in accordance with Section 68 of the Road Traffic Act 1991. Under the terms of the Act, any person responsible must pay a removal charge of £.....

A storage charge of £..... must also be paid for each day or part of a day (reckoned from 12.00 midnight on the day following that on which the vehicle was removed) during which the vehicle was in the custody of the London Borough of London.

Under Section 67 of the Act the penalty charge must also be paid before removal from the pound is authorised.

The charge (s) payable is / are:-

removal fee	£	
storage fee	£	ie £ per day for days
penalty charge	£	
	<hr/>	
total	£	

ii) If the vehicle was clamped:-

Vehicle registration mark was clamped by the London Borough of London in accordance with Section 69 of the Road Traffic Act 1991. Under the terms of the Act, any person responsible must pay a declamping charge of £.....

Under Section 69 of the Act the penalty charge must also be paid before removal the clamp can be removed.

The charge (s) payable is / are:

declamping fee	£.....
penalty charge	£.....
	<hr/>
total	£

As this sum was not paid at the time authorisation was given for the vehicle to be returned, it must be paid with 7 days of the vehicle's release following the instructions on the payment slip overleaf.

Failure to pay the amount due within 7 days will lead to the charges being registered as a debt and possibly the use of bailiffs to action their recovery. This may result in additional costs being incurred.

.....(date)

.....
Officer appointed for the purpose



London

London Borough of London

THIS VEHICLE
IS
ILLEGALLY PARKED
AND
HAS BEEN

**AUTHORISED FOR
CLAMPING**

DATE	TIME	PLACE
AUTHORISING OFFICER		EMPLOYEE NUMBER



London

London Borough of London

Declamping instruction card

Your vehicle has been clamped – DO NOT try to move it while the clamp is in place.

Do not try to remove the clamp yourself as it is an offence to do so for which you could be fined.

In order to have the clamp removed, you have to pay a fee of £ (This includes a penalty charge of £ and a clamp release fee of £)

You can make this payment either:

a) **by phone** – call our payment line on *[phone number]* using one of the following debit or credit cards – *[Switch, Delta, MasterCard, Visa]*. Please have details of your vehicle's registration number and location with you when you make the call,

or:

b) **in person** – take this declamping instruction card to one of the payment centres listed below, where you can pay by cash or using a debit or credit card, or using a cheque supported by a cheque guarantee card (provided it will guarantee cheques to the required value).

- i. *[Car pound address and opening times]*
- ii. *[Other possible payment centre address and opening times]*
- iii. *[Further possible payment centre address and opening times]*

Please make payment and have the clamp removed as soon as possible as there is a possibility that your car will be removed if it is left clamped for too long, in which case the fee to recover your vehicle would be £ .

For other enquiries or in case of any emergency, please phone *[24 hour helpline]*

Please note that once you have had the clamp removed, you should move your vehicle as soon as possible in order to avoid any other enforcement taking place.



L o n d o n

London Borough of London

OFFICIAL USE ONLY

Date/Time.....

VRM.....

Location.....

.....

PCN Contravention

Code.....

Signature of Authorising Officer.....

Employee number.....



London

London Borough of London

STOP!

THIS VEHICLE HAS BEEN CLAMPED

DO NOT TRY TO MOVE IT

**IT IS AN OFFENCE TO TRY AND REMOVE OR OTHERWISE
INTERFERE
WITH THE WHEEL CLAMP**

**PLEASE READ THE INSTRUCTIONS ON THE BACK OF THIS
NOTICE TO FIND OUT HOW TO HAVE THE VEHICLE
RELEASED**



London

London Borough of London

Your vehicle has been clamped – DO NOT try to move it while the clamp is in place.

Do not try to remove the clamp yourself as it is an offence to do so for which you could be fined.

In order to have the clamp removed, you have to pay a fee of £ (This includes a penalty charge of £ and a clamp release fee of £)

You can make this payment either:

a) by phone – call our payment line on [phone number] using one of the following debit or credit cards – [Switch, Delta, MasterCard, Visa]

Please have details of your vehicle's registration number and location with you when you make the call
or:

b) take the declamping instruction card to one of the payment centres listed below, where you can pay by cash or using a debit or credit card, or using a cheque supported by a cheque guarantee card (provided it will guarantee cheques to the required value).

- i. [Car pound address and opening times]
- ii. [Other possible payment centre address and opening times]
- iii. [Further possible payment centre address and opening times]

Please make payment and have the clamp removed as soon as possible as there is a possibility that your car will be removed if it is left clamped for too long, in which case the fee to recover your vehicle would be £ .

For other enquiries or in case of any emergency, please phone [24 hour helpline]

Please note that once you have had the clamp removed, you should move your vehicle as soon as possible in order to avoid any other enforcement taking place.