



# Questions and Answers

Civil Enforcement Officers will issue a penalty charge notice (PCN) if they have 'reasonable cause to believe a parking contravention has occurred'. The full penalty of £50/70.00 is payable within 28 days or a reduced charge of £25/35.00 will be accepted if payment is made within 14 days.

## These are the grounds for which an appeal may be submitted

- You can produce your valid pay & display ticket
- The PCN was made out incorrectly
- A member of your party was taken ill (medical evidence required)
- Your return was delayed for an extraordinary reason (evidence required)

## Tickets issued for the following reasons will not normally be cancelled

- You were parked in a disabled bay and you do not have a disabled badge
- You were not parked wholly within a marked bay
- You were not parked in a bay at all
- There was no valid season ticket displayed (even if you have one)
- You left the car in the car park without buying a ticket
- You overstayed the maximum stay period
- You exceeded the expiry time on the pay & display ticket

## Ticket issued for the following reasons may be cancelled, especially for the first offence

*Please send your valid pay & display ticket or details of your season ticket with your appeal*

- You had displayed your season ticket incorrectly
- Your valid pay & display ticket had fallen from view or was obscured

## How do I challenge my PCN?

Should you wish to challenge your PCN, you may do so within 14 days from the date of issue, either by writing to the address below, completing this form, or using the online e-Form at [www.lincoln.gov.uk/parking](http://www.lincoln.gov.uk/parking). A telephone call cannot be accepted as a challenge; you will still be required to put any information in writing. It is in your interest to provide as much information as possible when making a challenge, and to complete all the relevant boxes on the form or in a letter.

**Note:** You may send either the original or a high-quality photocopy of any supporting evidence. Please retain a copy for your own records. Please remember to include the PCN number in your correspondence or in the space provided on the form. Please note that your challenge cannot be considered if you have forgotten to include the PCN number. Send your completed form or letter to the address below. Please note that the completed challenge form does not guarantee the cancellation of the PCN.

## What happens next?

*The Challenge Panel will consider your challenge and we aim to respond within 21 days. Until such time as we are able to respond to your communication, your case will remain on hold. If your challenge fails, you will have a further 14 days from the date of the letter to pay the charge outstanding. You will be notified in writing once a decision has been reached.*

## I went to get some change for the ticket machine?

Civil Enforcement Officers allow a discretionary period for drivers to purchase a pay & display ticket, before a PCN is issued.

## I was ten minutes late returning to my car, can you cancel my PCN?

Pay & display tickets should be purchased for the period which the vehicle is parked. Please be aware of the expiry time on your pay & display ticket. If you feel that extenuating circumstances contributed to you being late in returning to your vehicle, you may complete the challenge form. (See 'How do I challenge my PCN?')

## I have a valid pay & display ticket or season ticket but it fell on the floor. Can you cancel my PCN?

A PCN will be issued if either of the above is not displayed in a conspicuous position in the windscreen, at the time of inspection by the Civil Enforcement Officer. It is the driver's responsibility to ensure that a valid pay & display ticket or season ticket is clearly displayed at all times. If you feel that there are extenuating circumstances which contributed to the above, you may complete the challenge form. (See 'How do I challenge my PCN?')

## I put money in but the ticket machine shows I paid a different amount?

This only occurs when the wrong money has been inserted, or the issue button pressed before the last coin has registered. Ticket machines are inspected several times during the day by our Civil Enforcement Officers. There are clear instructions on our machines, indicating that all coins must be allowed to register before the 'issue' button is pressed. Only the coins detailed on the tariff insert are accepted, and no change will be given. Failure to follow these instructions may result in a PCN being issued.

## I entered money into the machine but did not receive a ticket?

If you have followed the instructions on the pay & display machine and you have still failed to purchase a machine ticket, you should contact the council on 01522 533 949 as soon as possible. Where possible, you should use another pay & display machine to purchase a ticket before leaving the vehicle on the car park, or use PayByPhone as an alternative method of payment.