



BRITISH PARKING ASSOCIATION

BPA Approved Operator Scheme Code of Practice

Control and enforcement of parking on private land
and unregulated public car parks

Version 6 - October 2015



FOREWORD

I am delighted to introduce this latest version of the Code of Practice for parking on private land, which has been updated, following consultation with stakeholders, to reflect recent changes to legislation and issues identified through POPLA – the independent appeals service for parking on private land.

The availability of the appeals service has been an important step change for the profession and means that the customer has been firmly put at the heart of our thinking, as they now have the ability to get recourse should they feel their ticket was unfairly awarded.

I would like to thank those who contributed to this version of the Code, in particular the members of the Advisory Panel which includes representatives from both operators and consumer/motoring organisations.

Philip Hammer
BPA President

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A GENERAL CONDITIONS

I Glossary

AOS means the Approved Operator Scheme, set up by the BPA to drive up standards in the parking profession. It applies to people and organisations that carry out parking control and enforcement on private land. Membership of the AOS brings certain benefits, such as being able to request information from the DVLA's vehicle records, and carries with it certain responsibilities. These responsibilities are set out in the AOS Code, this document.

ANPR equipment means an automatic number plate recognition system. This will include physical hardware, such as cameras and servers, and software, and is used to photograph and record vehicle registration marks. Photographs are taken at the entry and exit points of a car park showing when a vehicle arrives and when it leaves. ANPR is used to manage, control and enforce parking on private land. As long as the equipment is properly managed and maintained it can be an efficient way to manage a car park without the need for onsite staff.

Keeper liability for payment of parking charges (under Schedule 4 of the Protection of Freedoms Act 2012) means that if the driver of the vehicle is not known then the registered keeper may be liable to pay any valid parking charges.

Notice to Driver means a type of parking charge notice which meets the conditions in the Protection of Freedoms Act 2012, Schedule 4 in terms of contents and how it is delivered.

Notice to Hirer means a notice, addressed to the hirer of a vehicle, which meets the conditions in the Protection of Freedoms Act 2012, Schedule 4, and in particular paragraph 14.

Notice to Keeper means a notice, addressed to the registered keeper of a vehicle, which meets the conditions in the Protection of Freedoms Act 2012, Schedule 4, paragraphs 8 or 9. A Notice to Keeper can be given either as the first step in recovering a parking charge, or as the second step after giving a Notice to Driver. A Notice to Keeper must be given if an operator wants to recover parking charges from the keeper.

Parking charge means a charge arising when a driver breaches the terms and conditions of parking on private land, agrees to a charge that is advertised in the parking contract; for example, for an overstay or trespasses by parking without permission. It does not mean the normal parking tariff fees for parking, which are outside the scope of the Code.

Parking charge notice (PCN) means the document given to the driver (or sent to the vehicle keeper or hirer) by the car park owner or operator for breaching the parking contract, or for trespassing. Parking charge notices ask for payment of parking charges. Drivers will often call these notices 'parking tickets'.

Parking contract means the agreement between the driver and the owner or operator of the car park, allowing the driver to park their vehicle. The parking contract will include terms and conditions covering, among other things, the parking tariff fees for parking and the parking charges if the driver breaches the contract.

Parking tariff means the fees payable for permitted parking, for example the contractual fee for a two-hour parking period. Parking tariffs are not covered by the Code.

POFA 2012 means the Protection of Freedoms Act 2012, which in Section 54 criminalises vehicle immobilisation and removal without lawful authority in England and Wales; and in Section 56, working with Schedule 4, introduces the concept of keeper and hirer liability for parking charges.

POPLA means 'Parking on Private Land Appeals'. This is the name of the independent appeals service set up by the BPA and operated by London Councils in 2012 to handle appeals by drivers and others wanting to challenge the issue of a parking charge notice. POPLA handles appeals after the recipient of the parking charge notice has been through the internal complaints procedures of the operator who issued the notice.

Private car park means any privately owned or unregulated land on which the parking of vehicles is either permitted by the owner or operator under their terms and conditions, or where parking is forbidden.

Relevant land is defined in paragraph 3 of Schedule 4 of the Protection of Freedoms Act 2012, which enables you to seek keeper liability. You will only be able to seek keeper liability and take advantage of the other provisions in the Schedule if the land is 'relevant land'. 'Relevant land' excludes a public highway, a parking place provided or controlled by a traffic authority, and land over which there is statutory control. See paragraph 3 of Schedule 4 for the details.

Recovery charge means the extra charges which may arise if the operator seeks recovery through the courts or hands over the recovery of an unpaid parking charge to a debt-recovery agent or bailiff.

2 Introduction

2.1 The British Parking Association (BPA) is an independent body which represents, promotes and influences best practice in the parking sector throughout the UK and Europe. The BPA set up the Approved Operator Scheme (AOS) in 2007 specifically to represent those involved in managing and enforcing parking on private, unregulated land. The Code is owned and managed by the BPA on behalf of its AOS members.

2.2 In the Code, 'you' means the AOS member – a person or organisation carrying out parking control and enforcement on private land; 'we' means the BPA.

2.3 The aim of the AOS Code of Practice ('the Code') is to describe 'best practice' for people and organisations that carry out parking control and enforcement on private land. All members of the AOS have agreed to support and uphold the principles of the Code. To become a member, parking operators must confirm that they have systems and procedures in place to ensure compliance with the Code. Compliance with the Code should be part of the culture of the organisation.

The Code describes the objectives of these systems and procedures, and the standards of conduct and practice within which AOS members should work.

2.4 When there is relevant legislation and related guidance, this will define the overall standard of conduct for all AOS members. All AOS members must be aware of their legal obligations and implement the relevant legislation and guidance when operating their businesses. Examples of relevant law and guidance within this sector are:

- contract law
- tort of trespass
- data protection law
- consumer protection law
- Protection of Freedoms Act 2012 (POFA), including Schedule 4 (included as Appendix C to the Code)
- DVLA Guidelines for Accredited Trade Associations
- equalities law.

2.5 The Code explains in principle what we require from you and the sanctions you will incur if you do not meet these requirements. We also provide a consumer's guide to the AOS to give the consumer a summary of the AOS service and principles.

2.6 By creating the Code the parking industry has set out the minimum standards by which you will be judged by anyone coming into professional contact with you. Members of the public should be able to expect that you will keep to the law, and act in a professional, reasonable and diligent way.

2.7 All AOS members must make sure that the AOS logo is prominently displayed in all their car parks, and make it clear to the public that they are governed by the Code.

2.8 The Code comes into force from 1 October 2012 (but see the transitional arrangements set out in Appendix F). It replaces all previous Codes.

2.9 The Code and its appendices cover the operation of parking on private, unregulated land. This includes:

- management and enforcement operations
- designing and using signs
- using ANPR and associated systems
- issuing and processing parking charge notices and other notices given to drivers and keepers of vehicles
- appropriate parking charges.

2.10 The Code covers private parking throughout the United Kingdom. However, at present, there is a difference in the law on private parking within the separate areas of the United Kingdom. This means that:

- in general, enforcement by clamping and removal is a criminal offence in England and Wales, except when carried out with lawful authority
- in general, enforcement by clamping and removal is unlawful in Scotland
- in Northern Ireland, clamping and removal is still a legally acceptable activity.

2.11 A key issue for any organisation or person managing a private parking operation is to make sure any parking charge notices (PCNs) issued are paid. To do this they may need to obtain the details of the registered keeper of the vehicle in question from the DVLA. Private parking operators must be members of an Accredited Trade Association (ATA) that is recognised by the DVLA to request this information. The BPA has ATA status and, as all members of the AOS have to be members of the BPA, AOS membership allows you to request information from DVLA records. The DVLA has been involved in the preparation of the Code.

2.12 In England and Wales the Protection of Freedoms Act 2012 has led to four major changes in unregulated parking enforcement on private land:

- the banning of clamping and removal in private car parks, where there is no lawful authority
- the repeal in England and Wales of the licensing regime for vehicle immobilisers, which was previously run by the Security Industry Authority
- keeper liability for payment of parking charges. This means that if the driver of the vehicle is not known then the registered keeper may be liable to pay any valid parking charges
- the setting up of POPLA (Parking on Private Land Appeals), an independent appeals service to review appeals against parking charges issued by AOS members. The BPA is responsible for developing and implementing POPLA, and the start of keeper liability depends on POPLA's implementation.

2.13 The Code does not cover on-street or off-street car parking control and enforcement led by local authorities and regulated by, for example:

- the Road Traffic Regulation Act 1984
- the Road Traffic Act 1991
- the Traffic Management Act 2004.

These are covered by detailed statutory control and regulation and can include:

- immobilisation
- removal of vehicles
- issuing penalty charge notices and excess charge notices.

2.14 Standards of conduct and practice for AOS members are laid out in the Code, but if there is any conflict the law will prevail.

3 Code administration

3.1 The Code is prepared and maintained in consultation with the AOS membership and a wide range of appropriate advisory bodies.

3.2 The Code will be reviewed at appropriate intervals to make sure that it remains relevant. Changes that the AOS board considers to be minor will be made when appropriate. Changes that the AOS board considers to be major will have a consultation process. This will be carried out when the AOS board considers it is necessary.

3.3 There are a considerable number and range of stakeholders with an interest in the contents of the Code, and who have been involved in its preparation. They include:

- the BPA
- the DVLA
- other government departments
- landowners
- operators
- the general public
- drivers
- keepers
- POPLA
- consumer groups.

3.4 You can download copies of the Code from the BPA website.

3.5 If you have any questions, comments or complaints about the Code and its application please see the contact details in Appendix D. This contact point is not for communications about a specific parking charge or issue, but only for ones about the content or application of the Code.

4 Conditions

4.1 Any organisation or person applying for BPA or AOS membership must:

- sign a declaration agreeing to keep to the Code and its principles
- agree to keep appropriate records to show full and effective compliance with the Code requirements and to allow a full review of these records by the BPA if we make a reasonable request
- pay the appropriate fees set by the BPA Council
- agree to follow the decisions of POPLA, the independent appeals service.

If you do not sign your declaration and pay your fees, you will not be a member of the BPA.

4.2 To stay a member of the BPA you must keep to the conditions of the Code. If you do not keep to the conditions of the Code we may take disciplinary action against you.

4.3 Under the Code you must keep to all the requirements laid down by law. The Code reflects our understanding of the law at the date of publication. However, you are responsible for familiarising yourself with the law on any activities covered by the Code.

4.4 It is also a condition of the Code that, if you receive and process vehicle or registered keeper data, you must:

- be registered with the Information Commissioner
- keep to the Data Protection Act
- adhere strictly to any DVLA requirements relating to the data.

5 Warranty and disclaimers

5.1 We have, and will do our best to keep, Accredited Trade Association status with the DVLA.

5.2 You must tell us if you apply to the DVLA for an electronic facility to request data from the DVLA Vehicle Record, and use your membership of the BPA and compliance with the Code as evidence of your intention to keep to DVLA procedures.

5.3 You must also indemnify us against all claims that might arise from your obtaining data falsely or illegally, or misusing data.

5.4 We will not be liable for any direct or consequential losses that you, or any third party, incur as a result of:

- complying with the Code
- not complying with the Code
- being denied the facility to request vehicle information from the DVLA.

6 Monitoring compliance with the Code

- 6.1 You must confirm to us that you have systems and procedures in place to make sure that substantial compliance with the Code is embedded within the culture of your organisation.
- 6.2 Before you are allowed to claim that you are keeping to the Code, you must send us an Evidence of Compliance Statement. If you are a company, this must be signed by a director. When new members apply to join the AOS we will tell them what the contents of the evidence statement should be. We will do this through our normal communications channels, including our web site and by using email.
- 6.3 We will audit you at least once a year. The audit will be done by our compliance team or our appointed auditors to check that you are keeping to the terms of the Code. If we find any non-compliance issues you must put them right within an agreed time. We will also record any complaints we receive about our members.
- 6.4 We will investigate any complaints about alleged non-compliance with the Code. However, we are not set up to deal with disputes from the general public about parking or control. Nor are we a regulatory body. Therefore, the Code does not provide a way for drivers to challenge how a landowner or operator has applied parking control and enforcement on private land. Any challenge or appeal is a matter for the landowner's or operator's procedure, with the option of taking it to POPLA, and/or the courts. We will not get involved in the arbitration of a dispute between an operator and an individual.
- 6.5 Non-compliance with the Code will be dealt with and monitored through a scheme of sanctions. We will issue sanction points depending on the severity of the non-compliance. If you reach twelve points on your 'membership licence' in any twelve month period, we may refer you to the BPA Council for disciplinary action. The referral may result in your membership with the AOS and the BPA being suspended or terminated.
- 6.6 If we find there has been a failure to comply with the Code, either during a complaint investigation or a compliance audit, you must make appropriate changes to your business operation to bring it into compliance. We will write to you asking for the changes to be made. This will be a formal request and we will give you a timescale for you to make the changes and send us evidence that you have done this. Depending on the nature and severity of the alleged Code breach, we may issue suspended Sanction Points and/or a formal letter of censure.
- 6.7 If you do not make the changes by the date given in the formal written request we will issue an appropriate sanction against your membership licence. If your licence reaches 12 points, we may suspend your membership of the AOS, and of the BPA.

- 6.8 If you do not comply with the Code you may be suspended or expelled immediately from the BPA. We would then start the disciplinary procedures set out in the BPA Code of Professional Conduct. This may happen when, in the opinion of the BPA Council, your failure to comply with the Code brings the BPA and its membership into disrepute.
- 6.9 We will inform the DVLA immediately if you are suspended or expelled from membership, or if your non-compliance with the Code is sufficiently serious.

7 Written authorisation of the landowner

- 7.1 If you do not own the land on which you are carrying out parking management, you must have the written authorisation of the landowner (or their appointed agent). The written confirmation must be given before you can start operating on the land in question and give you the authority to carry out all the aspects of car park management for the site that you are responsible for. In particular, it must say that the landowner (or their appointed agent) requires you to keep to the Code of Practice and that you have the authority to pursue outstanding parking charges.
- 7.2 If the operator wishes to take legal action on any outstanding parking charges, they must ensure that they have the written authority of the landowner (or their appointed agent) prior to legal action being taken.
- 7.3 The written authorisation must also set out:
- the definition of the land on which you may operate, so that the boundaries of the land can be clearly defined
 - any conditions or restrictions on parking control and enforcement operations, including any restrictions on hours of operation
 - any conditions or restrictions on the types of vehicles that may, or may not, be subject to parking control and enforcement
 - who has the responsibility for putting up and maintaining signs
 - the definition of the services provided by each party to the agreement
- 7.4 Our compliance team are responsible for making sure that you follow the Code. If the team give you reasonable notice, you must allow our appointed manager to inspect the landowner's written authorisation.

8 Keeping and disclosing information

- 8.1 So that we can carry out our duties to operate the Code effectively, and to make sure that you keep to the Code, you must keep accurate records of all your operational sites. If our appointed manager asks, you must show them details of any particular site. We would normally ask to see the information only if there was a complaint or

disciplinary action against an operator for not keeping to the Code, or for audit purposes. An operator who does not provide the information within 14 days will be treated as being non-compliant with the Code.

8.2 Unless paragraph 8.3 applies, we will keep confidential all information which is provided in confidence to us by you. Only BPA staff involved in compliance monitoring will have access to the confidential information, and then only with the approval of a BPA Director.

8.3 Information will not be treated as confidential if:

- it was already in the public domain before it was provided to us
- it entered the public domain after this but not through any action of ours.

The information may be disclosed:

- if we are required to by a court order, or
- if, in the opinion of the Chief Executive of the BPA, not doing so might jeopardise the BPA's status as an Accredited Trade Association.

9 Professionalism

9.1 The Code is based on the understanding that operators and drivers should deal with each other in a respectful way.

This means that as a member of the AOS you must maintain a professional standard of behaviour in carrying out your operational duties. This includes making sure that:

- vehicles engaged in parking enforcement, such as ANPR vehicles, are marked clearly with appropriate livery or your business name, so that members of the public can see that you are the operator. Vehicles used only to transport parking enforcement staff do not need to be liveried.
- your front-line operational staff wear a uniform and carry a photo-identity card that is visible and available for inspection by drivers
- you deal with drivers and other members of the public in a professional way, avoiding using aggressive or threatening language.

9.2 Within that context, we believe that drivers ought to:

- accept that a landowner has the right to set out the terms on which drivers can enter their land
- accept that an authorised operator has the right to manage the parking on a landowner's behalf
- take reasonable steps to read the signs and any other appropriate information at a site
- drive safely and act responsibly while using a private car park
- act responsibly towards the staff managing a private car park
- give you the opportunity to answer any questions
- use the appeals procedures in an honest and fair way.

9.3 You must respect the needs of the emergency services to carry out their duties without your taking enforcement action against them. This means that you must not issue parking charge notices to:

- liveried vehicles being used for operational fire, police or ambulance purposes
- vehicles being used by a doctor or other health worker (such as a midwife or district nurse) who is on an emergency call at the address under control, and the vehicle is displaying a BMA badge or authorised Health Emergency badge.

9.4 Effective from 1st October 2015, the practice of offering financial incentives to AOS parking attendants/wardens which relate to the quantity of PCNs issued by them, should be prohibited within all new employee contracts.

10 Learning and development

10.1 You must make sure your staff and agents are competent to do the tasks they carry out.

10.2 You must provide adequate development opportunities to all staff for the general, job-specific and legal (for example, health and safety) elements of their roles.

10.3 You must keep continuous professional development records for your staff and agents, and we may ask to inspect these records.

10.4 Demonstrating individuals' commitment to continuous professional development through active individual membership of the BPA is the preferred approach.

11 Insurance

11.1 Unless you are a public sector organisation, you must have enough public liability insurance (at least £5M) to meet reasonable claims for damage or expenses. You must also carry full employers' liability insurance (at least £10M). You must allow us to inspect your current certificates of insurance, to show that you are meeting this requirement.

11.2 If you are a public sector organisation you must provide an equivalent level of cover as in paragraph 11.1, in case there is a claim. You must be able to show, if we ask, how you are able to provide an equivalent level of cover.

12 Requesting registered keeper details

12.1 Any BPA member involved in managing, controlling and enforcing parking on unregulated private land must be a member of the AOS to request information from the DVLA's vehicle records.

12.2 When you apply to the DVLA you must confirm you are a member of the BPA and the AOS (quoting your BPA membership number). You also have to confirm that you will keep to the Code, the Data Protection Act and any other legislation that applies. Under the Data Protection Act you will have to register as a data controller with the Information Commissioner.

- 12.3 You must use data from the DVLA only to carry out the parking control and enforcement activity for which you requested the data. You must not act as an agent to get data from the DVLA on behalf of a third party (for example a landowner or agent), unless that third party becomes a member of the AOS and meets all the compliance conditions. If you do not keep to the Code requirement this could lead to your membership of the AOS and of the BPA being suspended or terminated.
- 12.4 It is entirely up to the DVLA whether they allow you to request vehicle keeper information. Also, the DVLA apply terms and conditions to that access, and these may change. We will not get involved in disputes concerning the availability of DVLA data or services, except when we are acting in our general role as the recognised authority representing the parking industry as a whole.

13 Grace periods

- 13.1 Your approach to parking management must allow a driver who enters your car park but decides not to park, to leave the car park within a reasonable period without having their vehicle issued with a parking charge notice.
- 13.2 You should allow the driver a reasonable 'grace period' in which to decide if they are going to stay or go. If the driver is on your land without permission you should still allow them a grace period to read your signs and leave before you take enforcement action.
- 13.3 You should be prepared to tell us the specific grace period at a site if our compliance team or our agents ask what it is.
- 13.4 You should allow the driver a reasonable period to leave the private car park after the parking contract has ended, before you take enforcement action. If the location is one where parking is normally permitted, the Grace Period at the end of the parking period should be a minimum of 10 minutes.

14 Misrepresentation of authority

- 14.1 You must give clear information to the public about what parking activities are allowed and what is unauthorised. You must not misrepresent to the public that your parking control and enforcement work is carried out under the statutory powers of the police or any other public authority. You will be breaching the Code if you suggest to the public that you are providing parking enforcement under statutory authority.
- 14.2 You must not use terms which imply that parking is being managed, controlled and enforced under statutory authority. This includes using terms such as 'fine', 'penalty' or 'penalty charge notice'.
- 14.3 The abbreviation 'PCN' is also used to mean a 'penalty charge notice' in the regulated environment. Unless you have previously defined a PCN as a 'parking charge notice' on your signs and notices, you must avoid using

the term 'PCN' to avoid confusing drivers about the nature of your parking enforcement.

15 Third party sub-contractors and 'self-ticketing'

- 15.1 You may use sub-contractors to carry out individual tasks to help you in your parking management and enforcement responsibilities. If you do this, you are responsible for making sure the sub-contractor keeps to the Code as if you were carrying out the tasks. If the sub-contractor does not keep to the Code, this failure will be treated as an act of non-compliance by you.
- 15.2 If you provide a service to a customer that allows the customer to issue parking charge notices themselves ('self-ticketing services') and you process the tickets, then you are responsible for making sure the customer keeps to the Code. You must provide your customer with an up-to-date copy of the Code and get their signed confirmation that they have read the Code and agree to keep to it.
- 15.3 You must tell promptly if you intend to provide self-ticketing services. If we or our agent ask you, you must show us the evidence that the customer has agreed to keep to the Code.

16 Disabled motorists

- 16.1 The Equality Act 2010 says that providers of services to the public must make 'reasonable adjustments' to remove barriers which may discriminate against disabled people.
- 16.2 'Reasonable adjustments' to prevent discrimination are likely to include larger 'disabled' parking spaces near to the entrance or amenities for disabled people whose mobility is impaired. It also could include lowered payment machines and other ways to pay if payment is required: for example, paying by phone. You and your staff also need to realise that some disabled people may take a long time to get to the payment machine.
- 16.3 Operators of off-street car parks do not have to recognise the Blue Badge scheme. But many choose to do so to meet their obligations under the Equality Act. Although a Blue Badge is not issued to all disabled people it is issued to those with mobility problems. So it is a good way for parking operators to identify people who need special parking provision.
- 16.4 You are at risk of a claim under the Equality Act if you do not discourage abuse of the 'disabled' spaces. This means that you need to make sure the spaces are regularly checked to be sure they are not being used by people who do not have a disability.

B OPERATIONAL REQUIREMENTS IN ENGLAND AND WALES

17 Introduction to the operational requirements

17.1 Sections 18 to 24 below apply to England and Wales only. They take into account the changes to private parking management following the Protection of Freedoms Act 2012 (POFA 2012).

Schedule 4 to POFA 2012 is set out in Appendix C of the Code.

18 Signs

18.1 A driver who uses your private car park with your permission does so under a licence or contract with you. If they park without your permission this will usually be an act of trespass. In all cases, the driver's use of your land will be governed by your terms and conditions, which the driver should be made aware of from the start. You must use signs to make it easy for them to find out what your terms and conditions are.

18.2 **Entrance signs** play an important part in establishing a parking contract and deterring trespassers. Therefore, as well as the signs you must have telling drivers about the terms and conditions for parking, you must also have a standard form of entrance sign at the entrance to the parking area. Entrance signs must tell drivers that the car park is managed and that there are terms and conditions they must be aware of. Entrance signs must follow some minimum general principles and be in a standard format. The size of the sign must take into account the expected speed of vehicles approaching the car park, and it is recommended that you follow Department for Transport guidance on this. See Appendix B for an example of an entrance sign and more information about their use.

A standard form of entrance sign must be placed at the entrance to the parking area. There may be reasons why this is impractical, for example:

- when there is no clearly defined car park entrance
- when the car park is very small
- at forecourts in front of shops and petrol filling stations
- at parking areas where general parking is not permitted

18.3 **Specific parking-terms signage** tells drivers what your terms and conditions are, including your parking charges. You must place signs containing the specific parking terms throughout the site, so that drivers are given the chance to read them at the time of parking or leaving their vehicle. Keep a record of where all the signs are. Signs must be conspicuous and legible, and written in intelligible language, so that they are easy to see, read

and understand. Signs showing your detailed terms and conditions must be at least 450mm x 450mm.

18.4 If you intend to use the keeper liability provisions in Schedule 4 of POFA 2012, your signs must give 'adequate notice'. This includes:

- specifying the sum payable for unauthorised parking
- adequately bringing the charges to the attention of drivers, and
- following any applicable government signage regulations.

See paragraphs 2(2), 2(3) and 12 of the Schedule.

18.5 If a driver is parking with your permission, they must have the chance to read the terms and conditions before they enter into the contract with you. If, having had that opportunity, they decide not to park but choose to leave the car park, you must provide them with a reasonable grace period to leave, as they will not be bound by your parking contract.

18.6 The wording you include on your specific parking terms signage is your decision. However, you should try to use plain and intelligible language in all your signs and information.

18.7 If you provide a telephone line to respond to complaints, challenges and appeals from motorists relating to the terms and conditions of parking they have entered into, these calls must not be charged above the basic rate.

18.8 You should display the BPA's AOS logos at all sites. This will help the public to see that you are a legitimate operator, and show that the site is run properly.

18.9 Important: you may have to give other information on signs and notices under companies and consumer protection law and other legislation.

18.10 So that disabled motorists can decide whether they want to use the site, there should be at least one sign containing the terms and conditions for parking that can be viewed without needing to leave the vehicle. Ideally this sign should be close to any parking bays set aside for disabled motorists.

18.11 Where there is any change in the terms and conditions that materially affects the motorist then you should make these clear on your signage. Where such changes impose liability where none previously existed then you should consider a grace period to allow regular visitors to the site to adjust and familiarise themselves with the changes.

19 Charges, and terms and conditions

- 19.1 When you issue a parking charge notice the charges you make have to be reasonable. This section explains what reasonable charges are.
- 19.2 In the Code 'parking charges' means charges arising from enforcement under three different circumstances:
- when a motorist breaks the terms and conditions of a parking contract
 - when a motorist trespasses by parking without permission
 - agreed charges that are advertised in the contract; for example, for an overstay.

It does not mean the normal tariff fees for parking. These are a matter for the landowner and operator and are outside the scope of the Code. Your terms and conditions will include your normal tariffs for parking, plus any parking charges if the driver breaks the contract or commits a trespass.

- 19.3 If the driver breaks the contract, for example by not paying the tariff fee or by staying longer than the time paid for, or if they trespass on your land, they may be liable for parking charges. These charges must be shown clearly and fully to the driver on the signs which contain your terms and conditions.
- 19.4 If you want to enforce a parking charge notice under the keeper liability provisions of POFA 2012 you will need to show how you brought the requirement to pay parking charges to the attention of drivers. See paragraphs 2 (2) and (3) of Schedule 4.
- 19.5 If the parking charge that the driver is being asked to pay is for a breach of contract or act of trespass, this charge must be proportionate and commercially justifiable. We would not expect this amount to be more than £100. If the charge is more than this, operators must be able to justify the amount in advance.
- 19.6 If your parking charge is based upon a contractually agreed sum, that charge should not be punitive or unreasonable. If it is more than the amount in Clause 19.5 and is not justified in advance, it could lead to an investigation by Trading Standards or another appropriate authority.
- 19.7 If prompt payment is made (defined as 14 days from the issue of the parking charge notice) you must offer a reduced payment to reflect your reduced costs in collecting the charge. This reduction in cost should be by at least 40% of the full charge.
- 19.8 If you are asked, you must be able to justify the level of parking charges to the AOS Board, a member of our compliance team or to their specified agent.

- 19.9 You should warn drivers that if they delay payment beyond a payment period of 28 days, and you need to take court action or use debt-recovery methods to recover a debt, there may be extra 'recovery' charges for debt-recovery action. However, you do not need to say how much these recovery charges are in advance, on your signs or notices.

20 Parking charge notices

- 20.1 When a vehicle is parked in a private car park, the normal rule is that the driver is responsible for paying the tariff fee (if any) for parking, for following the terms and conditions which apply, and for paying any parking charges.

Because of the difficulties of identifying who drivers are and where they live, the law in England and Wales now allows car park owners and operators to recover unpaid parking charges from registered vehicle keepers, or, where relevant, from vehicle hirers.

- 20.2 Schedule 4 of POFA 2012 creates the new legal basis to claim unpaid parking charges from vehicle keepers and hirers. As long as the strict conditions of Schedule 4 are met, you may claim payment from the keeper or the hirer of the vehicle rather than from the driver. To do this you need to follow the procedures set out in the Schedule. You can do this whether the parking originally took place under the terms of a contract or was an act of trespass.
- 20.3 You can find more information on the procedures in Schedule 4 of POFA, which is set out in full in Appendix C of the Code.
- 20.4 The parking charge notice is the document you:
- give to drivers, or attach to their vehicle windscreen, to tell them they have broken your terms and conditions and are now liable for parking charges, or
 - send to vehicle keepers asking them to pay the parking charges, if you do not have the driver's details, or
 - send to vehicle hirers, asking them to pay the parking charges, if you discover that the vehicle was rented.

POFA 2012 refers to the 'Notice to Driver', the 'Notice to Keeper' and the 'Notice to Hirer'. All are types of parking charge notice.

- 20.5a When issuing a parking charge notice you may use photographs as evidence that a vehicle was parked in an unauthorised way. The photographs must refer to and confirm the incident which you claim was unauthorised. A date and time stamp should be included on the photograph. All photographs used for evidence should be clear and legible and must not be retouched or digitally altered.
- 20.5b In deciding whether a payment ticket has been visibly displayed on a vehicle you must do a thorough visual check of the dashboard and windows.

20.5c You should not use wording on your plastic PCN envelopes which implies that you are acting under statutory authority. For example phrases such as 'It is an offence to remove', should be avoided.

Notices to Drivers

20.6 To be an effective 'Notice to Driver' under POFA 2012, your parking charge notice must meet the requirements of Schedule 4. In particular:

- paragraph 7 (2) lists the contents you must include in the Notice to Driver
- paragraph 7(4) sets out how and when the Notice to Driver is to be delivered, including the requirement that the notice must be given before the vehicle has been removed from the car park and while it is stationary
- paragraph 7(5) defines what information must be provided about arrangements to resolve disputes and complaints, including arrangements about an independent appeal.

20.7 As well as meeting the POFA 2012 statutory requirements to be a Notice to Driver, your parking charge notice must tell drivers that you may be requesting information from the DVLA as to the registered keeper of the vehicle, and the 'reasonable cause' you have for making that request.

Notices to Keepers

20.8 If you have issued a parking charge notice to a driver in your car park but had no response, you may wish to take the next step to recover the charge.

20.9 Or, if you were unable to issue a parking charge notice while the driver was present, perhaps because you use ANPR or camera equipment to monitor the car park, you may want to issue a parking charge notice by post.

20.10 In either case, you will need to try to identify who was driving the vehicle and make contact with them. You do this by first seeking the keeper details from the DVLA. Having received the keeper details from the DVLA you will need to issue a 'Notice to Keeper'.

20.11 The Notice to Keeper serves three purposes:

- it invites the keeper to pay the unpaid parking charge
- if the keeper was not the driver it invites the keeper to tell you who the driver was, and
- it starts the 28-day time period after which the keeper may become liable to pay the unpaid parking charge.

20.12 An effective 'Notice to Keeper' within the meaning of POFA 2012, must meet the requirements of Schedule 4 of the Act. In particular:

- paragraphs 6 (1) (a) and 8 (2), if you have already given an

effective Notice to Driver at the time of the parking event

- paragraphs 6 (1) (b) and 9, if you have not given an effective Notice to Driver.

20.13 You should see the relevant part of Schedule 4 of POFA 2012 to make sure you know:

- what contents you need to include in the Notice to Keeper (paragraph 8(2) or 9(2))
- the methods of serving the Notice to Keeper (paragraph 8(4) or 9(4))
- the deadlines by which the Notice to Keeper must be served, which differ depending on whether or not a Notice to Driver was issued first (paragraphs 8(5) or 9(5))
- the evidence (if any) you must include with the Notice to Keeper (paragraph 10).

20.14 When you serve a Notice to Keeper, you must also include information telling the keeper the 'reasonable cause' you had for asking the DVLA for their details.

20.15 If the keeper replies to your Notice to Keeper within 28 days and gives enough details about the driver, you must then pursue the driver for the unpaid parking charge.

20.16 If the keeper does not reply within 28 days, or refuses to give enough details about the driver, under Schedule 4 of POFA 2012 you are able to pursue the keeper for the unpaid parking charge.

Notices to Hirers

20.17 Following the issue of a Notice to Keeper, you may find that the vehicle was hired at the time of the parking contravention for which you are seeking a parking charge. Instead of recovering payment from the keeper, you will need to try to recover it from the hirer, by issuing a Notice to Hirer.

20.18 Schedule 4, paragraphs 13 and 14, of POFA 2012 sets out the strict terms under which the hirer may become liable instead of the keeper. These include that:

- you are given a signed statement from the vehicle-hire firm within 28 days of the Notice to Keeper, along with a copy of the hire agreement and a copy of a statement of liability signed by the hirer; and
- these statements contain the details set out in paragraph 13 of Schedule 4.

20.19 Your Notice to Hirer must satisfy the detailed requirements of paragraph 14, including:

- the contents you need to include in the Notice to Hirer – paragraph 14(5)
- the documents you must send with it – paragraphs 13(2) and 14(2)
- the methods of serving the Notice to Hirer – paragraph 14(6)

- the deadlines by which the Notice to Hirer must be served – paragraphs 14(2) and 14(3).

Local Authorities and unregulated parking

20.20 We believe that where possible parking enforcement should take place within the legal framework provided by such legislation as the Traffic Management Act or other road traffic regulations. If you are enforcing as a local authority, you should try to enforce in this way.

20.21 If this is not possible for whatever reason, you may use the rules of the Code to manage your unregulated parking enforcement in the following way:

- You may **not** use this section of the Code, PoFA 2012 or POPLA to manage your unregulated car parks if you are enforcing using the principles of the law of contract.
- You may use the section of the Code for Scotland and Northern Ireland if you are enforcing using the principles of the law of contract in any part of the UK.
- You may use this section of the Code, PoFA 2012 and POPLA if you are able to use the principles of the Tort of Trespass.

20.22 In order to request information from the DVLA's vehicle keeper records for unregulated parking events, you must use an entirely separate system to that which you use for requests under regulated authority. You must also be aware of the charge that will be made by DVLA for these requests.

20.23 When you join the AOS, you must tell us which regime you intend to enforce under.

21 Automatic number plate recognition (ANPR)

General principles

21.1 You may use ANPR camera technology to manage, control and enforce parking in private car parks, as long as you do this in a reasonable, consistent and transparent manner. Your signs at the car park must tell drivers that you are using this technology and what you will use the data captured by ANPR cameras for:

21.2 Quality checks: before you issue a parking charge notice you must carry out a manual quality check of the ANPR images to reduce errors and make sure that it is appropriate to take action.

21.3 You must keep any ANPR equipment you use in your car parks in good working order. You need to make sure the data you are collecting is accurate, securely held and cannot be tampered with. The processes that you use to manage your ANPR system may be audited by our compliance team or our agents.

21.4 It is also a condition of the Code that, if you receive and process vehicle or registered keeper data, you must:

- be registered with the Information Commissioner
- keep to the Data Protection Act
- follow the DVLA requirements concerning the data
- follow the guidelines from the Information Commissioner's Office on the use of CCTV and ANPR cameras, and on keeping and sharing personal data such as vehicle registration marks.

Making use of Keeper Liability provisions

21.5 If you want to make use of the Keeper Liability provisions in Schedule 4 of POFA 2012 and you have not issued and delivered a parking charge notice to the driver in the car park where the parking event took place, your Notice to Keeper must meet the strict requirements and timetable set out in the Schedule (in particular paragraph 9).

Not making use of Keeper Liability provisions

21.6 To give drivers early notice of your claim, you should apply to the DVLA for the keeper details promptly. Usually this would be applying to the DVLA no more than 28 days after the unauthorised parking event.

21.7 You must post the parking charge notice to the keeper as soon as possible. Your target is to send the parking charge notice to the keeper of the vehicle no more than 14 days after receiving the keeper data from the DVLA.

21.8 Your letter to the keeper should point out the details of the unauthorised parking event and ask for payment or request details of the driver. If you are not making use of the keeper liability provisions of POFA or you are unable to achieve the deadlines specified therein, your letter must not reference POFA or state that the keeper is liable.

21.9 It is the driver's responsibility to pay the parking charge notice. If you receive information from the keeper which identifies the driver, and the driver is someone else, you must serve the parking charge notice by post on the driver.

21.10 Parking charge notices served by post must offer the same payment discount arrangements as tickets placed on vehicles, while allowing extra time for the postal service.

22 Complaints, challenges and appeals

General principles

22.1 Under the Code you must have procedures for dealing fairly, efficiently and promptly with any communication from the motorist. The procedures must give drivers and keepers the chance to appeal a Parking Charge Notice. If a motorist pays a Parking Charge Notice and then appeals, you do not have to consider the appeal unless you opt to do so.

22.2 Whenever you issue a parking charge notice, whether by hand or by post, you must tell the recipient about the arrangements for resolving appeals. These include:

- your procedures for dealing informally with appeals by motorists about the parking charge notice or any matter in it
- the arrangements for independent appeal

Motorists should first use your procedures for resolving appeals, before being able to refer them to an independent appeal. You should tell motorists at what stage an independent appeal to POPLA becomes available.

22.3 If the motorist asks for it, you should make available any photographic evidence you have.

Operator Procedures

22.4 If a driver or keeper appeals a parking charge you must review the case and decide whether to:

- uphold the parking charge and explain why it was issued and should therefore be paid, or
- reduce or cancel the charge and take no further management action other than informing the driver.

22.5 If the motorist is due a refund of any fees, you must include that payment – or written confirmation that you have made the payment – with your reply.

22.6 When you receive a appeal about the issue of a parking charge, you must stop work on processing the charge immediately. You must not increase the charge until you have replied to the appeal.

22.7 We consider it a reasonable timescale to allow 28 days from the issue of the parking charge notice (in whatever format you send it) to allow the driver, keeper or hirer to appeal the enforcement action. A keeper cannot make an appeal concerning the same incident if the driver has already appealed.

22.8 You must acknowledge or reply to the appeal within 14 days of receiving it. If at first you only acknowledge the appeal, or your reply does not fully resolve it, normally we would expect you to seek the additional information you require from the motorist and accept or reject the appeal in writing not more than 35 days after the information required to resolve it has been received from the motorist. It is acknowledged that in exceptional circumstances, an investigation into a appeal may take longer than 35 days after such information has been received and in these instances the motorist must be advised accordingly and given a date by which they can expect a resolution. If this date cannot be achieved then the motorist must be written to again and a revised resolution date agreed. We may require you to demonstrate that you are keeping to these times

22.9 You may not ask the motorist to send payment of the parking charge with their appeal or appeal.

22.10 You may not ask the motorist to send a stamped addressed envelope with the appeal for you to use to send your decision.

22.11 A parking charge may be appealed by a vehicle keeper on the grounds that the vehicle was stolen or on hire or lease at the time the unauthorised parking took place. If the rental or lease customer's details have been provided to you by the hire or lease company, you should pursue your claim instead with their customer.

22.12 If you reject an appeal you must:

- tell the motorist how to make an appeal to POPLA. This includes providing a template 'notice of appeal' form or a link to the appropriate website for lodging an appeal and a valid 10-digit verification code. Even if the verification code is automatically printed on an enclosed appeal form, it must still be in a prominent position on the first page of the rejection letter.
- give the motorist a reasonable amount of time to pay the charge before restarting the collection process. We recommend that you allow at least 35 days from the date you rejected the challenge.

22.12.1 Within all Appeal Rejection Letters, and in order to comply with the EU ADR Directive, the following wording should be used;

- You have now reached the end of our internal appeals procedure. [Insert standard operator text to appeal to POPLA, including 28 day time limit for doing so, the POPLA verification code and the POPLA website address]
- By law we are also required to inform you that Ombudsman Services (www.ombudsman-services.org/) provides an alternative dispute resolution service that would be competent to deal with your appeal. However, we have not chosen to participate in their alternative dispute resolution service. As such should you wish to appeal then you must do so to POPLA, as explained above.

22.13 You must keep evidence of all appeals you receive and the action you take to resolve them. You must keep a full audit trail of all actions, which can be manual or generated by a processing system. You must allow us access to this when we are investigating a complaint. You must keep documents (or scanned copies) for at least two years from the date of the appeal.

POPLA (Parking on Private Land Appeals)

22.14 Drivers and keepers may appeal against a parking charge to POPLA but a keeper cannot make an appeal concerning the same incident if the driver has already appealed.

22.15 POPLA operates under its own set of processes which include:

- its remit and jurisdiction
- the processes for lodging and defending an appeal
- the timetable for the appeals processes
- the grounds for appeal
- the burden and standard of proof required by the parties to the appeal
- the degree to which both parties are bound by its decisions
- details of its annual report.

22.16a You must keep to the processes and other requirements of POPLA, as set out on their website and elsewhere.

22.16b Witness Statements were introduced as an alternative to the provision of a full/redacted landowner contract within a POPLA Evidence Pack and as such these Statements should be signed by a representative of the landowner or his agent.

22.16c It is a clear requirement of POPLA that evidence packs are sent to the appellant at the same time as they are sent to POPLA. Failure to do this will be considered a Sanctionable Breach of the Code.

22.17 If POPLA decides that you have failed to demonstrate that a parking charge should be upheld, in whole or in part, you must follow its decision.

22.18 You may not continue with a claim for debt-recovery against a driver, keeper or hirer if POPLA has decided against you and grants the appeal.

22.19 If POPLA directs you to reconsider a decision you have made to reject an appeal, you must do so and tell them the outcome.

22.20 If POPLA rejects the appeal you may continue to recover the parking charge.

22.21 The deadline for payment following a POPLA decision in favour of the Operator should be 28 days.

23 Recovering unpaid parking charges

23.1 Appendix E of the Code sets out a parking charge notice flow chart for recovering unpaid parking charges and for appeals.

Recovery after serving the Notice to Keeper

23.2 Section 20 of the Code describes the process to alert a vehicle keeper about an unpaid parking charge notice and their potential liability to pay it, using the Notice to Keeper process.

23.3 Under POFA 2012, you can gain the right to recover unpaid charges from keepers only if particular conditions have been met. Once the conditions are met you may use your right to recover, after the end of the period

of 28 days beginning with the day on which the Notice to Keeper was given. You should read paragraph 4 of Schedule 4 of POFA 2012 to understand what these conditions are. Note in particular that if:

- the vehicle was stolen at the time of the parking event, or
- the vehicle keeper has sold on the vehicle to another registered keeper

you will not be able to pursue the vehicle keeper under the POFA 2012 provisions. However, if the keeper did not give you details about the driver or hirer, or if the driver or hirer refuses to acknowledge their liability, you would be able to pursue the registered keeper.

23.4 Once you have become able to use your rights to recover from the keeper under POFA 2012 you must do so in line with the following steps in the Code. These steps are based on industry good practice, not on the law.

a Notification letter

- You should send a notification letter to the keeper. This letter should say that the keeper is now liable to pay the charge, and that the keeper should pay the amount due within a set time.
- You must wait until at least 28 days after you sent the Notice to Keeper before sending the notification letter.
- The notification letter does not have to follow a specific format but should confirm that the amount is due and how it should be paid.
- You should also tell the keeper about how to complain, challenge or appeal.

b Final reminder

- If you do not receive a challenge or appeal, and the parking charge is unpaid, you may send a final reminder.
- You must wait until at least 14 days after you sent the notification letter before sending a final reminder.
- You should make it clear in the final reminder how to make the payment and what you will do next if you do not receive payment.

c Court action or charge recovery

- When you have sent the final reminder, you must wait at least 14 days before taking further action, such as starting court action or debt recovery against the keeper.

23.5 **After serving the Notice to Driver**

There may be occasions when you issued a parking charge notice and handed it to the driver or attached it to the vehicle, and you know the driver's name and current address. If so, you should pursue your claim for payment against the driver, not the keeper, if the driver fails to pay.

24 Vehicle immobilisation and removal

- 24.1 Under Section 54 of POFA 2012 it became a criminal offence to, without lawful authority:
- immobilise a vehicle by attaching an immobilising device, such as a wheel clamp, or
 - move or restrict the movement of a vehicle by any means, intending to prevent or inhibit its removal by, among others, the driver.
- 24.2 The Act does not criminalise vehicle immobilisation or removal if a person is acting with 'lawful authority'. The explanatory notes to the legislation show that this includes local authorities enforcing road traffic contraventions or removing abandoned vehicles from private land, and the police removing dangerously parked vehicles.
- 24.3 Section 55 of POFA 2012 gives the Secretary of State powers to make regulations allowing the police, local authorities and others (for example, private parking operators) to move vehicles that are illegally or dangerously parked, or causing an obstruction on any land (including private land). The Secretary of State is also empowered to make regulations about removing abandoned vehicles from any land, including, for example, private land. At present no such regulations have been made.
- 24.4 You should read the wording in POFA 2012 to understand the new criminal offences and avoid breaking the law.

C OPERATIONAL REQUIREMENTS IN SCOTLAND AND NORTHERN IRELAND

Information note: Apart from the reduction in the maximum value for a parking charge from £150 to £100 and the change in requirements for site signage, the operational requirements below are fundamentally unchanged from Appendix B 'Parking Tickets' in the 2011 AOS Code, but now only apply to Scotland and Northern Ireland.

25 Authorised parking in private car parks

25.1 In the Code 'authorised parking' is parking which is permitted by the landowner, or by the parking operator acting on behalf of the landowner. 'Unauthorised parking' includes:

- parking on private land where parking is forbidden. The drivers of these vehicles are trespassing and are liable to parking control and enforcement action to deter this happening again
- parking where permission to park was initially given, but has since been withdrawn or has ended, and where there is no contract between the driver and the landowner or operator giving the driver the right to park. The drivers of these vehicles become trespassers once the permission to park has been withdrawn or has ended
- parking as part of a contract between the driver of the vehicle and the landowner or operator, but when the driver breaks the contractual terms and conditions. An example of this is when the driver does not pay the standard parking fee.

The point when the parking of a vehicle is unauthorised, or becomes unauthorised, is described in the Code as an 'unauthorised parking event'.

25.2 After an unauthorised parking event, an operator may issue a notice which requests payment of a charge. The Code calls these notices 'parking charge notices' and the charges 'parking charges'. The Code makes a distinction between these charges and the standard parking fees for authorised parking.

25.3 If you offer parking services where a standard parking fee is payable, you must do so in a way that allows drivers to know and understand the terms and conditions on which the offer is being made. The driver must have the opportunity to know and understand these terms before being contractually committed, and therefore before they are liable to pay the fee.

26 When parking charge notices must not be used

- 26.1 The following vehicles must not be issued with a parking charge notice:
- a) liveried vehicles being used for operational fire, police or ambulance purposes
 - b) vehicles that have had an immobilisation device removed less than 30 minutes before and which are in the same position
 - c) vehicles being used by a doctor or other health worker (such as a midwife or district nurse) who is on an emergency call at the address under control, and the vehicle is displaying a BMA badge or authorised Health Emergency badge
 - d) vehicles displaying a valid disabled (blue) badge when the landowner provides a concession for disabled people
 - e) vehicles that have paid for parking and visibly display a payment ticket but have overstayed the 'paid-for' time displayed on the ticket by less than 5 minutes – unless they are committing some other breach of the regulations. You may only issue parking charge notices after the 5-minute 'grace' period has run out.
- 26.2 If any vehicle described in 26.1 is issued with a parking charge notice, the ticket must be cancelled without payment being required, as soon as the operator is aware of the situation, and sees written confirmation or evidence of the circumstances.
- 26.3 In deciding whether a payment ticket has been visibly displayed on a vehicle you must do a thorough visual check of the dashboard and windows.

27 Disabled motorists

- 27.1 The Equality Act 2010 says that providers of services to the public must make 'reasonable adjustments' to remove barriers which may discriminate against disabled people.
- 27.2 'Reasonable adjustments' to prevent discrimination are likely to include larger 'disabled' parking spaces near to the entrance or amenities for disabled people whose mobility is impaired. It also could include lowered payment machines and other ways to pay if payment is required: for example, paying by phone. You and your staff need to realise that some disabled people may take a long time to get to the payment machine.
- 27.3 Operators of off-street car parks do not have to recognise the Blue Badge scheme. But many choose to

do so to meet their obligations under the Equality Act. Although a Blue Badge is not issued to all disabled people it is issued to those with mobility problems. So it is a good way for parking operators to identify those people who need special parking provision.

- 27.4 You are at risk of a claim under the Equality Act if you do not discourage abuse of 'disabled' spaces. This means that you need to make sure that the spaces are regularly checked to be sure they are not being used by people who do not have a disability.
- 27.5 If your landowner provides a concession that allows parking for disabled people, if a vehicle displays a valid Blue Badge, you must not issue it with parking charge notices.

28 Signs and information

- 28.1 A driver who uses your private car park with your permission does so under a licence or contract with you. If they park without your permission this will usually be an act of trespass. In all cases, the driver's use of your land will be governed by your terms and conditions, which the driver should be made aware of from the start. You must use signs to make it easy for them to find out what your terms and conditions are.
- 28.2 **Entrance signs**, located at the entrance to the car park, must tell drivers that the car park is managed and that there are terms and conditions which they must be aware of. Entrance signs must meet minimum general principles and be in a standard format. The size of the sign must take into account the expected speed of vehicles approaching the car park, and follow Department for Transport guidance. Industry-accepted sign designs and guidance on how to use the signs are in Appendix B.
- 28.3 **Specific parking terms signage** tells drivers what your terms and conditions are, including your parking charges. You must place signs containing the specific parking terms throughout the site, so that drivers are given the chance to read them at the time of parking or leaving their vehicle. Keep a record of where all the signs are. Signs must be conspicuous and legible, and written in intelligible language, so that they are easy to see, read and understand. Signs showing your detailed terms and conditions must be at least 450mm x 450 mm.
- 28.4 If a driver is parking with your permission, they must have the chance to read the terms and conditions before they enter into the contract with you. If, having had that opportunity, they decide not to park but choose to leave the car park, you must provide them with a reasonable grace period to leave, as they will not be bound by your parking contract.
- 28.5 The wording you include on your specific parking terms signage is your decision.

- 28.6 You should display the BPA and AOS logos on all sites. This will help the public to see that you are a legitimate operator, and show that the site is run properly.
- 28.7 Important: you may have to give other information on signs and notices under companies and consumer protection law and other legislation.
- 28.8 So that disabled motorists can decide whether they want to use the site, there should be at least one sign containing the terms and conditions for parking that can be viewed without needing to leave the vehicle. Ideally this sign should be close to any parking bays set aside for disabled motorists.

29 Issuing parking charge notices

- 29.1 The parking charge notice must contain at least the following information, whatever the method of enforcement and how it is sent or delivered:
- a a unique reference number or serial number, so that an individual parking charge notice can be recognised quickly and accurately for dealing with payments and disputes
 - b the vehicle registration mark (VRM) of the vehicle
 - c the make of the vehicle (if this information is available)
 - d the time and date when the vehicle was first seen (if this is relevant for the alleged unauthorised parking event)
 - e the time and date the parking charge notice was issued
 - f why the parking charge notice was issued
 - g the detailed location of the vehicle, such as a car park name or a description – for example, 'outside house number...' or 'next to [building number or name]' or 'in car park [name]'
 - h the 'identifier' of the person who has issued the parking charge notice – for example, an ID number
 - i the operator's registered company name and number and, if the operator is using a trading name other than its registered company name, a geographical address where documents can be served
 - j the amount of the charge payable
 - k the time allowed for payment
 - l the amount of any discounted charge and any time limit for paying at the discount rate
 - m all the payment methods that are available and the times that payments may be accepted for these methods
 - n all the methods by which drivers may challenge the parking charge notice, including at least an email and a postal address. Operators are encouraged to also provide a website address that can be used
 - o what you will do next to enforce payment of the parking charge notice if no payment or challenge is received within the time allowed. You must include a statement saying that you will ask the DVLA for details of the registered keeper
 - p any excess charges the driver may have to pay if no payment or challenge is received within the time allowed, and how those charges will be worked out.

You may also need to give other information on signs, notices and documents you issue, under companies and consumer law.

- 29.2 When a vehicle is issued with a parking charge notice this must be placed on the vehicle in a way that is secure but which does not cause damage to the vehicle. The parking charge notice must be waterproof or put in a waterproof envelope, and must say on it that the ticket must not be removed from the vehicle by an unauthorised person. Tickets sent by post should be sent promptly, keeping to the requirements of Section 33 'Serving Parking Charge Notices by Post'.

30 Automatic number plate recognition (ANPR)

- 30.1 Automatic number plate recognition (ANPR) camera technology may be used for parking control and enforcement. Operators using ANPR must do so in a reasonable, consistent and transparent manner. Signs at the entrance must tell drivers that you are using this technology. Your signs must make it clear what you will use the data captured by ANPR cameras for.
- 30.2 If you provide parking facilities to the general public for a fee, your system must allow drivers who have not paid the fee to leave a site within a reasonable period that allows for the conditions and environment of that parking site. This grace period should be long enough to allow motorists to leave without having their vehicle registration mark processed for a parking charge.
- 30.3 You should be prepared to tell us the specific grace period at a site if our compliance team or our agents ask what it is.

31 Photographs

- 31.1 You may use photographs as evidence that a vehicle was parked in an unauthorised way. The photographs must refer to and confirm the incident which you claim was unauthorised. A date and time stamp should be included on the photograph. All photographs used for evidence should be clear and legible and must not be retouched or digitally altered.

32 Vehicles driven away (VDA)

- 32.1 A parking charge notice may be served by post if the enforcement staff had begun to issue it, but the vehicle was driven away before they had time to finish or serve the ticket. They must have finished their checking of the vehicle and either:
- started to write information on the ticket, or
 - put the data into the Hand Held Computer.

which would mean, in other circumstances, that they would have to cancel the ticket. You will find details of how to issue these tickets under ANPR (Section 30) and in Section 33 below.

- 32.2 Unless you have ANPR equipment in a car park, you must keep records of any vehicles driven away before a ticket can be attached. This will allow a complete audit trail of ticket numbers to be kept, and reported on when needed.

33 Serving parking charge notices by post

- 33.1 If you use ANPR or camera equipment to monitor the use of the parking facility, you may serve parking charge notices generated by the equipment. You will need to apply first to the DVLA for the keeper details of the vehicle.
- 33.2 To give drivers early notice of your claim, you should apply to the DVLA for the keeper details promptly. The target time to apply to the DVLA for keeper details is no more than 14 days after the unauthorised parking event. You must apply no more than 28 days after the unauthorised parking event.
- 33.3 You must post the parking charge notice to the keeper as soon as possible. Your target is to send the parking charge notice to the keeper of the vehicle no more than 14 days after receiving the keeper data from the DVLA, and no more than 35 days after the unauthorised parking event.
- 33.4 Your letter to the keeper should point out the details of the unauthorised parking event and ask for payment.
- 33.5 It is the driver's responsibility to pay the parking charge notice. If you receive information from the keeper which identifies the driver, and the driver is someone else, you have an extra 21 days after receiving the information to serve the parking charge notice by post on the driver.
- 33.6 Parking charge notices served by post must offer the same payment discount arrangements as tickets placed on vehicles, while allowing extra time for the postal service.
- 33.7 If you serve parking charge notices by post, you must include information telling the keeper the 'reasonable cause' for asking the DVLA for their details. You must also tell them about the complaints procedure keepers can use to tell the Information Commissioner and the DVLA if they believe their data has been used inappropriately. You should also include the challenge or appeals procedure in case the driver wants to dispute the ticket. You may provide this as a separate leaflet or on the ticket itself.

33.8 You must wait 28 days from the date of the parking event before sending a final demand letter to the keeper.

34 Parking charges

34.1 A driver who is invited to park on private land and pay a fee does so under a contract with the car park operator. Any transaction between the driver and the operator comes under the laws of contract.

34.2 The parking contract sets out the terms that apply to the parking service, including the price. The contract may also say what the extra charges are that the driver will have to pay if they break the contract terms – for example, by parking longer than the time paid for. In the Code these are called 'parking charges'.

34.3 Parking charges must be fair, reasonable and not disproportionately high. We may ask you to show us evidence to support the level of your parking charges.

34.4 You must give drivers advance notice of all parking charges before they enter into the contract for parking services.

34.5 You must not try to impose a 'penalty'. You must not call a parking charge a 'penalty charge' on any document (electronic or paper) that refers to parking charges, or on any signs in your car parks.

34.6 If the parking charge that the driver is being asked to pay is for a breach of contract or act of trespass, this charge must be proportionate and commercially justifiable. We would not expect this amount to be more than £100. If the charge is more than this, operators must be able to justify the amount in advance.

If your parking charge is based upon a contractually agreed sum, that charge cannot be punitive or unreasonable. If it is more than £100 and is not justified in advance, it could lead to an investigation by Trading Standards or another appropriate authority.

If prompt payment is made (defined as 14 days from the issue of the Parking Charge Notice) you must offer a reduced payment to reflect your reduced costs in collecting the charge. This reduction in cost must be by at least 40% of the full charge.

34.7 If you are asked, you must be able to justify the level of parking charges to the AOS Board, a member of the BPA compliance team or their specified agent.

34.8 You should warn drivers that if they delay payment beyond a payment period of 28 days, and you need to take court action or use debt-recovery methods to recover a debt, there may be extra 'recovery' charges for the debt-recovery action. However, you do not need to say how much these are in advance, on your signs or notices.

35 Payments

35.1 You must wait until 35 days after the parking charge notice was issued before starting any court action.

35.2 You must accept payments by any reasonable means, including:

- payment by phone
- payment by post to an address in the UK that is shown in full on the parking charge notice.

35.3 You may provide other ways to pay, for example through the internet or in person at a payment centre.

35.4 You must accept payments in any reasonable form. However, the use of cash is discouraged and should be used as a method of 'last resort' and after all other payment options have been considered.

35.5 You must give a receipt whenever a payment is made in person, and when you are asked for one for a postal payment.

35.6 You may want to consider any reasonable request from the driver about payment options, such as paying by instalments.

36 The process for recovering money due from unpaid parking charge notices

36.1 If a parking charge notice, however it was served, has not been paid or challenged within the time allowed, you may take further management action to get payment of the amount due. All management action you take must keep to the Code. The stages of management action, and the requirements for each stage, are:

a Notice to Keeper/Owner (NTO)

You may send an NTO to the registered keeper at the address provided by the DVLA, no later than 28 days after receiving the vehicle keeper data. If the driver was not the registered keeper you are allowed an extra 14 days to serve an NTO on the driver from the date you received notification. When writing you must include the following information:

- 1 that the NTO is addressed to the registered keeper as the person responsible for the vehicle and is asking for payment of an outstanding parking charge incurred by the driver. The registered keeper must be given an opportunity to tell you that they have sold or hired or were not driving the vehicle, and if they were not driving it, who was
- 2 that a parking charge notice was fixed to the vehicle, or issued by post, and has not been paid
- 3 that it is too late to pay a discounted amount
- 4 that payment of the amount owing must be made, or the ticket challenged, within 14 days or you may take further action

- 5 the details of the unauthorised parking event, including the place, date and time
- 6 the vehicle's registration mark, and preferably also its make and colour.

You must also include information telling keepers of the 'reasonable cause' for asking for their data from the DVLA. You must tell them about the complaints procedure they can use to tell the Information Commissioner and the DVLA if they believe their data has been used inappropriately. You must also tell them how you deal with disputes, in case they want to challenge the ticket.

b Reminder letter (optional)

You may send an additional reminder letter before you send a final reminder. This letter should say that the time allowed for paying the charge has run out, and that the driver should pay the amount due within a set time.

c Final reminder

If you do not receive a challenge or an appeal, and the parking charge is unpaid, you may send a final reminder. You must wait until at least 14 days after you sent the Notice to Owner. The final reminder does not have to follow a specific format but should confirm that the amount remains due and should be paid. You should make it clear in the final reminder:

- 1 how to make the payment, and
 - 2 what you will do next if payment is not received.
- When you have sent the final reminder, you must wait at least 14 days (allowing for postal delays) before taking further action.

d Charge recovery and court action

If the Small Claims Court issues a judgment in your favour, the court will serve this judgment by post or in person. However, we recommend that you take a co-operative approach to collecting outstanding money and avoid court action when possible. The courts expect parties in civil actions to be co-operative, and to try to resolve disputes without court proceedings. The courts do not look favourably upon operators who try to demand money within short timescales and by using threats, and will award costs against them.

Likewise, the courts do not look favourably on motorists or consumers who try to withhold information from operators when it has been asked for with genuine, reasonable and proper cause.

37 Appeals and challenges against ticketing actions

- 37.1 Under the Code you must have procedures for dealing fairly, efficiently and promptly with any communication from the motorist. The procedures must give drivers and keepers the chance to challenge a Parking Charge Notice. If a motorist pays a Parking Charge Notice and then appeals, you do not have to consider the appeal unless you opt to do so.
- 37.2 If a driver challenges a parking charge notice you must review the case and decide whether to:
 - uphold the parking charge notice and explain why it was issued and should therefore be paid. We may require you to demonstrate that you are keeping to the target times set out below. If the driver is due a refund of any fees, you must include that payment, or written confirmation that you have made the payment, with your reply, or
 - cancel the ticket and take no further management action other than informing the driver.
- 37.3 If you receive a challenge or appeal about the issue of a parking charge notice, you must stop work on processing the ticket immediately. You must not increase the charge until you have replied to the challenge. You must acknowledge or reply to the challenge within 14 days of receiving it. If at first you only acknowledge the challenge or appeal, you must accept or reject the challenge or appeal in writing within 35 days of receiving it. We may require you to show that you are keeping to these targets.
- 37.4 You may not ask the driver to send payment of the parking charge notice with their challenge or appeal.
- 37.5 You may not ask the driver to send a stamped addressed envelope for you to use to send your challenge or appeal decision.
- 37.6 A parking charge notice may be challenged on the grounds that the vehicle was on hire or lease at the time the unauthorised parking took place. If the rental or lease customer's details have been provided to you by the hire or lease company, you should pursue your claim instead with their customer.
- 37.7 If you reject a challenge to the issue of a parking charge notice you must give the driver a reasonable amount of time to pay the ticket before restarting the collection process. The Code recommends that you allow at least 14 days from the date you rejected the challenge.
- 37.8 You must keep evidence of all challenges you receive and the action you take to resolve them. You must keep a full audit trail of all actions, which can be manual or generated by a processing system. You must allow us access to this when we are investigating a complaint. You must keep documents (or scanned copies) for at least two years from the date of the challenge.

Note: Whatever the detailed requirements in the Code, the underlying philosophy is that operators should act responsibly when dealing with members of the public who have breached private land, property, or car parking terms and conditions, and should try to resolve any complaints quickly and amicably. We may use this principle when judging complaints we receive about operators.

Motorists and consumers should also act responsibly and honestly when dealing with AOS members about breached private land, property or car park rules and should try to resolve matters quickly and amicably.

APPENDICES

LIST OF APPENDICES:

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APPENDIX A

VEHICLE IMMOBILISATION AND REMOVAL IN NORTHERN IRELAND

A1 Immobilisation and removal – general principles

- A1.1 Immobilising and removing vehicles is an accepted deterrent in Northern Ireland when parking on private land is restricted or forbidden. Vehicles that park where they are forbidden to park, or are parked in breach of the conditions for using the land, may be immobilised, relocated within the land or removed.
- A1.2 You must put up signs saying that vehicles may be immobilised or removed. This is so that a driver is given enough warning, and willingly accepts the risk of their vehicle's immobilisation or removal.
- A1.3 If a vehicle is immobilised or removed by mistake you must immediately release or return the vehicle without taking payment. If it is agreed, after payment has been made, that there has been a mistake you must make a full refund as soon as possible and at the latest within two working days. If it is practicable, refunds should be given immediately. In every case you should aim to put the mistake right promptly.

A2 When immobilisation or removal must not be used

- A2.1 The following vehicles must not be immobilised or removed:
- liveried vehicles being used for operational fire, police or ambulance purposes
 - vehicles that have had an immobilisation device removed less than 30 minutes before and which are in the same position
 - vehicles being used by a doctor or other health worker (such as a midwife or district nurse) who is on an emergency call at the address under control and the vehicle is displaying a BMA badge or authorised Health Emergency badge
 - vehicles that are displaying a valid disabled (blue) badge.
- A2.2 Vehicles whose drivers have paid legitimately for parking but have overstayed the 'paid-for' time, and are not committing any other breach of the regulations, may not be immobilised unless they have stayed beyond a reasonable 'grace period'. The grace period should be at least 15 minutes beyond the time their permitted parking period expired.

- A2.3 Drivers of vehicles displaying a disabled persons (blue) badge, issued by a local authority or other government body, are not automatically entitled to concessions when parking on private land. It is important that valid disabled blue badge holders comply fully with the government's Blue Badge Scheme advisory leaflet 'Parking concessions for disabled and blind people' produced by the DfT.

A3 Removing vehicles

- A3.1 Vehicles breaching private land or car park conditions may be removed to a pound without the owner's consent. However, you must first have considered whether immobilisation would be more appropriate in the circumstances. See the examples in A3.2 below.
- A3.2 Removal of the vehicle may be appropriate if one of the following applies:
- The vehicle driver has parked without authority at that location three or more times.
 - The landowner has told the operator in writing to remove unauthorised vehicles.
 - The safety of the public, or of other authorised users of the site, is at risk because of the unauthorised parking; for example, because the vehicle is causing an obstruction or is a safety hazard, or is blocking a fire exit or access used by emergency vehicles.
 - There is no opportunity to relocate the vehicle to somewhere else on the site.
- A3.3 If a landowner requires you to remove vehicles because parking at that location is forbidden, you must make sure this is included clearly in your written contract with them.

A4 Types of immobilisation device

- A4.1 All immobilisation devices used must be fit for purpose and be designed to minimise the risk of damage to the vehicle.

A5 Vehicle pounds and storage areas

- A5.1 You may use a remote pound or storage area for the safekeeping of vehicles which have been removed. Vehicle pounds must be secure. You may not remove vehicles to locations which are not secure, such as the public highway,

or to car parks which members of the public have general access to.

A5.2 You may only remove a vehicle to a pound that is within a reasonable distance and journey time from the land that the vehicle was removed from. In selecting a particular pound for storing a vehicle, you must take into account the needs of drivers to recover their vehicles without undue inconvenience. We recommend that you do not remove vehicles to pounds more than one hour away by car, in normal traffic conditions, from the land the vehicle is removed from.

A6 Repositioning within the site

A6.1 If a vehicle, including a vehicle displaying a valid disabled (blue) badge, has been:

- left so that it is causing an obstruction or is a safety hazard, or
- parked so that it is obstructing a fire exit or access used by emergency vehicles, or
- parked in a specially reserved bay (for example, a disabled badge holder bay) without displaying an appropriate permit

the vehicle may be repositioned within the site rather than removed from the site.

A6.2 You must use appropriate care and skill when repositioning a vehicle, so as not to cause damage, and must use equipment that is designed for the purpose. Repositioning should be to the nearest safe parking space within the site.

A6.3 If a repositioned vehicle is later immobilised you must keep to all the requirements in the Code that cover immobilisation. You may not reposition a vehicle to a place where parking is restricted or forbidden, and then immobilise it because it is now parked in an unauthorised location.

A6.4 If a vehicle appears to be abandoned, you should tell the landowner or agent and advise them to take appropriate action. Dealing with abandoned vehicles is outside the scope of the Code.

A7 Release times

A7.1 Drivers whose vehicles have been immobilised or removed must be able to recover their vehicles at all reasonable times. Operators should aim to make an immobilised vehicle available to the owner as soon as they have paid. The target time for this is within one hour of payment, and no more than two hours of payment, unless the vehicle is in a car park or car pound that is closed.

A7.2 If a pound is run by, or for, a local authority as part of its statutory civil parking enforcement duties, then the

statutory rules covering the availability of that pound and payment services will override the Code in those respects.

A7.3 Sometimes operatives who remove the clamp from a vehicle will also receive the release fee on site. If so, they should attend the clamped vehicle to accept the fee, give a receipt, and de-clamp the vehicle within two hours of the motorist stating their intent to pay. If the motorist is a vulnerable person, for example a single woman, an elderly or disabled person or a parent with a young child, they should be given priority for releasing – especially during the hours of darkness.

A7.4 If services to release a vehicle are not available 24 hours a day, this must be clearly stated at the time of parking on the warning signs.

A8 Signs and information

A8.1 A driver who uses your private car park with your permission does so under a licence or contract with you. If they park without your permission this will usually be an act of trespass. In all cases, the driver's use of your land will be governed by your terms and conditions, which the driver should be made aware of from the start. You must use signs to make it easy for them to find out what your terms and conditions are.

A8.2 **Entrance signs**, located at the entrance to the car park, must tell drivers that the car park is managed and that there are terms and conditions which they must be aware of. Entrance signs must meet minimum general principles and be in a standard format. The size of the sign must take into account the anticipated speed of vehicles approaching the car park, and follow Department for Transport guidance. Industry-accepted sign designs and guidance on how to use the signs are in Appendix B.

A8.3 **Specific parking terms signage** tells drivers what your terms and conditions are, including your parking charges. You must place signs containing the specific parking terms throughout the site, so that drivers are given the chance to read them at the time of parking or leaving their vehicle. Keep a record of where all the signs are. Signs must be conspicuous and legible, and written in intelligible language, so that they are easy to see, read and understand. Signs showing your detailed terms and conditions must be at least 450mm x 450mm.

A8.4 If a driver is parking with your permission, they must have the opportunity to read the terms and conditions before they enter into the contract with you. If, having had that opportunity, they decide not to park but choose to leave the car park, you must provide them with a reasonable grace period to leave, as they will not be bound by your parking contract.

A8.5 The wording you include on your specific parking terms signage is your decision. The AOS team at the BPA are happy to give advice and guidance on wording that you should or should not use.

A8.6 You should display the BPA and AOS logos on all sites. This will help the public to see that you are a legitimate operator, and show that the site is run properly.

A8.7 Important: you may have to give other information on signs and notices under companies and consumer protection law and other legislation

A8.8 So that disabled motorists can decide whether they want to use the site, there should be at least one sign containing the terms and conditions for parking that can be viewed without needing to leave the vehicle. Ideally this sign should be close to any parking bays set aside for disabled motorists.

A9 Photographs

A9.1 You must have a system in place to take photographs of vehicles to be immobilised or removed. A date and time stamp should be included in the photograph. If you do not have a system to photograph vehicles this will be a breach of the Code.

A9.2 We strongly recommend that you photograph all vehicles that are to be immobilised, and you must do so for vehicles that are to be removed. The photographs should show the vehicle's position relative to the sign(s) warning drivers their vehicles may be immobilised or removed. The photographs must refer to and confirm the specific unauthorised parking event and should include a correct date and time stamp.

A9.3 Do not alter digital photographs with the intent to defraud. If you want to enhance a photograph, you must keep a copy of the original.

A9.4 If photographs were taken and a driver of an immobilised or removed vehicle asks to see them, you must provide a copy of the photographs within 14 days.

A10 Charges

A10.1 The fees charged for removing an immobilisation device, retrieving a removed vehicle or storing a vehicle must be reasonable and not excessive.

A10.2 We recommend that you do not charge more than the following fees (these fees will be reviewed every April by the AOS Board):

Release fee following immobilisation.

- £125 (private cars or private light-goods vehicles)

- £180 (medium-goods vehicles)
- £250 (HGV/PCV)

Vehicle removal: £250

Vehicle storage: £35 a day.

A10.3 If you immobilise a vehicle and then within three hours remove it to a pound, you should not charge more than the fee for removal plus the fee for storage. We believe you would be acting unreasonably if you were also to charge an immobilisation fee in these circumstances.

A10.4 All fees advertised on signs and literature must include VAT if you charge it. They must also show any extra charge for paying by credit or debit card.

A11 Payments

A11.1 You must accept payments in any reasonable form. However, the use and acceptance of cash is discouraged and should be used as a method of 'last resort' and after all other payment options have been considered.

It is recommended that the operative removing the clamp does not also collect payment. However, there may be occasions when they have to accept cash or cheques. In these cases, they must give the motorist an auditable receipt which meets the requirements set out in the Code. For reasons of personal safety and security, and for simplicity of processing, the preferred method of payment for clamping release is by credit or debit card taken by phone. This will allow the driver to remain in or with the vehicle until it is released.

A11.2 If a vehicle is removed and held in a pound, you should provide a payment facility at the pound. If this is impractical you must make other reasonable arrangements to accept payments for the release of vehicles.

A11.3 As an alternative to A11.2 you may return the vehicle to the driver and receive the payment on handing over the vehicle. You cannot charge extra for this service, unless the signs at the site and your other literature say you will and the driver agrees at the time of payment.

A11.4 You must give receipts for payments.

A11.5 The receipts must include the following information:

- the registered company name and number of the operator and, if the operator is using a trading name other than its registered company name, a geographical address where documents can be served
- the land line phone number of the operator
- the vehicle registration mark (VRM) of the vehicle immobilised
- the name of the person the receipt is given to
- the name, SIA number and signature of the operative issuing the receipt

- f the full amount paid and the method of payment (for example, cash, cheque, credit card and so on)
- g the operator's VAT number, if the operator is registered for VAT
- h the date and time of the payment
- i how to challenge or appeal against the vehicle's being immobilised or removed. You should at least provide an email and postal address for this purpose.
- j the place where the vehicle was immobilised or removed from
- k a serial or reference number unique to that receipt.

You may also need to give other information on receipts under the Companies Act 2006 and other legislation.

A11.6 If payment is made by phone or online, you must provide a receipt within seven days or hand it to the driver when releasing the vehicle. This may be in an electronic form such as email.

A12 Appeals and challenges against immobilising actions

A12.1 Under the Code you must have procedures for dealing fairly, efficiently and promptly with complaints, challenges or appeals. The procedures must give keepers and drivers the chance to challenge:

- having their vehicle immobilised (clamped)
- having their vehicle removed.

A12.2 If a driver challenges having their vehicle immobilised or removed, you must explain before or at the time of release why it was done. This explanation should include any information that applies including:

- in what way their parking had been unauthorised
- where the relevant warning signs had been, and
- how to challenge having their vehicle immobilised or removed.

A12.3 If the driver continues to challenge having their vehicle immobilised or removed, you should invite them to send in a written challenge or appeal. Staff working on immobilising or removing vehicles must have a leaflet ready to give to a driver which explains how to challenge or appeal against the decision to immobilise or remove a vehicle.

A12.4 If a driver makes a written challenge or appeal, following their vehicle being immobilised or removed, you or your representative must acknowledge the challenge or appeal within 14 days of receiving it. If you only acknowledge the challenge or appeal you must accept or reject the challenge or appeal in writing within 35 days of receiving it. If the challenge or appeal is accepted and the driver is due a refund of any fees you must include that payment, or written confirmation that you have made the payment, with your reply.

A12.5 You may not ask the driver to send payment of the charge with their challenge or appeal.

A12.6 You may not ask the driver to send a stamped addressed envelope with the challenge or appeal, for you to use to send your decision.

A12.7 You must keep evidence of all challenges you receive and the action you take to resolve them. You must keep a full audit trail of all actions, which can be manual or generated by a processing system. You must allow us access to this when we are investigating a complaint. You must keep documents (or scanned copies) for at least two years from the date of the challenge.

APPENDIX B

ENTRANCE SIGNS

A standard form of entrance sign must be placed at the entrance to the parking area.

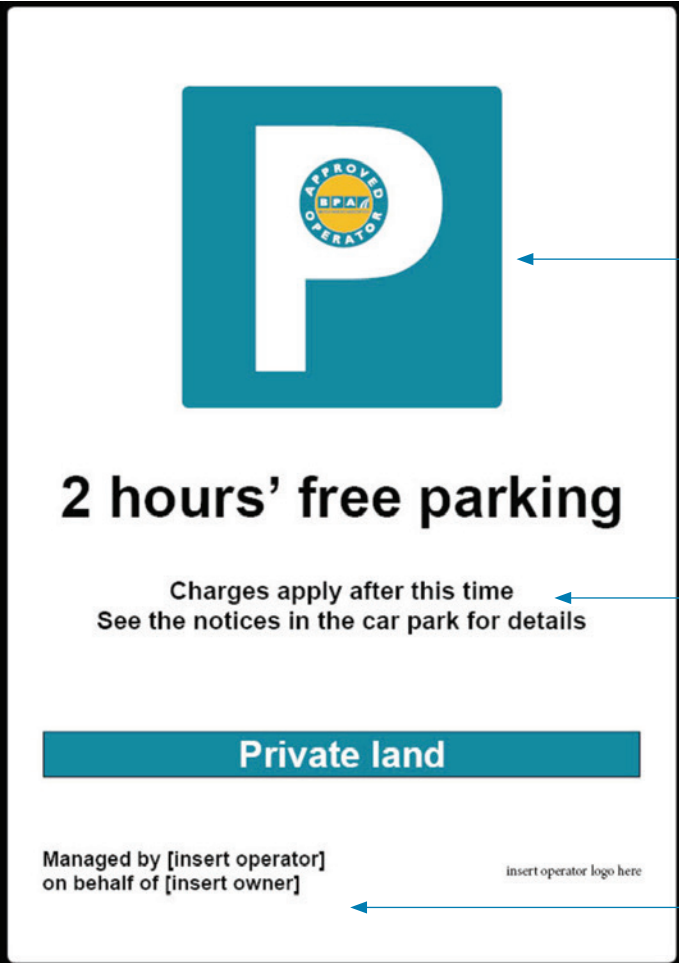
There may be reasons why this is impractical:

- when there is no clearly defined car park entrance
- when the car park is very small
- at forecourts in front of shops and petrol filling stations
- at parking areas where general parking is not permitted.

If you think there are other circumstances where it is impractical or undesirable to have an entrance sign, you must tell us in advance and get our approval to amend the sign or not have one.

Ideally the AOS logo should be incorporated on the entrance sign as it will show motorists that the site is managed by an organisation who have signed up to a recognised Code of Practice. However exemptions will be considered by the BPA Compliance Team if a legitimate reason is given.

You should try to keep to the following design principles:



This blue rectangle with the 'P' symbol can be left out if public parking is not invited and it is trespass you are managing.

If you do not have the 'P' symbol, you may move the AOS roundel to the bottom of the sign alongside the operator's name.

You must always mention that terms and conditions apply and say where to find more details about them.

"Managed by" is **required**
"On behalf of" is **optional**

The sign may be portrait or landscape in layout, depending on where it is placed.

Signs at the entrance to the parking area should clearly show the type of parking; and if, when and how any payment should be made. Ideally the AOS logo should be incorporated to indicate that the parking is managed under a Code of Practice.

We consider it to be good practice that the landowner's name is on the sign, but we understand that in some cases the owner may not want to be mentioned. You may also place your 'private parking' banner above your company details and below your terms and conditions.

If one of the following standard wordings applies to your parking area you should use it. If not, you may alter the wording to fit the situation. Words in square brackets may be left out.

There must be at least one item from Group 1. But no more than three items from Group 1 should appear before, and more prominently than, text from Group 2. You must always mention that terms and conditions apply and say where drivers can find more details – this will usually be on the other notices in the parking area.

If there are different payment terms for blue badge holders, you should also show these. The words 'blue badge holders' should generally be replaced by the blue badge symbol (exactly as shown in the Traffic Signs Regulations Guidance Document, not a local version).

Group 1

Pay and display [except/free for blue badge holders]
 [x minutes/hour's/hours'] free parking [for [business name] customers only]
 Pay on exit
 Pay [on foot/at machine] when leaving
 Parking for [business name] customers only
 Permit holders only

Group 2

Charges apply [after this][after x minutes/hours]
 Private land
 Terms and conditions apply
 See the notice[s] [in the car park] for details

Text size

The capital height for Group 1 text will depend on the approach speed of traffic. Group 2 text should be at least 50% of this size. All other text should be smaller than 50% of the Group 1 text size. However, the name of the car park or parking area, or a brief welcome message (if included), may be larger.

Situation	Typical approach speed (mph)	Minimum capital height for Group 1 text (mm)
Barrier control	under 10	50
Parking area entered immediately by turning off a 30 mph road	15	60
Car park entered from higher-speed road or using a length of access road	25	90
Service areas on motorways and dual carriageways	40	120

The sign should be placed so that it is readable by drivers without their needing to look away from the road ahead. Any text on the sign not intended to be read from a moving vehicle can be of a much smaller size.

Contrast and illumination

There must be enough colour contrast between the text and its background, each of which should be a single solid colour. The best way to achieve this is to have black text on a white background, or white text on a black background.

Signs should be readable and understandable at all times, including during the hours of darkness or at dusk if and when parking enforcement activity takes place at those times. This can be achieved in a variety of ways such as by direct lighting or by using the lighting for the parking area. If the sign itself is not directly or indirectly lit, we suggest that it should be made of a retro-reflective material similar to that used on public roads and described in the Traffic Signs Manual. Dark-coloured areas do not need to be reflective.

APPENDIX C

SCHEDULE 4 OF THE PROTECTION OF FREEDOMS ACT 2012 RECOVERY OF UNPAID PARKING CHARGES

NOT COVERED BY THE PLAIN ENGLISH APPROVED LOGO

Introductory

- 1 (1) This Schedule applies where:
- (a) the driver of a vehicle is required by virtue of a relevant obligation to pay parking charges in respect of the parking of the vehicle on relevant land; and
 - (b) those charges have not been paid in full.
- (2) It is immaterial for the purposes of this Schedule whether or not the vehicle was permitted to be parked (or to remain parked) on the land.
- 2 (1) In this Schedule:
- “the appropriate national authority” means:
- (a) in relation to relevant land in England, the Secretary of State;
- and
- (b) in relation to relevant land in Wales, the Welsh Ministers;
- “the creditor” means a person who is for the time being entitled to recover unpaid parking charges from the driver of the vehicle;
- “current address for service” means:
- (a) in the case of the keeper, an address which is either:
 - (i) an address at which documents relating to civil proceedings could properly be served on the person concerned under Civil Procedure Rules; or
 - (ii) the keeper’s registered address (if there is one); or
 - (b) in the case of the driver, an address at which the driver for the time being resides or can conveniently be contacted;
- “driver” includes, where more than one person is engaged in the driving of the vehicle, any person so engaged;

“keeper” means the person by whom the vehicle is kept at the time the vehicle was parked, which in the case of a registered vehicle is to be presumed, unless the contrary is proved, to be the registered keeper;

“notice to driver” means a notice given in accordance with paragraph 7;

“notice to keeper” means a notice given in accordance with paragraph 8 or 9 (as the case may be);

“parking charge”:

- (a) in the case of a relevant obligation arising under the terms of a relevant contract, means a sum in the nature of a fee or charge, and
- (b) in the case of a relevant obligation arising as a result of a trespass or other tort, means a sum in the nature of damages, however the sum in question is described;

“registered address” means, in relation to the keeper of a registered vehicle, the address described in paragraph 11(3)(b) (as provided by the Secretary of State in response to the application for the keeper’s details required by paragraph 11);

“registered keeper”, in relation to a registered vehicle, means the person in whose name the vehicle is registered;

“registered vehicle” means a vehicle which is for the time being registered under the Vehicle Excise and Registration Act 1994;

“relevant contract” means a contract (including a contract arising only when the vehicle was parked on the relevant land) between the driver and a person who is:

- (a) the owner or occupier of the land; or
- (b) authorised, under or by virtue of arrangements made by the owner or occupier of the land, to enter into a contract with the driver requiring the payment of parking charges in respect of the parking of the vehicle on the land;

“relevant land” has the meaning given by paragraph 3;
“relevant obligation” means:

(a) an obligation arising under the terms of a relevant contract;

or

(b) an obligation arising, in any circumstances where there is no relevant contract, as a result of a trespass or other tort committed by parking the vehicle on the relevant land;

“vehicle” means a mechanically-propelled vehicle or a vehicle designed or adapted for towing by a mechanically-propelled vehicle.

(2) The reference in the definition of “parking charge” to a sum in the nature of damages is to a sum of which adequate notice was given to drivers of vehicles (when the vehicle was parked on the relevant land).

(3) For the purposes of sub-paragraph (2) “adequate notice” means notice given by:

- (a) the display of one or more notices in accordance with any applicable requirements prescribed in regulations under paragraph 12 for, or for purposes including, the purposes of sub-paragraph (2); or
- (b) where no such requirements apply, the display of one or more notices which:
 - (i) specify the sum as the charge for unauthorised parking; and
 - (ii) are adequate to bring the charge to the notice of drivers who park vehicles on the relevant land.

3 (1) In this Schedule “relevant land” means any land (including land above or below ground level) other than:

- (a) a highway maintainable at the public expense (within the meaning of section 329(1) of the Highways Act 1980);
- (b) a parking place which is provided or controlled by a traffic authority;
- (c) any land (not falling within paragraph (a) or (b)) on which the parking of a vehicle is subject to statutory control.

(2) In sub-paragraph (1)(b):

“parking place” has the meaning given by section 32(4)(b) of the Road Traffic Regulation Act 1984;

“traffic authority” means each of the following:

- (a) the Secretary of State;
- (b) the Welsh Ministers;
- (c) Transport for London;
- (d) the Common Council of the City of London;
- (e) the council of a county, county borough, London borough or district;
- (f) a parish or community council;

(g) the Council of the Isles of Scilly.

(3) For the purposes of sub-paragraph (1)(c) the parking of a vehicle on land is “subject to statutory control” if any statutory provision imposes a liability (whether criminal or civil, and whether in the form of a fee or charge or a penalty of any kind) in respect of the parking on that land of vehicles generally or of vehicles of a description that includes the vehicle in question.

(4) In sub-paragraph (3) “statutory provision” means any provision (apart from this Schedule) contained in:

- (a) any Act (including a local or private Act), whenever passed; or
- (b) any subordinate legislation, whenever made, and for this purpose “subordinate legislation” means an Order in Council or any order, regulations, byelaws or other legislative instrument.

Right to claim unpaid parking charges from keeper of vehicle

4 (1) The creditor has the right to recover any unpaid parking charges from the keeper of the vehicle.

(2) The right under this paragraph applies only if:

- (a) the conditions specified in paragraphs 5, 6, 11 and 12 (so far as applicable) are met; and
- (b) the vehicle was not a stolen vehicle at the beginning of the period of parking to which the unpaid parking charges relate.

(3) For the purposes of the condition in sub-paragraph (2)(b), the vehicle is to be presumed not to be a stolen vehicle at the material time, unless the contrary is proved.

(4) The right under this paragraph may only be exercised after the end of the period of 28 days beginning with the day on which the notice to keeper is given.

(5) The maximum sum which may be recovered from the keeper by virtue of the right conferred by this paragraph is the amount specified in the notice to keeper under paragraph 8(2)(c) or (d) or, as the case may be, 9(2)(d) (less any payments towards the unpaid parking charges which are received after the time so specified).

(6) Nothing in this paragraph affects any other remedy the creditor may have against the keeper of the vehicle or any other person in respect of any unpaid parking charges (but this is not to be read as permitting double recovery).

(7) The right under this paragraph is subject to paragraph 13 (which provides for the right not to apply in certain circumstances in the case of a hire vehicle).

Conditions that must be met for purposes of paragraph 4

- 5 (1) The first condition is that the creditor:
- (a) has the right to enforce against the driver of the vehicle the requirement to pay the unpaid parking charges; but
 - (b) is unable to take steps to enforce that requirement against the driver because the creditor does not know both the name of the driver and a current address for service for the driver.
- (2) Sub-paragraph (1)(b) ceases to apply if (at any time after the end of the period of 28 days beginning with the day on which the notice to keeper is given) the creditor begins proceedings to recover the unpaid parking charges from the keeper.
- (e) identify the creditor and specify how and to whom payment may be made;
- (f) specify the time when the notice is given and the date.
- (3) The notice must relate only to a single period of parking specified under subparagraph (2)(a) (but this does not prevent the giving of separate notices each specifying different parts of a single period of parking).
- (4) The notice must be given:
- (a) before the vehicle is removed from the relevant land after the end of the period of parking to which the notice relates, and
 - (b) while the vehicle is stationary, by affixing it to the vehicle or by handing it to a person appearing to be in charge of the vehicle.
- (5) In sub-paragraph (2)(d) the reference to arrangements for the resolution of disputes or complaints includes:
- (a) any procedures offered by the creditor for dealing informally with representations by the driver about the notice or any matter contained in it; and
 - (b) any arrangements under which disputes or complaints (however described) may be referred by the driver to independent adjudication or arbitration.
- 6 (1) The second condition is that the creditor (or a person acting for or on behalf of the creditor):
- (a) has given a notice to driver in accordance with paragraph 7, followed by a notice to keeper in accordance with paragraph 8; or
 - (b) has given a notice to keeper in accordance with paragraph 9.
- (2) If a notice to driver has been given, any subsequent notice to keeper must be given in accordance with paragraph 8.
- (1) A notice which is to be relied on as a notice to driver for the purposes of paragraph 6(1)(a) is given in accordance with this paragraph if the following requirements are met.
- (2) The notice must:
- (a) specify the vehicle, the relevant land on which it was parked and the period of parking to which the notice relates;
 - (b) inform the driver of the requirement to pay parking charges in respect of the specified period of parking and describe those charges, the circumstances in which the requirement arose (including the means by which it was brought to the attention of drivers) and the other facts that made those charges payable;
 - (c) inform the driver that the parking charges relating to the specified period of parking have not been paid in full and specify the total amount of the unpaid parking charges relating to that period, as at a time which is:
 - (i) specified in the notice; and
 - (ii) no later than the time specified under paragraph (f);
 - (d) inform the driver of any discount offered for prompt payment and the arrangements for the resolution of disputes or complaints that are available;
- 8 (1) A notice which is to be relied on as a notice to keeper for the purposes of paragraph 6(1)(a) is given in accordance with this paragraph if the following requirements are met.
- (2) The notice must:
- (a) specify the vehicle, the relevant land on which it was parked and the period of parking to which the notice relates;
 - (b) inform the keeper that the driver is required to pay parking charges in respect of the specified period of parking and that the parking charges have not been paid in full;
 - (c) state that a notice to driver relating to the specified period of parking has been given and repeat the information in that notice as required by paragraph 7(2)(b), (c) and (f);
 - (d) if the unpaid parking charges specified in that notice to driver as required by paragraph 7(2)(c) have been paid in part, specify the amount that remains unpaid, as at a time which is:
 - (i) specified in the notice to keeper; and
 - (ii) no later than the end of the day before the day on which the notice is either sent by post or, as the case may be, handed to or left at a current address for service for the keeper (see subparagraph (4));

- (e) state that the creditor does not know both the name of the driver and a current address for service for the driver and invite the keeper:
 - (i) to pay the unpaid parking charges; or
 - (ii) if the keeper was not the driver of the vehicle, to notify the creditor of the name of the driver and a current address for service for the driver and to pass the notice on to the driver;
 - (f) warn the keeper that if, at the end of the period of 28 days beginning with the day after that on which the notice to keeper is given:
 - (i) the amount of the unpaid parking charges (as specified under paragraph (c) or (d)) has not been paid in full, and
 - (ii) the creditor does not know both the name of the driver and a current address for service for the driver; the creditor will (if all the applicable conditions under this Schedule are met) have the right to recover from the keeper so much of that amount as remains unpaid;
 - (g) inform the keeper of any discount offered for prompt payment and the arrangements for the resolution of disputes or complaints that are available;
 - (h) identify the creditor and specify how and to whom payment or notification to the creditor may be made;
 - (i) specify the date on which the notice is sent (if it is sent by post) or given (in any other case).
- (3) The notice must relate only to a single period of parking specified under subparagraph (2)(a) (but this does not prevent the giving of separate notices which each specify different parts of a single period of parking).
- (4) The notice must be given by:
- (a) handing it to the keeper; or leaving it at a current address for service for the keeper; within the relevant period; or
 - (b) sending it by post to a current address for service for the keeper so that it is delivered to that address within the relevant period.
- (5) The relevant period for the purposes of subparagraph (4) is the period of 28 days following the period of 28 days beginning with the day after that on which the notice to driver was given.
- (6) A notice sent by post is to be presumed, unless the contrary is proved, to have been delivered (and so “given” for the purposes of subparagraph (4)) on the second working day after the day on which it is posted; and for this purpose “working day” means any day other than a Saturday, Sunday or a public holiday in England and Wales
- (7) When the notice is given it must be accompanied by any evidence prescribed under paragraph 10.
- (8) In sub-paragraph (2)(g) the reference to arrangements for the resolution of disputes or complaints includes:
- (a) any procedures offered by the creditor for dealing informally with representations by the keeper about the notice or any matter contained in it; and
 - (b) any arrangements under which disputes or complaints (however described) may be referred by the keeper to independent adjudication or arbitration.
- 9 (1) A notice which is to be relied on as a notice to keeper for the purposes of paragraph 6(1)(b) is given in accordance with this paragraph if the following requirements are met.
- (2) The notice must:
- (a) specify the vehicle, the relevant land on which it was parked and the period of parking to which the notice relates;
 - (b) inform the keeper that the driver is required to pay parking charges in respect of the specified period of parking and that the parking charges have not been paid in full;
 - (c) describe the parking charges due from the driver as at the end of that period, the circumstances in which the requirement to pay them arose (including the means by which the requirement was brought to the attention of drivers) and the other facts that made them payable;
 - (d) specify the total amount of those parking charges that are unpaid, as at a time which is:
 - (i) specified in the notice; and
 - (ii) no later than the end of the day before the day on which the notice is either sent by post or, as the case may be, handed to or left at a current address for service for the keeper (see subparagraph (4));
- (e) state that the creditor does not know both the name of the driver and a current address for service for the driver and invite the keeper:
- (i) to pay the unpaid parking charges; or
 - (ii) if the keeper was not the driver of the vehicle, to notify the creditor of the name of the driver and a current address for service for the driver and to pass the notice on to the driver;
- (f) warn the keeper that if, after the period of 28 days beginning with the day after that on which the notice is given:

- (i) the amount of the unpaid parking charges specified under paragraph (d) has not been paid in full, and
- (ii) the creditor does not know both the name of the driver and a current address for service for the driver; the creditor will (if all the applicable conditions under this Schedule are met) have the right to recover from the keeper so much of that amount as remains unpaid;
- (g) inform the keeper of any discount offered for prompt payment and the arrangements for the resolution of disputes or complaints that are available;
- (h) identify the creditor and specify how and to whom payment or notification to the creditor may be made;
- (i) specify the date on which the notice is sent (where it is sent by post) or given (in any other case).

(3) The notice must relate only to a single period of parking specified under subparagraph (2)(a) (but this does not prevent the giving of separate notices which each specify different parts of a single period of parking).

(4) The notice must be given by:

- (a) handing it to the keeper, or leaving it at a current address for service for the keeper, within the relevant period; or
- (b) sending it by post to a current address for service for the keeper so that it is delivered to that address within the relevant period.

(5) The relevant period for the purposes of sub-paragraph (4) is the period of 14 days beginning with the day after that on which the specified period of parking ended.

(6) A notice sent by post is to be presumed, unless the contrary is proved, to have been delivered (and so “given” for the purposes of sub-paragraph (4)) on the second working day after the day on which it is posted; and for this purpose “working day” means any day other than a Saturday, Sunday or a public holiday in England and Wales.

(7) When the notice is given it must be accompanied by any evidence prescribed under paragraph 10.

(8) In sub-paragraph (2)(g) the reference to arrangements for the resolution of disputes or complaints includes:

- (a) any procedures offered by the creditor for dealing informally with representations by the keeper about the notice or any matter contained in it; and
- (b) any arrangements under which disputes or complaints (however described) may be referred by the keeper to independent adjudication or arbitration.

must accompany a notice which is to be relied on as a notice to keeper for the purposes of paragraph 6(1)(a) or paragraph 6(1)(b) (as the case may be).

(2) The regulations may in particular make provision as to:

- (a) the means by which any prescribed evidence is to be generated or otherwise produced (which may include a requirement to use equipment of a kind approved for the purpose by a person specified in the regulations); or
- (b) the circumstances in which any evidence is, or is not, required to accompany a notice to keeper.

(3) The regulations may:

- (a) include incidental, supplementary, transitional, transitory or saving provision;
- (b) make different provision for different purposes.

11 (1) The third condition is that:

- (a) the creditor (or a person acting for or on behalf of the creditor) has made an application for the keeper’s details in relation to the period of parking to which the unpaid parking charges relate;
- (b) the application was made during the relevant period for the purposes of paragraph 8(4) (where a notice to driver has been given) or 9(4) (where no notice to driver has been given);
- (c) the information sought by the application is provided by the Secretary of State to the applicant.

(2) The third condition only applies if the vehicle is a registered vehicle.

(3) In this paragraph “application for the keeper’s details” means an application for the following information to be provided to the applicant by virtue of regulations made under section 22(1)(c) of the Vehicle Excise and Registration Act 1994:

- (a) the name of the registered keeper of the vehicle during the period of parking to which the unpaid parking charges relate; and
- (b) the address of that person as it appears on the register (or, if that person has ceased to be the registered keeper, as it last appeared on the register).

12 (1) The fourth condition is that any applicable requirements prescribed under this paragraph were met at the beginning of the period of parking to which the unpaid parking charges relate.

(2) The appropriate national authority may by regulations made by statutory instrument prescribe requirements as to the display of notices on relevant land where parking charges may be incurred in respect of the parking of vehicles on the land.

10 (1) The appropriate national authority may by regulations made by statutory instrument prescribe evidence which

(3) The provision made under sub-paragraph (2) may, in particular, include provision:

- (a) requiring notices of more than one kind to be displayed on any relevant land;
- (b) as to the content or form of any notices required to be displayed; and
- (c) as to the location of any notices required to be displayed.

(4) Regulations under this paragraph may:

- (a) include incidental, supplementary, transitional, transitory or saving provision;
- (b) make different provision for different areas or purposes.

Hire vehicles

13 (1) This paragraph applies in the case of parking charges incurred in respect of the parking of a vehicle on relevant land if:

- (a) the vehicle was at the time of parking hired to any person under a hire agreement with a vehicle-hire firm; and
- (b) the keeper has been given a notice to keeper within the relevant period for the purposes of paragraph 8(4) or 9(4) (as the case may be).

(2) The creditor may not exercise the right under paragraph 4 to recover from the keeper any unpaid parking charges specified in the notice to keeper if, within the period of 28 days beginning with the day after that on which that notice was given, the creditor is given:

- (a) a statement signed by or on behalf of the vehicle-hire firm to the effect that at the material time the vehicle was hired to a named person under a hire agreement;
- (b) a copy of the hire agreement; and
- (c) a copy of a statement of liability signed by the hirer under that hire agreement.

(3) The statement of liability required by sub-paragraph (2)(c) must:

- (a) contain a statement by the hirer to the effect that the hirer acknowledges responsibility for any parking charges that may be incurred with respect to the vehicle while it is hired to the hirer;
- (b) include an address given by the hirer (whether a residential, business or other address) as one at which documents may be given to the hirer; (and it is immaterial whether the statement mentioned in paragraph (a) relates also to other charges or penalties of any kind).

(4) A statement required by sub-paragraph (2)(a) or (c) must be in such form (if any) as may be prescribed by the appropriate national authority by regulations made by statutory instrument.

(5) The documents mentioned in sub-paragraph (2) must be given by:

- (a) handing them to the creditor;
- (b) leaving them at any address which is specified in the notice to keeper as an address at which documents may be given to the creditor or to which payments may be sent; or
- (c) sending them by post to such an address so that they are delivered to that address within the period mentioned in that sub-paragraph.

(6) In this paragraph and paragraph 14:

- (a) "hire agreement" means an agreement which:
 - (i) provides for a vehicle to be let to a person ("the hirer") for a period of any duration (whether or not the period is capable of extension by agreement between the parties); and
 - (ii) is not a hire-purchase agreement within the meaning of the Consumer Credit Act 1974;
- (b) any reference to the currency of a hire agreement includes a reference to any period during which, with the consent of the vehicle-hire firm, the hirer continues in possession of the vehicle as hirer, after the expiry of any period specified in the agreement but otherwise on terms and conditions specified in it; and
- (c) "vehicle-hire firm" means any person engaged in the hiring of vehicles in the course of a business.

14 (1) If:

- (a) the creditor is by virtue of paragraph 13(2) unable to exercise the right to recover from the keeper any unpaid parking charges mentioned in the notice to keeper; and
- (b) the conditions mentioned in sub-paragraph (2) below are met, the creditor may recover those charges (so far as they remain unpaid) from the hirer.

(2) The conditions are that:

- (a) the creditor has within the relevant period given the hirer a notice in accordance with sub-paragraph (5) (a "notice to hirer"), together with a copy of the documents mentioned in paragraph 13(2) and the notice to keeper;
- (b) a period of 21 days beginning with the day on which the notice to hirer was given has elapsed; and

- (c) the vehicle was not a stolen vehicle at the beginning of the period of parking to which the unpaid parking charges relate.

(3) In sub-paragraph (2)(a) “the relevant period” is the period of 21 days beginning with the day after that on which the documents required by paragraph 13(2) are given to the creditor.

(4) For the purposes of sub-paragraph (2)(c) a vehicle is to be presumed not to be a stolen vehicle at the material time, unless the contrary is proved.

(5) The notice to hirer must:

- (a) inform the hirer that by virtue of this paragraph any unpaid parking charges (being parking charges specified in the notice to keeper) may be recovered from the hirer;
- (b) refer the hirer to the information contained in the notice to keeper;
- (c) warn the hirer that if, after the period of 21 days beginning with the day after that on which the notice to hirer is given, the amount of unpaid parking charges referred to in the notice to keeper under paragraph 8(2)(f) or 9(2)(f) (as the case may be) has not been paid in full, the creditor will (if any applicable requirements are met) have the right to recover from the hirer so much of that amount as remains unpaid;
- (d) inform the hirer of any discount offered for prompt payment and the arrangements for the resolution of disputes or complaints that are available;
- (e) identify the creditor and specify how and to whom payment may be made; and
- (f) specify the date on which the notice is sent (if it is sent by post) or given (in any other case).

(6) The documents mentioned in sub-paragraph (2)(a) must be given by:

- (a) handing them to the hirer;
- (b) leaving them at an address which is either:
 - (i) an address specified in the statement of liability mentioned in paragraph 13(2)(c) as an address at which documents may be given to the hirer; or
 - (ii) an address at which documents relating to civil proceedings could properly be served on the hirer under Civil Procedure Rules; or
- (c) sending them by post to such an address so that they are delivered to that address within the relevant period for the purposes of subparagraph (2)(a).

(7) In sub-paragraph (5)(d) the reference to arrangements for the resolution of disputes or complaints includes:

- (a) any procedures offered by the creditor for dealing informally with representations by the hirer about the notice or any matter contained in it; and
- (b) any arrangements under which disputes or complaints (however described) may be referred by the hirer to independent adjudication or arbitration.

Application to Crown vehicles etc

15 (1) The provisions of this Schedule apply to:

- (a) vehicles in the public service of the Crown that are required to be registered under the Vehicle Excise and Registration Act 1994 (other than a vehicle exempted by sub-paragraph (2)), and
- (b) any person in the public service of the Crown who is the keeper of a vehicle falling within paragraph (a).

(2) But this Schedule does not apply in relation to a vehicle that:

- (a) at the relevant time is used or appropriated for use for naval, military or air force purposes, or
- (b) belongs to any visiting forces (within the meaning of the Visiting Forces Act 1952) or is at the relevant time used or appropriated for use by such forces.

Power to amend Schedule

16 (1) The appropriate national authority may by order made by statutory instrument amend this Schedule for the purpose of:

- (a) amending the definition of “relevant land” in paragraph 3;
- (b) adding to, removing or amending any of the conditions to which the right conferred by paragraph 4 is for the time being subject.

(2) The power to amend this Schedule for the purpose mentioned in subparagraph (1)(b) includes, in particular, power to add to, remove or amend:

- (a) any provisions that are applicable for the purposes of a condition;
- and
- (b) any powers of the appropriate national authority to prescribe anything for the purposes of a condition by regulations made by statutory instrument.

(3) An order under this paragraph may:

- (a) include incidental, supplementary, transitional, transitory or saving provision;
- (b) make different provision for different purposes.

Parliamentary procedure

- 17 (1) A statutory instrument containing regulations under any provision of this Schedule is subject to annulment by:
- (a) a resolution of either House of Parliament (in the case of regulations made by the Secretary of State); or
 - (b) a resolution of the National Assembly for Wales (in the case of regulations made by the Welsh Ministers).
- (2) A statutory instrument containing an order made under paragraph 16:
- (a) in the case of an order of the Secretary of State, is not to be made unless a draft of the instrument has been laid before, and approved by a resolution of, each House of Parliament;
 - (b) in the case of an order of the Welsh Ministers, is not to be made unless a draft of the instrument has been laid before, and approved by a resolution of, the National Assembly for Wales.

APPENDIX D

CONTACT DETAILS

BPA Office and Customer Services

British Parking Association
Stuart House
41-43 Perrymount Road
HAYWARDS HEATH
West Sussex
RH16 3BN

Tel: +44(0) 1444 447300
Fax: +44(0) 1444 454105
Email: AOS@britishparking.co.uk

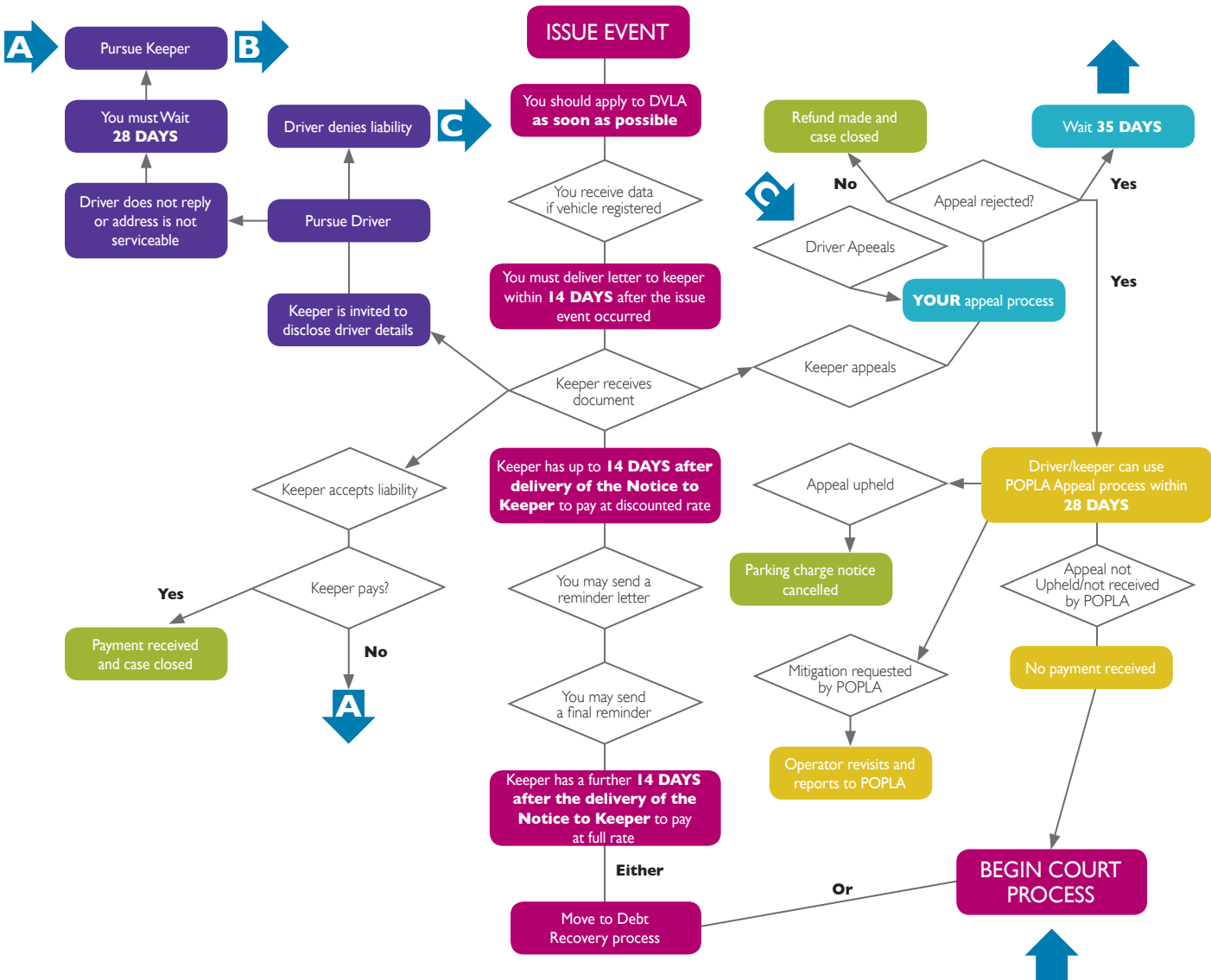
APPENDIX E

PARKING CHARGE NOTICE FLOW CHART FOR RECOVERY OF UNPAID PARKING CHARGE NOTICES AND APPEALS

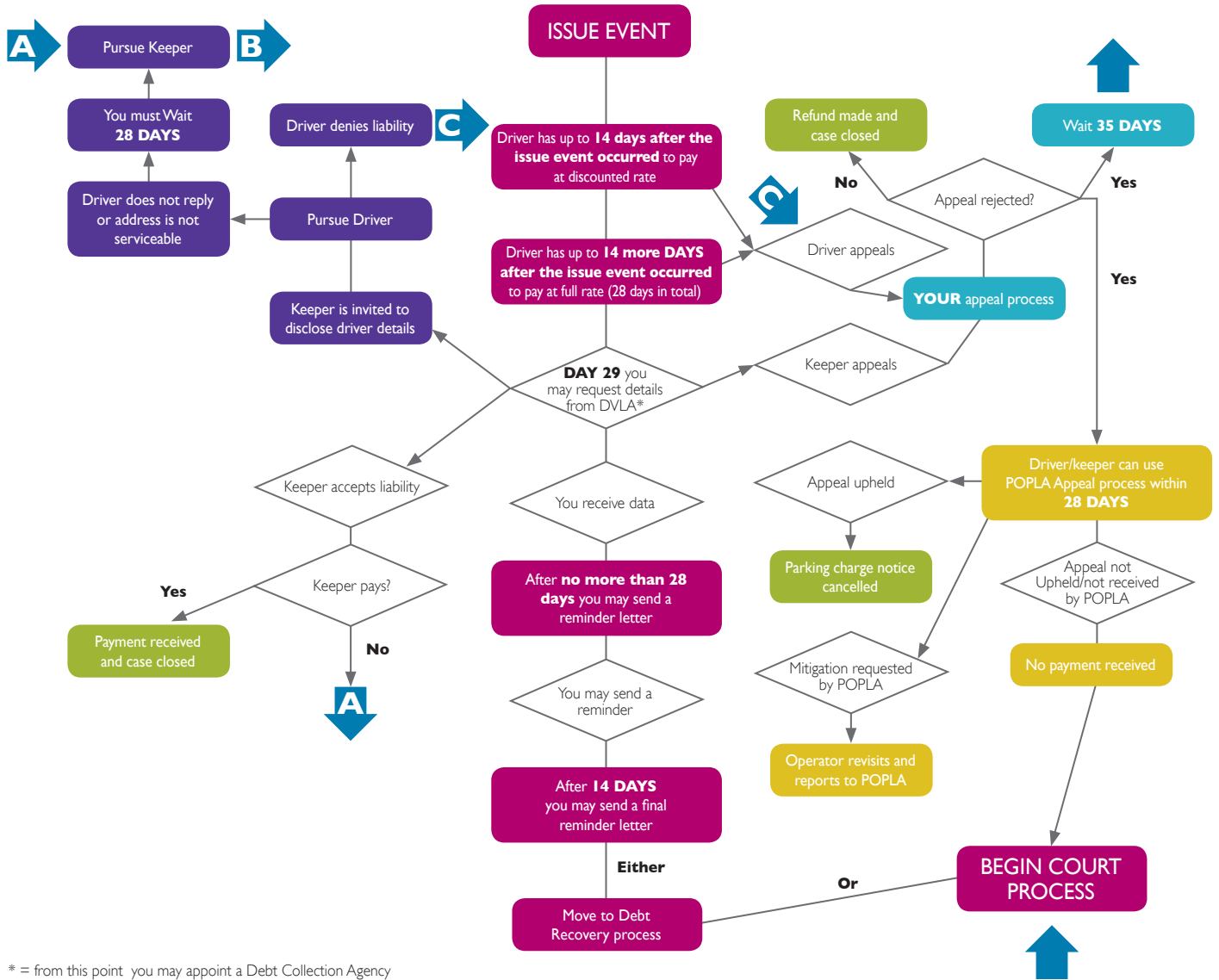
Notes to Flowcharts:

1. If full and final payment is received, or a payment that is accepted by the operator is received at any point in the process, the process ends.
 2. Where a ticket is issued by hand, the Debt Recovery process may begin at any point beyond day 29.
 3. If the Registered Keeper of the vehicle is a hire company, the hire company may release the details of the hirer of the vehicle under the terms of PoFA 2012.
- a. If you have the name and current address for service of papers on the hirer, you must pursue the hirer.
 - b. If the hirer of the vehicle refuses to admit liability, then Schedule 4 does not enable you to pursue the hire company. However Schedule 4 also makes the hirer statutorily liable for the parking charges unless the hirer can prove that the vehicle was stolen.
 - c. If the hirer of the vehicle offers the name of another driver, the driver should be pursued. After all, ultimately it is the driver who has breached the terms of your car park.

Ticket posted to keeper/issued by ANPR



Ticket issued by hand/to driver of the vehicle



* = from this point you may appoint a Debt Collection Agency

APPENDIX F

TRANSITION ARRANGEMENTS

Entrance signs: (UK)

We have introduced the concept of two-part signage to establish a contract or an act of trespass in a more practical way.

Entrance signs

In essence, entrance signs are designed to tell the motorist that they are entering managed land and that terms and conditions of use will apply. The details of these terms and conditions are not put on entrance signs: they are contained on notices displayed elsewhere within and about the land.

We recommend that you introduce this new arrangement to any newly managed sites immediately and other (existing) sites when re-signing takes place. In any event, entrance signs should meet the new requirements by **1 October 2015**.

We expect to receive a programme of works from you to show how you will achieve this. You should send us this by **1 April 2013**.

Main 'terms and conditions' signs: (UK)

The signs that contain the detailed terms and conditions for parking should be changed under the following timescales:

- 1 Where immobilisation does not take place and your parking charge is **not** more than £100, immediate change is not required. Changes such as the addition of the BPA and AOS logos should be introduced immediately to new sites and at other sites when re-signing takes place, and should be complete by **1 October 2015**.
- 2 Where **immobilisation** only takes place as enforcement and there is no lawful authority, signs should be changed by **1 October 2012**.
- 3 Where immobilisation is used and there is no lawful authority, but other types of enforcement are in use already (for example ticketing, ANPR) signs must be changed by **1 April 2013**.
- 4 Where your sign advertises a parking charge that is **higher** than the charge recommended in the Code 2012, you should reduce your charges and amend the sign by **1 July 2013** unless you can justify the higher charge as specified in the Code.

We expect to receive a programme of works from you to show how you will achieve this. You should send us this by **1 September 2012**.

Parking charge notice (Notice to Driver or Notice to Keeper): (England and Wales)

Because the parking charge notice must contain a reference to POPLA, it must be updated and available for use on **1 October 2012**.

If you have a stock of parking charge notices, you may continue to use them as long as you enclose the necessary information about POPLA with the notice.

If your parking charge is more than £100 you should reduce your charges and **not** use any existing notices unless the higher charge can be justified.

Parking charge notice: (Scotland and Northern Ireland)

There will be no requirement to mention POPLA for any sites you manage in Scotland or Northern Ireland. But if your parking charge is more than £100 you should reduce your charges and not use any existing tickets unless the higher charge can be justified.

Reminder letters and appeals letters: (England and Wales)

Because your reminder letters and appeals letters must contain a reference to POPLA, they must be updated and available for use on **1 October 2012**.

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BRITISH PARKING ASSOCIATION

British Parking Association
Stuart House
41-43 Perrymount Road
Haywards Heath
West Sussex RH16 3BN

Phone: +44 (0) 1444 447300
Fax: +44 (0) 1444 454105

info@britishparking.co.uk
www.britishparking.co.uk

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