

Cancellation Policy



Discretionary powers can be used as a tool to educate the public, where the Council feels circumstances surrounding the Penalty Charge require mitigation. However, we have a statutory obligation not to fetter or misuse our discretion and consider each case on its own merits.

Legislation allows exemptions from certain restrictions in place. We have specified the exemptions below and the documentary evidence required by Parking Services in order for them to consider cancellation of the Penalty Charge Notice (PCN).

Whilst exemptions may apply for the following circumstances, you may still receive a PCN. When our Civil Enforcement Officer (CEO) witnesses a contravention, a PCN may be issued if no exemption activity is observed at that time. However if you feel that your circumstances fall under any of these exemptions then you can challenge your PCN by supplying your supporting documentary evidence and accompanying correspondence. This can be sent via post, email or online, details of which are available on the Penalty Charge Notice.

If supplying documentary evidence please send **COPIES ONLY** as these will not be returned.

Upon receipt of your evidence the council will investigate the circumstances described; this may include checking the date, time, location and the validity of the company/individual before considering cancellation.

Please be advised that supplying evidence does not automatically mean your PCN will be cancelled. As previously stated both your evidence and the evidence recorded by the CEO will be investigated before cancellation is considered. It must be understood however that every penalty charge notice is considered separately and therefore the evidence you have supplied may not be valid for any future PCN's incurred.

Exemptions	Evidence
<i>Vehicle Broken Down</i>	Documentary proof clearly stating the reason for breakdown, the location, date and time. A recovery job sheet is acceptable. Alternatively, you can send in a garage receipt outlining repairs carried out.
<i>Required by Law to Stop</i>	Documentary proof to show that you were required by law to stop your vehicle.
<i>Loading/Unloading</i>	Documentary proof would include an invoice, receipt or job card, clearly showing the relevant time, date, location and nature of the goods being loaded/unloaded.
<i>Police/Emergency Vehicles</i>	Documentary evidence to show that you had been carrying out duties for that time, date and locations.
<i>Boarding/Alighting</i>	A relevant job sheet showing that you were involved in a pre-booked fare job at the time of the contravention.
<i>Statutory Undertakers</i>	Documentary evidence that you had been actively carrying out your duties as an undertaker for that time, date and location.