

As vehicle owner, I appeal the ticket on the following grounds:

- 1) The ticket printed is incomplete: the printer has omitted important information inclusive of an incomplete reference number. I have included a scan from my phone of the ticket. This blank area proceeds throughout the entire length of the ticket and is confusing to validate the details. I believe this to be a breach of the presentation of the parking charge notice and can reflect inaccurate information within the charge process. The ticket is included within the document below.
- 2) The Parking space is unclear - with blacked out lines indicating conflicting advice on the parking bay. Pictures are included, these parking spaces were previously shared parent and children with disabled bays. Either incorrect advice has been offered by the centre for which your services are hired, and no disabled bays are for parent and child use, or the distribution of these facilities is poor, and confusing, leading to conflicting advice with that provided by the centre whom you serve.
- 3) Confirmation was provided by a member of staff within the Dockside Outlet Center of Disabled Bay's being shared with Parent and children use. Children were being carried in the vehicle aged which is why the spaces were used.
- 4) At the time of collecting the vehicle, Other vehicles here present also were not displaying a disabled parking badge, They were parents returning to their vehicle and loading their children without being given a parking ticket. Despite seeing someone wearing a blue high visibility jacket walking around the area of the vehicle and without persecution. I fail to see why my vehicle has been persecuted with a fine, whilst they have not been given a ticket. They were parked in the same area as my vehicle, which either has this shared facility or it does not, in which case the presence and indication thereof the acceptance of use must be made much more clearly visible.

For these reasons and with the complications of the illegible bay markings, the advice provided from the centre, and also the incorrect printing of the ticket should be used in overturning this ticket.

Please provide evidence of the driver, so I can further investigate the issue at my side. If you are unable to provide evidence as to the vehicle driver, please proceed to review the following offers.

1. **Formal challenge**

There will be no admissions as to who was driving and no assumptions can be drawn. As such, you must either rely on the POFA 2012 or cancel the charge. I suggest you uphold this challenge now or alternatively, send a rejection letter - subject to accepting my claim for costs as clearly stated below, since I believe you have no case.

2. **"Drop hands" offer**

The extravagant 'parking charge' is baseless but I realise that you may have incurred nominal costs. Equally, I have incurred costs to date, for researching the law and using my time to contact yourselves. It is clear that my costs and yours, at this point, do not exceed £15. Therefore, this is a formal "*drop hands*" offer. I remind you of the duty to mitigate any loss, so withdraw the spurious charge within 35 days without further expense and I will not pursue you for my costs. If you persist then I will charge in full for my time at £18 per hour plus my out-of-pocket expenses and damages as appropriate.

3. **Notice of cancellation of contract**

I hereby give notice of withdrawal from this alleged 'contract' which was never properly offered by you and certainly was not expressly agreed by myself as vehicle owner. This 'contract' is hereby cancelled and any obligations now end. If you offer - and if I decide to use - IAS or POPLA, then the contract ends immediately on the date of their decision (whatever the outcome) so my notice of cancellation still applies. The Consumer Contracts (Information, Cancellation & Additional Payments) Regulations apply now to every consumer contract, save for a few

exemptions, which parking contracts are not. It is the will of Parliament following the EU Consumer Rights Directive, that *express consent* is obtained for consumer contracts now - not implied consent - and that information is provided in a durable medium in advance.

By replying to the challenge you are acknowledging receipt and acceptance of points 2 and 3 above. If you decide to persist with this charge, and Dockside have not requested its cancellation, I will be put to unnecessary expense and hours of time in appealing or defending this matter. As such, you will be liable for my costs and a pre-estimate of my loss - and in contrast with yours, mine is genuine - is that this sum will be likely to exceed £100.

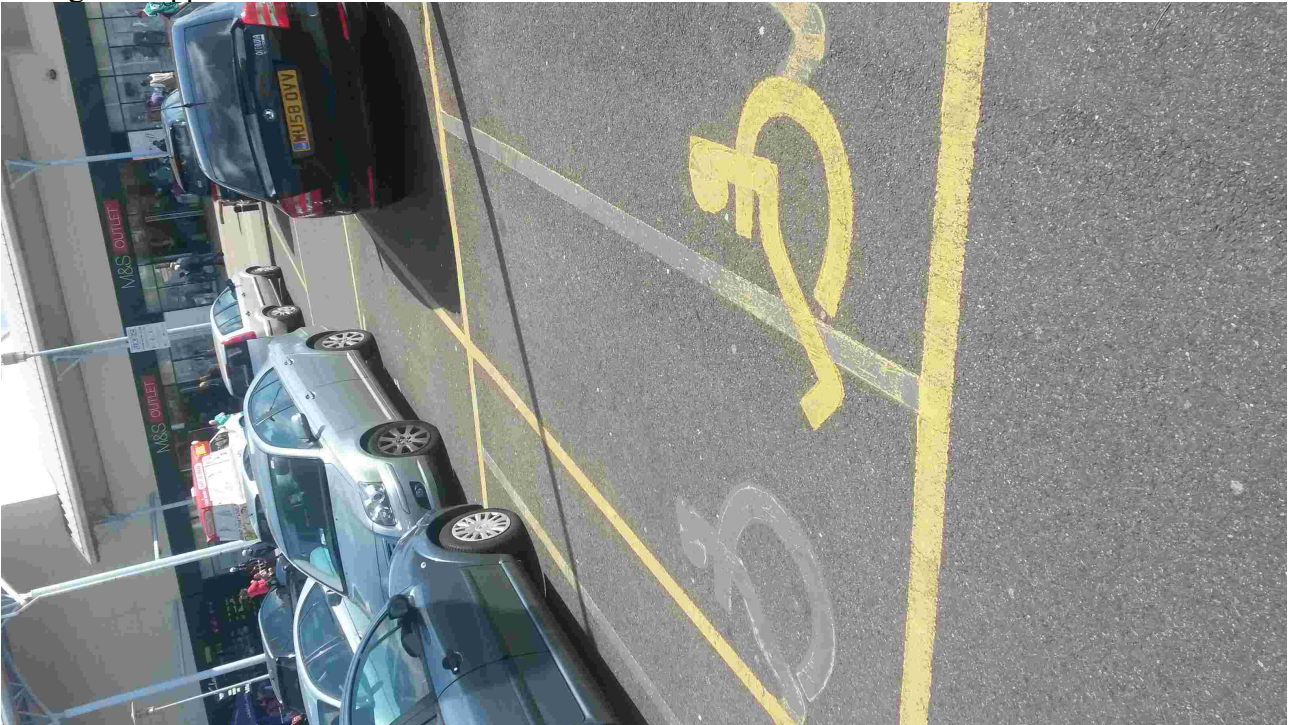
Dockside Outlet Centre are receiving a formal complaint surrounding this charge, and a copy of the appeal which you are reading.

Please review the attached evidence, and as requested provide evidence as to the identity of the driver. Once provided this evidence I am happy to proceed with further discussion, evidence provision and negotiation to see the end of this matter.

Kind Regards

James Freeman
Vehicle Registered Keeper.

Images of the parking space in question, with unclear lines proceeding through the centre of the bay. Whilst they reflect prior disabled use, there is no clarity as to the shared use which is referred to through the appeal.



Below is the parking ticket as issued, showing the clearly missing data, reflecting inaccurate information surrounding the offence committed. The reason for the offence reads "Parking in a disabled persons space, but clearly displaying a valid disabled persons badge" which conflicts with the grounds for which a ticket could be offered.

**UNAUTHORISED PERSONS
MUST NOT REMOVE OR
INTERFERE WITH THIS TICKET**

UKPCG
UK PARKING CONTROL LTD

PARKING CHARGE

| | |
|---------------------------------|--|
| REFERENCE NO. | 129025100 38 |
| DATE | 18-4-2015 |
| VEHICLE REGISTRATION MARK | <div style="border: 2px solid red; width: 100px; height: 20px;"></div> |
| MAKE | FORD |
| COLOUR | GREY |
| LOCATION | Dockside tlet Centre Maritime Chatham t itime Chatham Kent |
| ISSUE TIME | 11:38 18- 2015 |
| TIME FIRST SEEN | 11:38 18- 2015 |

PARKING ATTENDANT No: 12902 HAD REASONABLE CAUSE TO BELIEVE THAT THE FOLLOWING BREACH OF THE TERMS AND CONDITIONS OF PARKING OCCURED ON PRIVATE LAND (DETAILS OF WHICH WERE CLEARLY AND PROMINENTLY DISPLAYED AND AGREED TO BY THE DRIVER BY THE ACT OF PARKING THE VEHICLE):-

Parked in a disabled person's space but clearly displaying a valid disabled person's badge.

A PARKING CHARGE OF £ 100 IS OUTSTANDING & PAYABLE

And the second part, showing the void that continues throughout the remainder of the ticket, interfering with the offence reference details, and also the bar code to which this offence relates. You will note that throughout the entire ticket, not a single clear reference is made to the full and UN-obscured Reference Number.

PARKING THE VEHICLE):-

Parked in a disabled person's space out clearly displaying a valid disabled person's badge.

A PARKING CHARGE OF £ 100 IS OUTSTANDING & PAYABLE WITHIN 28 DAYS OF THE DATE OF THIS PARKING TICKET. A REDUCED CHARGE OF £ 60.00 IS PAYABLE IF PAYMENT IS RECEIVED WITHIN 14 DAYS OF THE DATE OF THIS PARKING TICKET. IF PAYMENT IS RECEIVED WITHIN 14 DAYS THE REDUCED CHARGE WILL BE ACCEPTED IN FULL SETTLEMENT. DETAILS OF HOW TO MAKE PAYMENT ARE OVERLEAF.

DO NOT PAY ANY UK PARKING CONTROL LTD ON-SITE EMPLOYEE DIRECTLY

Customer Services: 0333 220 1070
Issued by UK Parking Control Ltd
Registered in England 05104383
Registered Office: The Apex
2 Sheriffs Orchard, Coventry, CV1 3PP.
VAT REG No. 888 2461 77 TOS1009V2

PAYMENT SLIP

REFERENCE No. 12902510811

DATE 18-4-2015

VEHICLE REGISTRATION MARK [REDACTED]



FOR PAYMENT INSTRUCTIONS SEE OVERLEAF

If payment is made by post please detach this slip, complete the details on the reverse and return it with your payment to the address shown overleaf.

EW091401 TOS1009V2