

# Penalty Charge Notices (PCN)



**DO NOT IGNORE THIS NOTICE**

**HOW TO PAY**

- By Automated 24 hour Telephone Line: 03004500505 - for debit/credit card payments.
- By Internet: the Torbay Council website [www.torbay.gov.uk/cpe](http://www.torbay.gov.uk/cpe) and pay by debit/credit card. Debit cards accepted: VISA, MASTERCARD, SWITCH, SOLO, MAESTRO.
- By Post: make your cheque or postal order payable to Torbay Council and to avoid error write the PCN Number shown overleaf on the reverse of the cheque. Complete the payment slip and attach it to your cheque or postal order and send it to Exchequer Services, Torbay Council, Town Hall, Torquay TQ1 3DR. Please send a SAE if you require a receipt. Allow 2 working days for 1st class post and 5 working days for 2nd. All Postal Payments must be sent to: Exchequer Services, Torbay Council, Town Hall, Castle Circus, Torquay TQ1 3DR.

**If you believe that the Penalty should not be paid and wish to challenge this PCN**

- Internet visit the Torbay Council website at [www.torbay.gov.uk/appeal](http://www.torbay.gov.uk/appeal) and complete an on-line challenge form.

Please quote your PCN Number, the vehicle registration and your address in all contacts.

Details of the Council's policy and approach to challenges can be found at [www.torbay.gov.uk/cpe](http://www.torbay.gov.uk/cpe). All cases will be considered on their individual circumstances. If you challenge this PCN within 14 days and the challenge is rejected the Council will usually re-offer the 14 day discount period.

**IF THE PENALTY CHARGE IS NOT PAID OR CHALLENGED**

If the Penalty Charge is not paid on or before the end of the 28 day period as specified on the front of this notice or successfully challenged the Council may serve a notice to owner (NIO) on the owner of the vehicle requiring payment of the Penalty Charge. The owner can then make representations to the Council and may appeal to an independent adjudicator if those representations are rejected. The NIO will contain instructions for doing this. All representations received prior to a notice to owner will be considered. If you challenge this PCN but the Council issues a NIO anyway, the owner must follow the instructions on the NIO.

Further information about Civil Parking Enforcement (including PCNs and NIOs) is available online at [www.patrol-uk.info](http://www.patrol-uk.info) and also in the Parking Appeals Leaflet available from the Council and at [www.torbay.gov.uk/cpe](http://www.torbay.gov.uk/cpe).

Torbay Council (TC) is responsible as a 'data controller' for any personal data that we hold about you. We will ensure that any personal data we process is done so in line with our Data Protection Policy and in line with your rights under data protection legislation. We will share your information with the DVLA for the purposes of obtaining vehicle ownership, or with enforcement agencies to recover outstanding amounts relating to the PCN. Further information about your rights and how you can exercise these along with information about how we process your personal data is available on our website: [www.torbay.gov.uk/council/information-and-data](http://www.torbay.gov.uk/council/information-and-data)

Detach here Detach here

Please complete details below before returning this slip with your payment

Name: Mr/Mrs/Miss/Ms/Other \_\_\_\_\_

Address: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Postcode: \_\_\_\_\_

PCN Envelopes



Paper Parking Permits



*Sample*

		<b>PARKING PERMIT</b>	
Vehicle Registration No.			
Expires		Zone	
No.			



Sample

		<b>PARKING PERMIT</b>
Expires	Valid From	
No.		



Sample



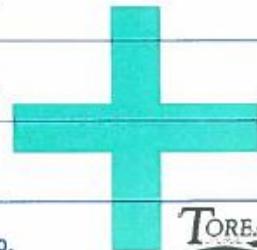
HEALTHCARE &  
EMERGENCY  
PERMIT

Valid At

Reg No.

Expires

Serial No.



Scratch-card Parking Permits

On Arrival:-

1. Scratch out Day, Date and Month.
2. Write Vehicle Registration No. in the space provided in ink.
3. Display inside the vehicle so the face of permit may be clearly seen from the front of the vehicle.



ZONE **A** VEHICLE REGISTRATION NUMBER

DAY DATE

MON	TUE	WED	THU	FRI	SAT	SUN
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

MONTH

JAN	FEB	MAR	APR	MAY	JUN
JUL	AUG	SEP	OCT	NOV	DEC

EXPIRES Expiry Date

**No. V 85773**

Valid only in Permit holders parking places in the zone shown above.  
Card invalid if more than one day/date/month are scratched out.  
See reverse for permit conditions.

On Arrival:-

1. Scratch out Day, Date and Month.
2. Write Vehicle Registration No. in the space provided in ink.
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MONTH

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**No. V 85774**

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MONTH

JAN	FEB	MAR	APR	MAY	JUN
JUL	AUG	SEP	OCT	NOV	DEC

EXPIRES Expiry Date

**No. V 85775**

Valid only in Permit holders parking places in the zone shown above.  
Card invalid if more than one day/date/month are scratched out.  
See reverse for permit conditions.

On Arrival:-

1. Scratch out Day, Date and Month.
2. Write Vehicle Registration No. in the space provided in ink.
3. Display inside the vehicle so the face of permit may be clearly seen from the front of the vehicle.



ZONE **A** VEHICLE REGISTRATION NUMBER

DAY DATE

MON	TUE	WED	THU	FRI	SAT	SUN
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MONTH

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JUL	AUG	SEP	OCT	NOV	DEC

EXPIRES Expiry Date

**No. V 85776**

Valid only in Permit holders parking places in the zone shown above.  
Card invalid if more than one day/date/month are scratched out.  
See reverse for permit conditions.

# WEEKLY PARKING PERMIT

## TORBAY COUNCIL

### INSTRUCTIONS

1. Scratch out Month, Date and Year the permit is to commence from.
2. Display on vehicle dashboard so that face of permit may be clearly seen from the front of the vehicle.

**MONTH**

JAN	FEB	MAR	APR	MAY	JUN
JUL	AUG	SEP	OCT	NOV	DEC

**DATE**

1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

**YEAR**

2013	2014	2015	2016
------	------	------	------

Valid only in Torbay Council Car parks, permit invalid if more than one month/date/year are scratched out. See reverse for permit conditions.

No. W 07461

**£33.00**

# WEEKLY PARKING PERMIT

## TORBAY COUNCIL

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**MONTH**

JAN	FEB	MAR	APR	MAY	JUN
JUL	AUG	SEP	OCT	NOV	DEC

**DATE**

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29	30	31				

**YEAR**

2013	2014	2015	2016
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No. W 07462

**£33.00**

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**YEAR**

2013	2014	2015	2016
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Valid only in Torbay Council Car parks, permit invalid if more than one month/date/year are scratched out. See reverse for permit conditions.

No. W 07463

**£33.00**

# WEEKLY PARKING PERMIT

## TORBAY COUNCIL

### INSTRUCTIONS

1. Scratch out Month, Date and Year the permit is to commence from.
2. Display on vehicle dashboard so that face of permit may be clearly seen from the front of the vehicle.

**MONTH**

JAN	FEB	MAR	APR	MAY	JUN
JUL	AUG	SEP	OCT	NOV	DEC

**DATE**

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29	30	31				

**YEAR**

2013	2014	2015	2016
------	------	------	------

Valid only in Torbay Council Car parks, permit invalid if more than one month/date/year are scratched out. See reverse for permit conditions.

No. W 07464

**£33.00**

## INSTRUCTIONS

- 1) With a coin scratch out the date, month and year that you want the permit to start from, the permit will be valid for 7 days commencing with the date you have scratched out. The permit will expire at 10am on the 8th day.
- 2) Display the completed permit by placing the permit in clear view on the dashboard with the scratched off panels facing upwards.

## CONDITIONS OF USE

- 1) The permit must be clearly displayed in accordance with the above instructions.
- 2) The permit is invalid if more than one date/month/year are scratched out.
- 3) This permit does not guarantee the holder a space, nor does it render Torbay Council subject to any liability in respect of theft of or damage to any vehicle in a parking place, or the contents or fittings of any such vehicle.
- 4) The permit holder must ensure their vehicle is positioned wholly within the markings of the car park bays.
- 5) This permit allows the user to park in all of Torbay Council's pay and display car parks for the maximum stay permitted for permit holders.
- 6) The instructions of Civil Enforcement Officers/Parking Services staff relevant signs within the car parks must be complied with at all times, this may include limited parking periods.
- 7) This permit is not valid for use in any of Torbay Council's on street pay and display parking places.
- 8) No refunds can be given under any circumstances.
- 9) This permit is issued by or on behalf of Torbay Council and cannot be resold for greater than face value.

Failure to adhere to any of these conditions may result in the issue of a Penalty Charge Notice. A full copy of Torbay Council's Off Street Parking Places Order is available from Parking Services or at [www.torbay.gov.uk/parking](http://www.torbay.gov.uk/parking)



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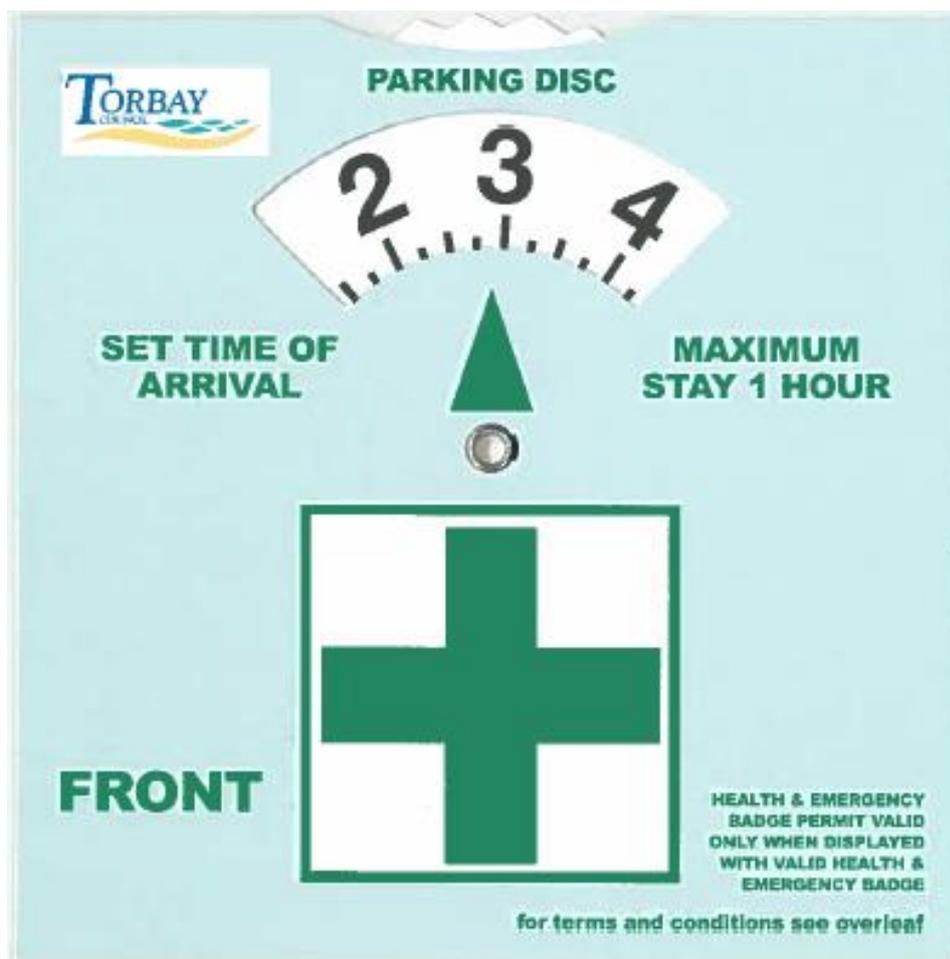
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## Time Clocks



### TERMS AND CONDITIONS FOR THE USE OF THIS DISC

1. The disc must be displayed with the Health & Emergency Badge issued to your vehicle in the front windscreen passenger side.
2. The front of the disc showing time of arrival must be clearly visible to Civil Enforcement Officers in the front windscreen.
3. The disc allows you to park your vehicle on a yellow line restriction for a maximum of 1 hour and to overstay in a limited waiting bay for up to 1 hour.
4. The Badge and Disc may only be used whilst attending to patients at the patient's residence only and **MUST NOT** be used outside of your employer's office/base.
5. You must not park on or in any of the following:  
Disabled bays, taxi ranks, bus stops or lanes, cycle lanes, zig-zag markings, pedestrian crossing points, on street pay and display bays, car parks, school entrances, suspended in parking areas as indicated by suspension signs and/or waiting cones, where loading bans are indicated by either a single or double kerb marking and time plate.
6. You should not park where you may cause a danger to others e.g. near a bend, brow of a hill or close to a junction or a driveway.
7. Civil Enforcement Officers or Police Officers may ask you to move your vehicle if it is considered to be causing an obstruction or a potential hazard to the safety of others.
8. Incorrect display or failure to display the disc may result in the issue of a Parking Penalty Charge Notice.
9. Improper use of the badge and disc may result in the Council exercising its right to suspend or withdraw the badge and disc from users/organisations.
10. The Council reserve the right to amend the badge scheme as appropriate at any time.

**BACK**