

Parking@Hart

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What Do I Do If I Receive A Penalty Charge Notice?

If you receive a Penalty Charge Notice (PCN) - do not ignore it. You may have to pay an extra penalty if you do not pay, or challenge, the notice on time.

The PCN rate is set at £70 or £50 depending whether it is classified as a higher or lower level contravention

If a PCN is paid within 14 days of issue a 50% discount will be accepted, as full settlement of the matter and the case closed.

Discounted payments received outside the 14 day discount period will count as part-payment and the balance outstanding will be due.

Full payment of a PCN will result in the case being closed.

If you wish to make a challenge then do not pay the charge, as payment will close the case.

Details on how to make payment or make a challenge are shown on the back of the PCN.

The PCN also shows:

- The PCN number,
- Vehicle registration number and make,
- Location,
- Contravention code,
- Date and time of contravention and date served
- CEO number
- Amount of Penalty charge

Civil Enforcement Officers cannot accept payments, nor do they have the authority to cancel the Notice once it has been served.