**IMPORTANT!
PLEASE READ THEN DELETE THIS BOX**
This is a template letter for guidance. You need to add your details and where appropriate change the letter to suit your circumstances. Feel free to add more info.

Once you’ve made changes, always print it out and read through to check it makes sense to the recipient.

**ACTION POINTS**

**[BLUE BRACKETS]:** Put your specific info here, then delete the instructions (and change the text colour)
 **[RED BRACKETS]:** Just for info, after you’ve read delete

[insert your name

and address]

[insert date]

[insert name and address of

landowner or agent of landowner]

Dear Sir or Madam,

**Ticket number:** [insert ticket number]

**Vehicle registration number:** [insert vehicle registration number]

You issued me with a parking ticket on [insert date] but I believe it was [select from unfairly / unlawfully / illegally] issued. [if asked] I decline your invitation to name the driver, which is not required of me as the keeper of the vehicle. I will not be paying your demand for payment for the following [select from reason / reasons]:

[Important: fill in the sections below and delete any bullets that don’t apply]

* **The alleged contravention did not occur**

Quite simply, the parking attendant got it wrong and the vehicle was not parked inappropriately at the time the ticket was issued. This is due to the fact [insert reason here]. Please see attached evidence, [explain your evidence here & include and refer to documentary evidence if you have any], as proof of my claim.

* **There was insufficient signage**

The car park in question has no clear signage to explain what the relevant parking restrictions are. This means no contract can be formed with the landowner and all tickets are issued illegally. Please see attached evidence, [explain your evidence here & include and refer to documentary evidence if you have any], I have gathered as proof.

* **The vehicle was not parked on the land in question**

You issued a ticket for supposedly breaking your parking restrictions yet the vehicle was actually parked [insert where you parked] meaning you had no authority to issue a ticket. Please see attached evidence, [explain your evidence here & include and refer to documentary evidence if you have any], as proof.

* **Mitigating circumstances**

**There are mitigating circumstances to explain why I parked where I did and I am requesting that the charge be waived for this reason.** Please see attached evidence, [explain your evidence here & include and refer to documentary evidence if you have any], as proof of my claim.

[If appealing to a BPA member] **The charge is disproportionate and not commercially justifiable**

The amount you have charged is not based upon any commercially justifiable loss to your company or the landowner.

According to the Unfair Consumer Contract Regulations, parking charges on private land must not exceed the cost to the landowner during the period the motorist is parked there. In my case, the [insert figure] charge you are asking for far exceeds the cost to the landowner of [insert details of the parking costs eg if the fee is £50 but parking costs £1-an-hour you’d need to have been there for 50 hours to justify the charge].

* [If appealing against a notice to keeper] **The notice to keeper is incorrect**The Notice to Keeper failed to meet the obligations of Schedule 4 of the POFA Act 2012.[eg if the Notice to Keeper arrived late (after 15 days following the alleged parking office, or after 56 days following the issue of a parking charge notice on your windscreen].
* [Enter any further reasons of your own to support your claim and include as much detail as you can].

If you choose to pursue me please be aware that I will not enter into any correspondence and this will be the only letter you will receive from me until you answer the specific points raised in my letter.

Yours faithfully,

[insert your signature]

[insert your name (printed)]

[Enclose ALL relevant evidence for your complaint]