

Introduction

By using the services that Countrywide Parking Management Ltd offer you are agreeing to the terms and conditions as set out below. If you do not agree with these terms of use, you are forbidden to use our service

Countrywide Parking Management Dictionary:

IPC – International Parking Community Site – The area that our services are operated in

CPM – Countrywide Parking Management Ltd

PCN – Parking Charge Notice

Provider's agreement - An agreement made by the professional to client that summarizes the work that will be complete, for what cost, how many hours, and which date the work will be commenced.

Countrywide Parking Management Summary

Countrywide Parking Management Ltd is a company that act on behalf of our client, the landowner, to protect their land/car park from unauthorised vehicles parking on their land. The service we provide is regulated by the International Parking Community, following their strict code of conduct at all times. CPM erect clear signage at all site we manage to ensure anyone entering the site is can read the terms of parking on the site. If the driver of the vehicle decides to breach the terms clearly stated, they will be issued with a Parking Charge Notice.

Liability (Damage, loss or theft)

Countrywide Parking Management Ltd holds no liability or responsibility for any damage, loss or theft while parking on any of the sites that we operate on. Any incidents that occur while using/parking on any site we manage must be reported to the car park owner, unless otherwise specified.

Clear Signage

All sites we operate our services on will have clearly visible signs to make you aware of the terms and conditions of each individual site. CPM's signs and the areas that we place them in each site are all audited and approved by the IPC.

Permit to Park

On some sites, a permit is required to be clearly displayed on the dashboard or windscreen in order for you to park on the site. This will be stated on our site signage. If you fail to clearly display a valid permit, you will be in breach of the terms of use of the site and will be issued a Parking Charge Notice.

Parking in marked bays

Any site that has marked bays, in the form of a garage, wall, posts or any painted lines to illustrate a parking bay must be followed, unless otherwise specified. All sites have clear signs informing the driver of the terms and conditions of use. If you are seen to be breaching the terms and conditions of a site we operate on, you will be issued a Parking Charge Notice.

Paying a Parking Charge Notice

If you are seen to be breaching the terms and conditions of use, clearly stated on our site signage you will be issued with a Parking Charge Notice. A PCN can be issued by either a printed ticket put on your windscreen or a letter sent to the registered keeper of the vehicle informing you of the PCN. We will request details from the DVLA if a PCN has been issued via ANPR, Warden Patrols or Self-Ticketing services. We will also request your details if you have not contacted us within 28 days from the date you were issued a PCN.

Appeals

If you feel that your Parking Charge Notice was issued unfairly, you do have the option to appeal. All appeals must be sent in writing to Appeals Department, Countrywide Parking Management Ltd, Appeals Department, PO Box 9529, Poole, BH12 9NT. You must include your full name, address and telephone number with your appeal letter. If you appeal, the 14-day period to pay the reduced amount will still continue from the date the PCN was issued.

Our appeals team will review all cases that are appealed fairly, any Parking Charge Notices that we deem to be unfair or wrongly issued will be cancelled, we will write to you to confirm that no further action will be taken nor is needed from your part. If you feel that our decision is unfair, you may appeal to the Independent Appeals Service, of who will again review all the evidence to come up with a verdict. CPM will automatically withdraw the option to pay the reduced amount and the full charge will be payable if your appeal to the IAS is denied.

Payment

Countrywide Parking Management Ltd offers a number of ways to pay your Parking Charge Notice. You can pay by credit or debit card using our Telephone or internet payment service. We do not hold credit or debit card details on any of our systems. You may also pay via cheque by sending it to Payments, **Countrywide Parking Management, Payments Department, PO Box 9529, Poole, BH12 9NT**. You must include your full name, address and a contact number along with your PCN number and vehicle registration number.

Refunds

By paying a Parking Charge, we assume that you accept full responsibility for the charge. No refunds will be made once a payment has been made unless ordered by the courts. If you feel the Parking Charge has been issued in error, or do not agree with the PCN then you must follow the appeals process as detailed in the above points.

Failure to Pay

CPM allows up to 28 days from the date of issue to pay your Parking Charge Notice. If payment is not received within this time period, we may request the vehicles registered keeper details to begin perusing the PCN. If no correspondence from the vehicle owner is received, we will pass the PCN on to a third-party debt recovery company to collect payment. A letter will be sent the registered keepers to inform them that this is happened. Once the PCN has been passed onto the debt recovery agents your Parking Notice Charge may increase to cover costs.

In some cases, Countrywide Parking Management Ltd will allow you to pay your PCN in instalments; it is to our discretion how many months your payment plan will be broken down into. We may increase the cost of your parking charge notice if we accept a monthly payment plan.

Changes

Countrywide Parking Management Ltd reserves the right to change or update these terms and conditions at any time.