

Appealing an Excess Charge Notice (ECN): reasons we may and may not accept

If you have received an **Excess Charge Notice (ECN)** and believe it should not have been issued, you can appeal. We will consider all appeals on their own circumstances and the information you provide.

This guide explains:

- **reasons that may be accepted** (where evidence supports the appeal), and
- **reasons that are unlikely to be accepted** (where the ECN is likely to stand).

Important: This guidance provides examples. It does not cover every situation. We will consider each case on its merits.

Reasons we may accept (where supported by evidence)

We may cancel an ECN where it appears it should not have been issued, or where there is a clear and evidenced reason to do so.

1) The ECN was issued incorrectly

Examples:

- the vehicle was **not parked at the location** stated
- the vehicle details on the ECN are **incorrect** (incorrect colour is not a valid reason as the photograph will show the exact colour)
- the ECN was issued for the **wrong reason**
- the vehicle was **authorised to park** (for example, a valid permit/permission applied)

Evidence that helps: photographs, permits, tickets, authorisation emails/letters, location evidence.

2) A valid ticket/permit was held at the time

Examples:

- you had a valid parking session or permit covering the time

- the ticket/permit details can be confirmed as **valid and in date**

Evidence that helps: ticket/receipt or machine used, cashless parking confirmation, permit number, proof of purchase.

3) The parking payment system or machine was faulty

Examples:

- the pay machine was **not working** and would not accept payment
- the cashless parking system was **unavailable** at the time
- signage about alternative payment methods was missing or unclear

Evidence that helps: photographs of the machine screen, screenshots of error messages, time-stamped call logs, bank transaction attempts, details of the machine number/location.

4) A medical emergency or urgent situation occurred

Examples:

- a genuine emergency required immediate action, affecting your ability to comply with parking restrictions

Evidence that helps: medical appointment confirmation (where appropriate), hospital documentation, or a short written explanation supported by any available evidence.

We will handle sensitive information appropriately. Please only provide what is necessary.

5) The vehicle was being used without the owner's consent

Examples:

- the vehicle was stolen at the time the ECN was issued

Evidence that helps: crime reference number, police report, insurance documentation.

6) Vehicle breakdown prevented compliance

Examples:

- the vehicle became immobile due to a mechanical failure and could not be moved

Evidence that helps: recovery report, garage invoice, breakdown assistance confirmation, photographs.

7) Other compelling circumstances (discretion)

In some circumstances, we may consider cancellation where:

- there is strong evidence that enforcing the ECN would be unreasonable in the circumstances
- the situation is exceptional and outside your control

Evidence that helps: independent documents (letters, receipts, time-stamped photos), a clear timeline, and any supporting third-party confirmation.

Reasons we do not normally accept

There are some explanations that are commonly given but will not normally result in cancellation, because the responsibility to comply with parking conditions remains with the driver.

1) “I did not see the signs” / “I didn’t know the rules”

Examples:

- you were unfamiliar with the area
- you did not notice the restrictions or did not read the terms and conditions

Parking controls apply whether or not you have seen the signage.

2) “I was only parked for a short time”

Even short stays can be subject to restrictions and charges.

3) “I was late back” / “I overstayed”

Examples:

- you were delayed in a shop, meeting, appointment, or collecting someone
- traffic delays meant you returned after the paid time ended

You are expected to allow enough time or extend your parking session where possible.

4) “I could not find change” / “I did not have my bank card/phone”

Examples:

- you did not have coins
- your phone battery was flat
- you did not have a payment card available

It is the driver’s responsibility to ensure they can pay using available methods.

5) “The blue badge/permit was in the car but not displayed”

Where display is required, failure to display may still result in enforcement. We will consider evidence, but cancellation is not guaranteed.

6) “I was not the driver”

The ECN relates to the vehicle being parked in contravention. Where the vehicle is registered to you (or you are responsible for it), you may still be required to deal with the notice.

7) “Other people park there” / “I’ve parked there before”

Other instances of non-compliance do not mean cancellation of an ECN.

8) “There were no spaces elsewhere”

A lack of available spaces does not permit parking in contravention of the restrictions.

9) “I was dropping off/picking up” (where stopping is not permitted or conditions were not met)

Dropping off or picking up does not automatically allow you to park or stop where restrictions apply. Where there are exemptions (for example, certain loading/unloading circumstances), evidence may be required and the exemption must apply.