



March 2017

Policy for Charging of Penalty Notices

In the early days of Price Express Transport, parking tickets and penalty notices were an incidental part of our daily business with little impact on our costs. We were in the position where if a ticket was likely to be issued, we had the knowledge and time to be able to report back to our customers to see if they wanted us to continue with the delivery or abort and attempt the delivery again at a later date. Unfortunately, this is no longer the case, so we have reviewed our policy on this matter.

Many tickets are now automated with cameras and do not allow any time for a delivery to be made. More locations are covered with no stopping zones (red routes), particularly in central London and city centres, making delivery, in some cases, impossible to make without receiving a ticket. Often the drivers are not aware a notice has been issued, and as such we are unable to inform the customer at the time of delivery. Penalty notices have become a necessary cost in order to make the delivery and Price Transport are not able to absorb the cost within the chargeable rate.

With immediate effect, we will be invoicing parking tickets to our customers even if we have not been able to offer prior notice. We will carry out a full investigation for each occurrence, and if our conclusion is that the driver had no alternative way to make the delivery, we will invoice the Penalty notice at cost. If we conclude that the driver has acted negligently then clearly we will not charge the cost on. Copies of the Penalty notice will be available on request. Please be aware that by law we can be issued with a notice up to 6 months after the event, although it is normally a lot sooner than this.

As per our terms, it is the customer's responsibility to ensure that the delivery point has clear access for 18t vehicle - Clear access for delivery means clear access via road to site and adequate offloading facilities - ie. no double yellow lines, restricted size vehicles, roadworks etc.

There are a few things you as the customer can do to help with this:

- Ask at point of order if the delivery point has a safe place to unload / delivery time restrictions. Please be aware it needs to be adequate for an 18t vehicle, for the duration of the delivery.
- Note on your delivery request if the customer has a loading bay / alternative entrance on a different road to the actual delivery address, where the delivery can be made. This is often not evident to the drivers and would need to be highlighted in advance of the vehicle arriving at the delivery point.
- Be particularly aware of asking within central London postcodes – E / EC / N / NW / SE / SW / W / WC

If you have a book in service as part of your Agreement with us, then these questions will be asked as part of the call to consignee. The answers will be noted, but it remains the responsibility of the customer if adequate parking details are not provided and a penalty charge is issued.