

# Terms & Conditions for Online and Automated Telephone Card Payments



Although we can accept credit and debit card payments online and by telephone, these are classed as "Customer Not Present" or "Mail Order" transactions by the Credit Card Companies and therefore these transactions require specific information to be provided by the Cardholder. To make any such payment, **you must use our online or automated telephone payment facilities. We cannot accept this type of payment simply over the telephone or by email.**

Online and automated payments are subject to the following terms and conditions:

1. Online and automated telephone payments are only accepted in circumstances where the Cardholder agrees the validity of the enforcement action and the amount of the charges due. Once paid, an appeal cannot be made against the charges.
2. The payment must be submitted by the Cardholder.
3. The Cardholder confirms that they personally know the vehicle and the driver of the vehicle that relates to the payment.
4. All the details requested must be clearly and fully completed, including the address & postcode digits as these are required for security checks.
5. Incomplete submissions will not be processed under any circumstances.
6. Any payment request that fails any of the necessary security checks will be refused.
7. Payment is made to: Wing Parking Ltd, Plaza 668, Hitchin Road, Luton, Beds, LU2 7XH. Tel: 01582 434500.
8. Credit and debit card transactions are not currently subject to any Card Processing Fee.
9. Only the following cards are accepted: Visa, Visa Debit & Mastercard. We do not accept any other type of card, including Diners Club or American Express.
10. Once payment has been made, you cannot cancel your transaction and we will only offer a refund if an incorrect amount has been taken.
11. If you pay using the automated telephone system, you may request an SMS receipt to be sent to you. The SMS receipt costs 15 pence and is purely optional.
12. Where any card payment is returned unpaid (for any reason) an additional administration charge of £25.00 will be levied upon each PCN concerned and any discount previously received will no longer apply.
13. If you have been contacted by debt recovery agencies or solicitors working on our behalf to collect unpaid Parking Charge Notices, **you must make payment directly to them and not to ourselves.** You can **no longer use our systems to make payment** as our systems will only display the value of the outstanding parking charge notice and not any debt recovery charges that have been incurred. Hence if you make payment to us, irrespective of what it says on our system, **it will not settle your full account** and the debt recovery costs will still be payable and you will continue to receive contact from our debt recovery agents.

Please note: All card processing is carried out by our suppliers, Sagepay, and not by Wing Parking Ltd and therefore we are unable to deal with any query arising over the actual processing of the transaction, for example, if the card is refused for any reason. Any query relating to such matters must be directed to your card issuer and not ourselves, however any failure in making payment is most likely to be the result of the information you have entered failing to pass all the required security checks, i.e. address matching, postcode matching and security code matching and therefore it is vital that you ensure the information you supply exactly matches the information held by your card issuer.

Payments that fail the required security checks may be classed as authorised by your card issuer, but they are not accepted as payment by us. A transaction being authorised does not mean that it has paid. Payments are only accepted where **all** security checks are positive. Wing Parking Ltd does not hold or store any of your credit or debit card information.

# Terms & Conditions for BACS Payments



We can accept BACS payments directly into our bank account.

BACS payments are subject to the following terms and conditions:

1. BACS payments are only accepted in circumstances where the Cardholder agrees the validity of the enforcement action and the amount of the charges due. Once paid, an appeal cannot be made against the charges.
2. The payment must be submitted by the Account Holder of the paying account.
3. The Account Holder confirms that they personally know the vehicle and the driver of the vehicle that relates to the payment.
4. The Account Holder must provide the PCN Reference Number as a reference when making the transfer as without this Reference Number the payment cannot be correctly allocated to the relevant case. Any payment made without the Reference Number will not be allocated to a case and will not prevent further action being taken or the charges increasing if the discount period expires.
5. Where payment is made by BACS transfer, the date of payment will be the date of the arrival of the payment into the Wing Parking bank account, not the date of the payment leaving the account of the Account Holder. Where the payment is made so as to claim a discount, the payment must arrive in the Wing Parking account prior to the expiry of the discount period.
6. Payment is made to: Wing Parking Ltd, Plaza 668, Hitchin Road, Luton, Beds, LU2 7XH. Tel: 01582 434500.
7. Payment must be made to the following account:

Account Name:	Wing Parking Ltd
Account Number:	03294846
Sort Code:	20-53-30
Bank:	Barclays Bank
8. The amount displayed on our system represents only the value of the outstanding parking charge notice and not any debt recovery costs that have been incurred. If you have been contacted by debt recovery agencies or solicitors working on our behalf to collect unpaid Parking Charge Notices, **you must make payment directly to them and not to ourselves.** You can **no longer use our systems to make payment** as our systems will only display the value of the outstanding parking charge notice and not any debt recovery charges that have been incurred. Hence if you make payment to us, irrespective of what it says on our system, **it will not settle your full account** and the debt recovery costs will still be payable and you will continue to receive contact from our debt recovery agents.

# Terms & Conditions for Postal Payments



We can accept payment by Cheque or Postal Order posted to our office.

Postal payments are subject to the following terms and conditions:

1. Postal payments are only accepted in circumstances where the Cardholder agrees the validity of the enforcement action and the amount of the charges due. Once paid, an appeal cannot be made against the charges.
2. The Payer confirms that they personally know the vehicle and the driver of the vehicle that relates to the payment.
3. The Payer must provide their name and address and the PCN Reference Number as a reference when making the transfer as without this Reference Number the payment cannot be correctly allocated to the relevant case. Any payment made without the Reference Number will not be allocated to a case and will not prevent further action being taken or the charges increasing if the discount period expires.
4. Where payment is made by post, the date of payment will be the date of the arrival of the payment into the Wing Parking office, not the date of the payment being posted. Where the payment is made so as to claim a discount, the payment must arrive in the Wing Parking office prior to the expiry of the discount period.
5. Payment is made to: Wing Parking Ltd, Plaza 668, Hitchin Road, Luton, Beds, LU2 7XH. Tel: 01582 434500.
6. Where any cheque is returned unpaid (for any reason) an additional administration charge of £25.00 will be levied upon each PCN concerned and any discount previously received will no longer apply.
7. The amount displayed on our system represents only the value of the outstanding parking charge notice and not any debt recovery costs that have been incurred. If you have been contacted by debt recovery agencies or solicitors working on our behalf to collect unpaid Parking Charge Notices, **you must make payment directly to them and not to ourselves**. You can **no longer use our systems to make payment** as our systems will only display the value of the outstanding parking charge notice and not any debt recovery charges that have been incurred. Hence if you make payment to us, irrespective of what it says on our system, **it will not settle your full account** and the debt recovery costs will still be payable and you will continue to receive contact from our debt recovery agents.