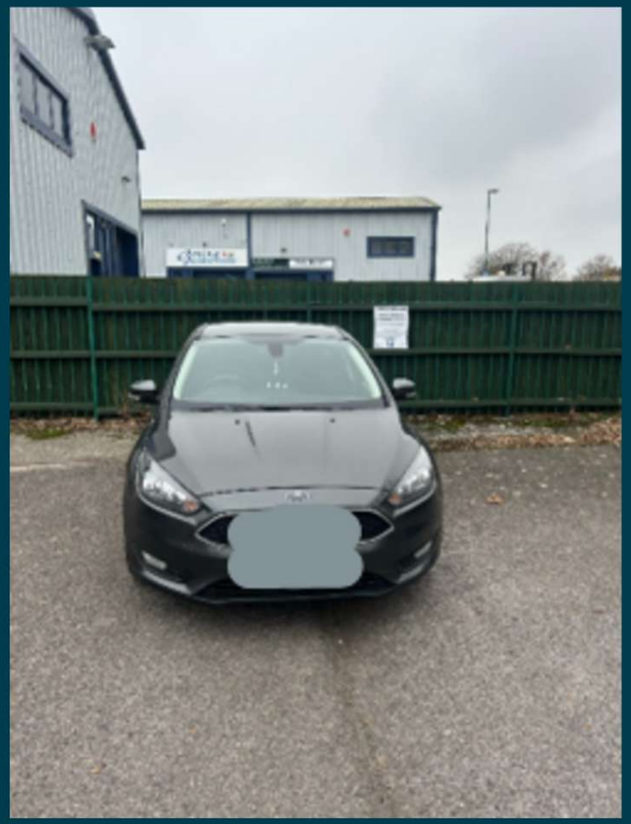
# SUBMISSION GUIDELINES

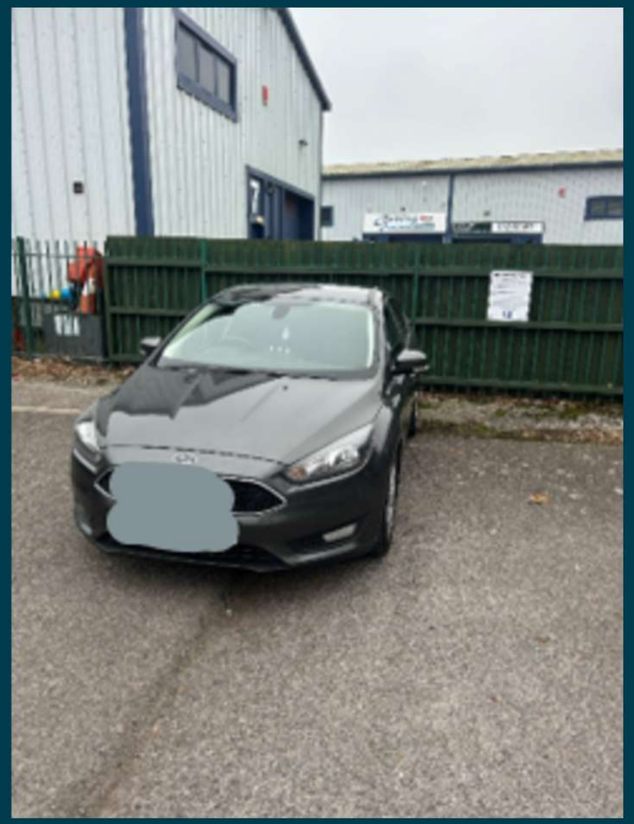
All submissions **MUST** abide by the following guidelines. Any submission that does not follow these guidelines **WILL NOT** be issued as a Parking Charge Notice (PCN). The photos you provide are the most important part of the notice as they are the evidence we rely upon for enforcement and recovery.

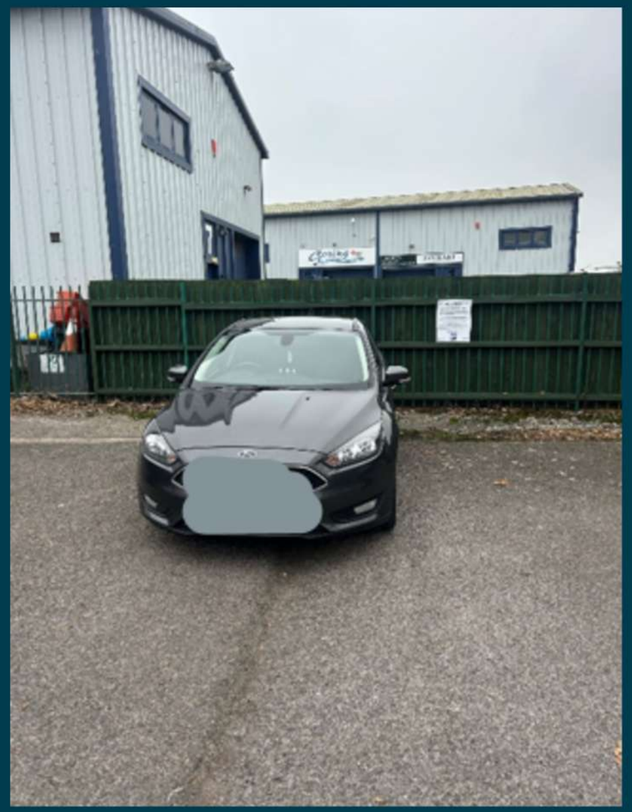
While there is a requirement that a minimum of two images of the vehicle are captured for each PCN, more evidence (images) helps with the enforcement and recovery of the PCNs.

Feedback can be provided to confirm the success rate of the submissions made, confirming the reason (where applicable) that a submission has been rejected and a PCN could not be issued.

# GOOD SUBMISSION







- All submissions must include a **minimum of <u>two</u> images** of the offending vehicle.
- These must include a capture of the **vehicle registration** in **both**.
- The images must be clear (well lit, avoid rain and sun/lens glare and close enough to the vehicle).
- These must be taken at **different, unique angles** from one another.

PARK WATCH

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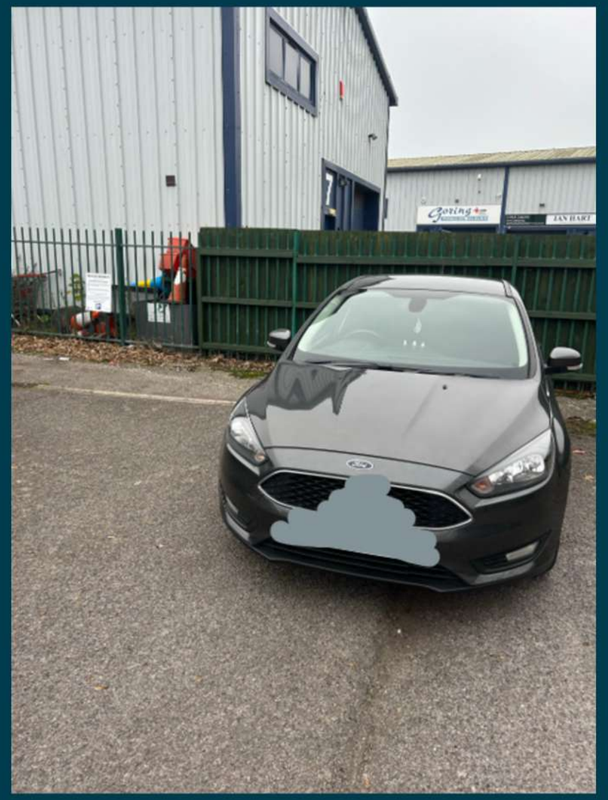
ACCREDITED IPC OPERATOR

MANAGE MY CAR PARK

# GOOD SUBMISSION



- Images of the vehicle with the **VRM** clear and the **sign** in the background.
- Images are taken at different angle. **No images are too similar**.
- **At least one** image with **whole** car in the shot. **Do not cut part of the car out of the frame**.
- **Must** provide a close-up of the sign.

PARK WATCH

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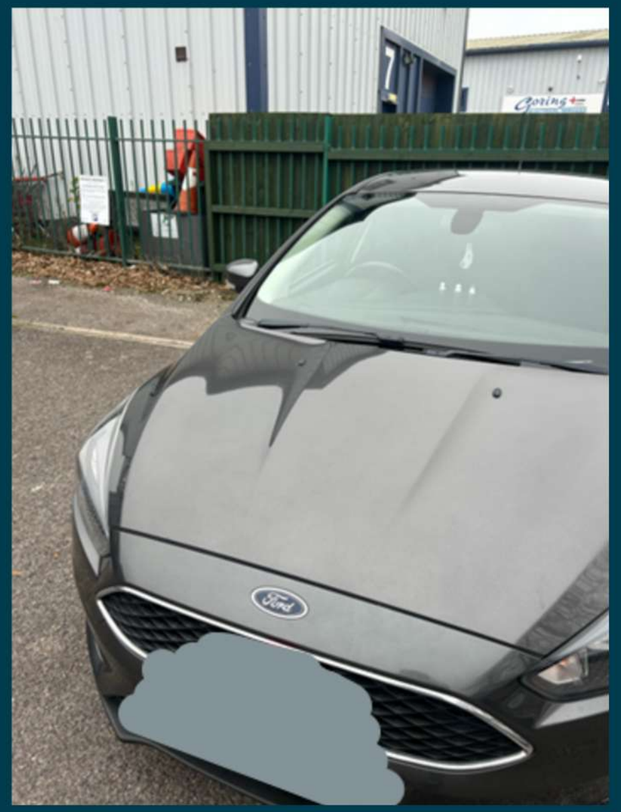
# **BAD** SUBMISSION

Minimum of **two** images of the vehicle registration **required**.

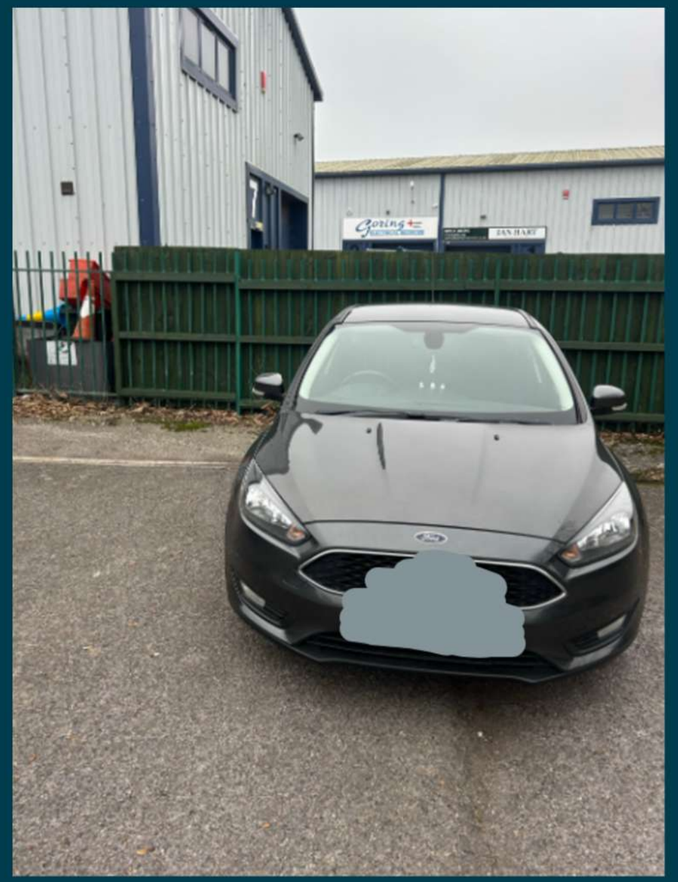
This submission will **not** be accepted as only one image has been provided where the VRM is clearly readable.

# **BAD** SUBMISSION



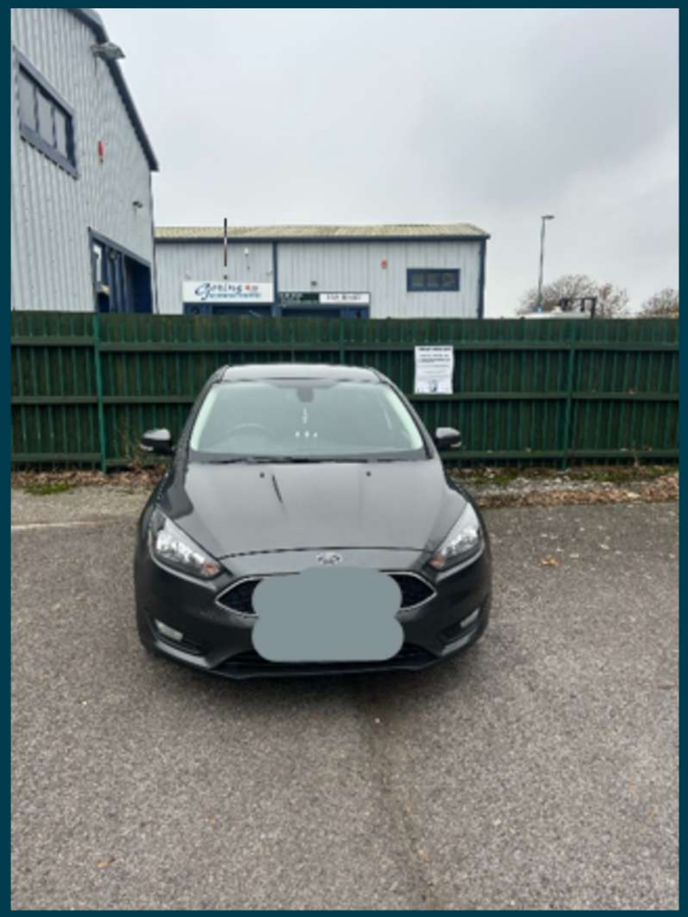
**Full vehicle not shown**
No image has been provided where the entirety of the vehicle can be seen in one capture.

# BAD SUBMISSION



**No sign:**
No image has been provided of the vehicle registration and a Park Watch Sign. We must ensure that we provide evidence that the parking terms were displayed and clearly visible to the driver when parking.

# **BAD** SUBMISSION



**Identical images:**
A PCN will not be issued as the images are too similar. Ensure that images are taken from different angles.

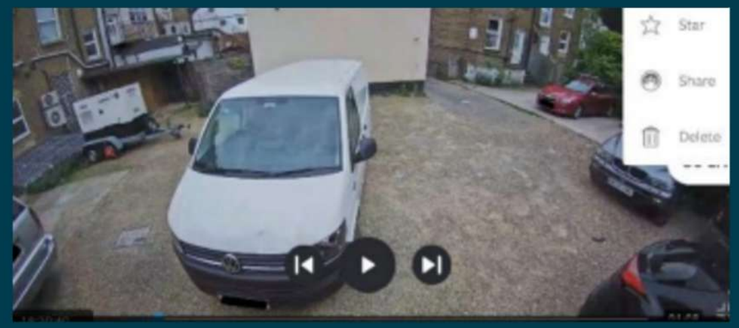
# BAD SUBMISSION

**Vehicle is attended:**
If someone is in the car you need to give them 5 minutes to allow them to read the signs. If they remain in the vehicle (or nearby) for longer than 5 minutes, 2 images must be taken 5 minutes apart to show that the motorist had time to leave the vehicle parked. The first image can be taken when the vehicle was first noted.

# BAD SUBMISSION

Taking **pictures out of windows or** from afar will **not** be accepted.

**CCTV or Phone Screenshot** images will not be accepted.



Images clearly **taken from inside a vehicle** will not be accepted.

# SUBMISSION **CHECKLIST**

| **HAVE I?** | ✓ |
|---|---|
| Taken **at least two** images of the Vehicle? | |
| Ensured the **vehicle registration is readable** in at least two images? | |
| Ensured a **Park Watch sign is clear** in the background? | |
| Taken a **close-up image of the sign**. | |
| Taken images that are **noticeably different** from each other? | |
| Ensured at least one image captured the **full vehicle**. | |
| Ensured the images are **not too close or too far** from the vehicle. | |
| Ensured that **no CCTV, Phone Screenshot** or otherwise previously edited images are uploaded. | |
| Ensured the **vehicle is either unattended**, or we captured images showing the vehicle parked for at least 5 minutes. | |