

Mr William TAYLOR  
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Mr Mark JONES  
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Dear Mr JONES,

**Reference: Penalty Charge Notice No XXXXXXXXXX issued on 01/01/2010**  
**Informal Challenge of PCN**

I was very surprised when I found a Penalty Charge Notice fixed to my vehicle as I had paid for a display ticket. I had not realised that my vehicle was parked in a resident permit holder only bay in which pay and display tickets are not valid. As a matter of fact, before I parked my vehicle, I had asked a parking attendant if I could park there. He told me so and that I should pay at the machine which I did. I remember he also mentioned that I should pay until 4:30pm as that Saturday was a match day.

Last weekend, I went back to the area where I had parked as I wanted to double check the parking signs there and I found out that there are two parking bays just a couple of yards apart. One is reserved for resident permit holders and the other is not. Oddly enough, the two parking signs look exactly the same except for the very bottom part. The sign for the resident only bay does not mention "or pay at machine".

I found this to be very tricky and confusing because those areas are so close to each other and the signs are so similar. In addition, there were plenty of free parking places in both areas. I did not notice the difference and as an honest person I genuinely thought that paying for a display ticket was sufficient.

I would very much appreciate if you could accept my appeal and waive the charge.

William TAYLOR