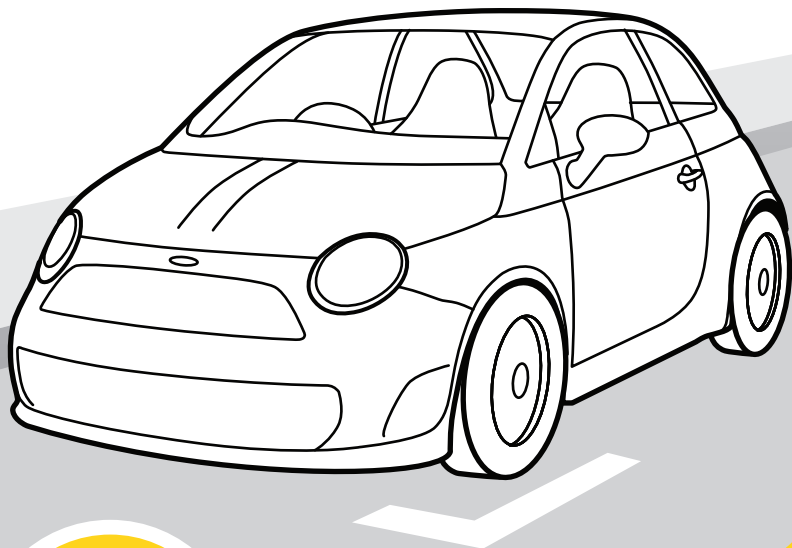


Park Right

Your guide to parking in Westminster

2008/09



Includes
handy map
of central
London



City of Westminster
PARK RIGHT

Copies of this parking guide are available in large print.


Call us for a free copy: 020 7823 4567

Textphone: 020 7641 8000

Park Right: Your guide to parking in Westminster is published by Westminster City Council.

The contents of this publication are believed correct at the time of printing, April 2008. Whilst every care has been taken to ensure all information is correct, Westminster City Council can accept no responsibility for changes in the detail given, or for any expense or loss thereby caused.

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The representation of a road, track or footpath is no evidence of a right of way.

Dear Motorist,

Welcome to Park Right, Westminster City Council's guide to parking in Westminster. The guide tells you where you can park in Westminster, where you can't park and what to do if you aren't sure.

Parking in Westminster presents an immense and complex challenge to the council. We are responsible for keeping the traffic moving at the heart of one of the world's largest economies as well as making sure Westminster's retail, cultural and leisure industries can do business as efficiently as possible. We also have a resident population of around 250,000.

Westminster City Council's parking team offers a 'firm, fair and excellent' service to all motorists. We also want to make it as easy as possible for residents and visitors to understand the rules we enforce. We have published Park Right so that you have all the information you need to park safely, responsibly and with minimum hassle.



Danny Chalkey
Cabinet Member for
Economic Development
& Transport



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Parking in Westminster

On 31st March 2008, the Traffic Management Act 2004 replaced the Road Traffic Act 1991 (RTA) as the primary piece of legislation covering parking enforcement in England. This will bring some changes to Westminster, especially in respect of the role of Parking Attendants.


Parking Attendants are now called Civil Enforcement Officers (CEOs). A CEO's main objective is to ensure that parking controls are observed and enforced in a fair, accurate and consistent manner.

However, a CEO's principal duties also include related activities such as:

- Inspecting parking equipment
- Checking and reporting defective parking signs and road markings
- Issuing information leaflets and warning notices where appropriate
- Providing witness statements
- Checking permits and badges

If a CEO has time available and it does not impinge on his/her principal duties, he/she may also be asked to undertake the following:

- Inform the police of criminal parking activity
- Report suspected abandoned vehicles
- Report to the DVLA vehicles with no valid tax disc
- Erect/remove notices about suspended parking
- Report changes in parking patterns
- Assist with on-street enforcement surveys
- Check that non-mobile objects in parking places (eg skips) are in compliance with their licence



All income from fines is invested in transport and community projects.

Controlled Parking Zones

What does this mean?

This sign indicates a Controlled Parking Zone (CPZ). The times on the sign indicate when parking regulations are in force. There are eight different CPZs (A–H) in Westminster. A map of the zones is shown opposite.



Enforcement hours and parking prices vary from one CPZ to the next. Zone entry signs indicate the times when waiting restrictions within the zone are in force – outside these times parking and loading/unloading on single yellow lines is permitted, unless otherwise stated on a nearby sign. Alternatively, you can refer to the signs placed at individually marked bays.

What happens if I park in the zone where the restrictions are in force?

The times on the sign show when single yellow lines and paid-for bays are enforced. If you park on a single yellow line within these times, or in a parking bay without making a payment, you may receive a Penalty Charge Notice. Double yellow lines are enforced 24 hours a day, and some individual parking spaces have their own timeplates indicating the hours of enforcement.

Please refer to the individual sections in this guide for more information on the rules for parking bays and yellow lines.

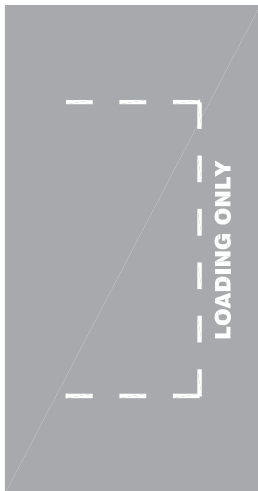
Loading and unloading

Where can I stop to load and unload?

Within dedicated loading bays
On single and double yellow lines when no loading ban is in force
Residents bays
Pay & Display and Pay by Phone bays

When stopping to load/unload from your vehicle, continuous loading activity must be apparent, otherwise a Penalty Charge Notice may be issued.

IMPORTANT: The rules may vary depending on whether you are driving a commercial vehicle (delivery vehicles, liveried vehicles, motorcycle couriers etc) or a private vehicle. These are explained in the following pages.



Loading bays

Loading bays are provided for goods vehicles only. There is a maximum time limit for loading and unloading which will be indicated on the sign.

Loading and unloading



Where yellow lines are **NOT** accompanied by **ANY** kerb markings:

Commercial vehicles: you can load/unload for as long as necessary between 6.30pm and 11 am.

Between 11am and 6.30pm, loading activity is limited to a maximum of 20 minutes.

Single and double yellow lines

These indicate that parking restrictions are in place. Drivers are permitted to load/unload on both single and double yellow lines unless there is a loading ban in force. Loading bans are indicated by kerb markings.

No loading
Mon - Sat
6.30am - 6.30pm

No loading
at any time



Where single and double yellow lines are accompanied by **TWO** kerb markings you cannot stop or load/unload at any time in any vehicle.

Where single and double yellow lines are accompanied by **ONE** kerb marking you cannot stop or load/unload from any vehicle during the times that the ban is in force (indicated on a nearby sign).

From January 2008 to June 2008, we are piloting a maximum time limit of 40 minutes between 11am and 6.30pm for Heavy Goods Vehicles (a maximum laden weight exceeding 3.5 tonnes). Please visit the parking pages on our website for further updates:
www.westminster.gov.uk/parking



Private vehicles: you can load/unload on yellow lines as outlined above for commercial vehicles, but only if the goods are too bulky or heavy to carry to/from the nearest available paid parking space.

Single yellow lines only: Unless a nearby sign indicates that longer controls apply, you can park and leave your vehicle on a single yellow line outside controlled hours for that zone – see **p4** or use the street index at the back of this guide for details.

Need more time to load/unload?

If you need extended time to stop on a yellow line, you may be able to arrange a dispensation to park on a yellow line – see **p9**.

Loading and unloading

Pay & Display bays and Pay by Phone bays

During controlled hours
(indicated on signs in the bay):

Commercial vehicles: you can stop to load/unload in these bays free of charge for a maximum of 20 minutes. If you require more than 20 minutes you need to pay to park.

Private vehicles: you can stop to load/unload for a maximum of 20 minutes, but only if the items are too bulky or heavy to be carried from an alternative location, otherwise you need to pay to park.

Resident bays

During controlled hours
(indicated on signs in the bay):

Commercial vehicles: you can stop to load/unload for a maximum of 20 minutes. The vehicle must fit within the bay markings.

Private vehicles: you can stop to load/unload for a maximum of 20 minutes, but only if the items are too bulky or heavy to be carried from an alternative location.

Outside controlled hours, you can park or load/unload without restriction.

If you need an extended amount of time to load/unload from a parking bay you can arrange a parking suspension. For further information see [p16](#).

Picking up and dropping off passengers

Drivers can stop temporarily on yellow lines or in parking bays to pick up or drop off passengers, but waiting for passengers is not permitted. When picking up or dropping off you must stay with your vehicle at all times unless your passengers need help getting into or out of your vehicle.

Dispensations, trades permits and skips

Dispensations (special allowance for parking on yellow lines)

If there are only yellow lines outside a property and specific work needs to take place as close to that property as possible, a special dispensation to park on yellow lines may be granted. This will usually apply if the work cannot be conducted from a nearby parking bay, for example, handling hazardous materials or installing glass.

A dispensation currently costs £36 per vehicle per day and can be issued for a maximum of seven days.

Dispensations can also be arranged for funerals or charity events (free of charge).

Skips

If you wish to place a skip on the street in Westminster, you will need to apply to the council for a skip licence. In addition, depending on whether you wish to place your skip in a parking bay or on a yellow line, you will need to apply for a parking suspension or yellow line dispensation. This is necessary so that we can ensure that the space you require is suitable for the placement of a skip and that it is kept free for that purpose.

There are costs associated with arranging both a skip licence and suspension or dispensation. Visit www.westminster.gov.uk/parking or call 020 7641 6850 for the most up to date information.

Trades permits

Specifically designed for trades people (such as plumbers, electricians, painters and decorators), a trades permit entitles the holder to approximately 20% discount on normal parking prices on-street in Pay & Display and Pay by Phone bays. It can be obtained by the person carrying out the work or by the Westminster resident or company who is having the work done. In many cases this is cheaper than arranging a parking suspension, especially if only one parking space is required.

Trades permits can be purchased in advance for a maximum of seven days.

Apply online

You can apply for your trades permit, dispensation or skip licence online or download an application form from our website:

www.westminster.gov.uk/parking



Pay by Phone parking



Phone: 020 7005 0055
Text: 07950 080201

Pay by Phone parking (PbP) is a system that lets you use your mobile phone to pay for your parking. The parking charges are the same as for other on-street parking bays and your payment is simply charged to your debit or credit card. You can choose to receive texts reminding you when your parking session is about to end and can top up your parking from wherever you are, as long as it is within the maximum stay period.

Setting up an account and paying by phone

You can set up an account using your phone whenever you first park in a PbP bay. Instructions on how to set up an account and pay for your parking by phone are signposted in each PbP bay.

Pre-register for PbP online

You can set up your account online at www.westminster.gov.uk/parking/paybyphone so that you are ready to park the next time you are in Westminster.



Once you start using PbP regularly, you can view and print out your parking transaction history from your online account.

What if I don't have a mobile phone and/or a debit/credit card?

There are Pay & Display bays conveniently located throughout the borough where you can pay by alternative means. In addition, you can use any of our Westminster City Council car parks where cash and card payments are also accepted. For further information see [p20](#).

For further information on Pay by Phone visit: www.westminster.gov.uk/parking/paybyphone



TOP TIP

If you are unsure whether your payment has gone through, call the PbP number to check. If there is a record of payment, the system will automatically recognise your number and will tell you when your parking session expires. Alternatively, you can opt to speak to a Customer Service Advisor on the phone number above.

Pay & Display bays

Pay & Display bays

Pay & Display bays have a ticket machine serving a number of parking spaces within the bay. Instructions on payment, the hours of control and maximum stay period are stated on the front of the machine. Upon paying for the amount of time you require, the machine prints a ticket giving the expiry time of your parking session. This should be clearly shown in the vehicle so that a Civil Enforcement Officer (CEO) can see the details.

Ways to pay

Some of our Pay & Display machines only accept debit and credit cards, otherwise you can pay with coins. You can return to your vehicle at any time to top up your parking session within the maximum stay period.

What happens if I exceed the expiry time on the ticket?

If you do not return to move your vehicle before the time of expiry displayed on your Pay & Display ticket, a Penalty Charge Notice may be issued.

What happens if the Pay & Display machine is out of order?

Where a Pay & Display machine is out of order you need to either use an adjacent machine within the same zone or pay by phone.

If the machine goes out of order when you try to use it:

Call the number on the machine to report the fault and reclaim any lost money
Advise a CEO of the fault
Purchase a Pay & Display ticket from a machine in the same zone
Pay by phone or move to another Pay & Display bay



Pay & Display machine

TOP TIP

Don't know how long you will need to park for? Run out of change? Pay by phone instead and top up your parking from wherever you are. For further information see **p10**.

Motorcycle parking

Motorcyclists can park in 'Solo Motorcycle Only' bays for an unlimited time. There are 480 bays across Westminster with approximately 6,000 spaces for motorcycles.

Can other vehicles park in 'Solo Motorcycle Only' bays?

Motorcycle bays are reserved for solo motorcycle use only, 24 hours a day, seven days a week. Exceptions apply in the West End, Mayfair, St James, Bayswater, Marylebone and Fitzrovia (Parking Zones E, F and G) where 'Solo Motorcycle Only' bays are reserved for motorcycles only between 7am and 7pm, Monday to Saturday. Outside of these hours, any vehicle may use these bays. Signs indicate where these restrictions apply.

How much does it cost to park my motorcycle? (From Summer 2008)*

It currently costs £1.50 a day to park in any motorcycle bay across Westminster. There is no further charge if you move from one motorcycle bay to another on the same day. Weekly, monthly, quarterly and yearly permits are also available.



Solo motorcycle bay

How do I pay? (From Summer 2008)*

You can pay for motorcycle parking with your mobile phone at any time or pre-pay online before you park. For more information see our section on Pay by Phone parking **p10**.

Payment is required Monday to Friday from 8.30am to 6.30pm and in some parts of Westminster on Saturdays. Payment times can vary in different parking zones on a Saturday – please check local signs.

What security facilities are available?

Security facilities are available in some motorcycle bays. Security devices include hitching rails, in ground anchors and 'Sheffield' stands. You can attach your motorcycle to these devices by using a personal lock or chain. A list of locations can be found on our website: www.westminster.gov.uk/parking



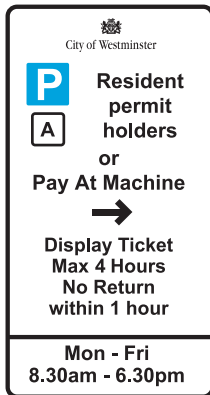
Where else can I park my motorcycle?

You can park your motorcycle in a Pay & Display or Pay by Phone bay, but you must pay the normal price for that bay. Please ensure that you do not park in any non-designated areas or on the pavement.

Residents can purchase a resident permit for their motorbike. For information on resident permits see **p13**.

***Please see website for updates.**

Resident bays



Westminster residents can apply for a resident parking permit for the zone in which they live. There are two types of resident bays, shared-use and resident-only bays. Resident permit holders can park in both types of bays, 24 hours a day, seven days a week, however in shared-use bays, vehicles displaying a valid Pay & Display ticket can also park. Some resident bays are now controlled 24 hours a day, seven days a week. Please ensure that you check the signs before parking.

What happens if I park in a resident bay without a permit?

If a vehicle is found in a resident bay without displaying a valid resident permit for that zone, a Penalty Charge Notice (PCN) may be issued and in certain circumstances the vehicle may be

clamped and/or removed. See our section on Types of parking and traffic enforcement on [p28](#).

Apply or renew your permit online

You can download an application form or renew your permit online at www.westminster.gov.uk/parking



TOP TIP

If you are a resident permit holder remember to check the bays where your vehicle is parked every day for suspensions. Wherever possible the council will try to give advanced notice of suspensions. However, this is not always possible in emergency situations, which means you may receive a PCN and your vehicle may be relocated or removed.

Parking for Disabled Badge holders



Blue Badges

The Blue Badge is the national scheme for disabled drivers and passengers. In Westminster, Blue Badge holders cannot park on yellow lines, except when loading or unloading, nor park free of charge in Pay & Display/Pay by Phone parking bays, as might be the case in other parts of the UK.

Where can Blue Badge holders park?

On-street

In Blue Badge bays free of charge, Monday to Friday, 8.30am to 6.30pm. The time limit is usually a maximum of four hours. Outside of these hours, you can still park but there is no time limit. In Pay & Display and Pay by Phone bays, Blue Badge holders get an extra hour of parking free of charge after making an initial payment for parking.



White Badges

Westminster operates its own White Badge scheme for disabled people who live or have their main place of work in Westminster.

Where can White Badge holders park?

In resident bays free of charge with no time limit

In Pay & Display or Pay by Phone bays free of charge and without time limit

In Blue Badge bays – see 'Where can Blue Badge holders park?'



Dedicated White Badge Bays

Some bays can only be used by a specific permit holder. A sign post next to the dedicated bay will indicate which permit holder can park in the bay. All other disabled badge holders who park in the bay may receive a Penalty Charge Notice, and have their vehicle relocated.



For further information on Blue Badges see www.bluebadgelondon.org.uk

Parking for Disabled Badge holders



How do I apply for a White Badge?

Download an application form from our website at

www.westminster.gov.uk/parking

or call Parking Services on

020 7641 5124.

Where can I find a disabled parking bay?

The location of Blue Badge and White Badge bays are plotted on the map at the end of this guide where you see these symbols.



What happens if I don't display a valid disabled badge?

If you do not display a valid disabled badge, or do not display it clearly, the concessions described in this section will not be given. You may receive a Penalty Charge Notice and your vehicle could be relocated or removed. Your vehicle can also be removed if misuse of the badge is suspected. If you think your vehicle has been removed, call the London wide TRACE service on [020 7747 4747](tel:02077474747).



City of Westminster

CAR PARKS

Car parks

Disabled bays are available in most Westminster City Council car parks.

For more information, please visit www.westminster.gov.uk/carparks

or call the car parks team on

0800 243 348.

TOP TIP

When parking on-street, always display your disabled badge clearly and the right way up so that all the details can be easily seen by our Civil Enforcement Officers.

Suspensions



Suspended bay sign

What does this sign mean?

This means that normal parking facilities have been suspended and parking is temporarily not permitted. The sign indicates the days and times during which the suspension applies.



Return to service sticker

If you see a suspension sign with this 'return to service' sticker it means that the suspension no longer applies and you can park subject to normal parking controls.

When can a parking bay be suspended?

Wherever possible we aim to provide several days' advanced warning before a suspension comes into effect, however, this is not always possible in emergency situations where bays have to be suspended immediately (eg at police request or for gas or water works).

Suspensions

Who can apply for a bay to be suspended?

Anyone can apply for a parking bay suspension for the following reasons:

- Building works: space needed for skips, materials and access
- Domestic and business moves
- Special events: filming, weddings, funerals
- Emergencies
- Security reasons: when advised to do so by the police
- Loading or unloading – see below

IMPORTANT: A suspension that has been arranged for loading or unloading must not be used simply to park a vehicle. A Penalty Charge Notice (PCN) may be issued if no loading activity is evident.

Apply online

To arrange a suspension you can apply online or download an application form from our website:

www.westminster.gov.uk/parking

It currently costs £36 per day per parking bay.

What will happen if I park in a suspended bay?

If you stop or park a vehicle in a suspended bay, a PCN may be issued and the vehicle is likely to be removed or relocated.

Reporting problems online

To report problems with parking suspensions please use our online reporting form on our website or call the suspension hotline on [020 7823 4567](tel:02078234567).



You can report the following problems:

- An out of date suspension sign
- Incorrect information on a sign
- Damaged or stolen signs
- Instances where no work appears to be taking place in a suspended bay
- Unauthorised skips
- Activity taking place in a bay where there is no sign

TOP TIP

Always check along the street for a yellow suspension sign as no parking is permitted for the entire duration between the dates and times stated on the sign. If in doubt ask a nearby Civil Enforcement Officer or look for an alternative space.

Eco vehicles

What is an Eco vehicle?

Eco vehicles use gas, electricity, fuel cells and/or a hybrid of these. All of these are entitled to certain parking concessions within Westminster, though these vary according to what type of eco vehicle you have.

Where can I park for free or at a discount?

Electric vehicles (powered solely by electricity) only:

Free parking in Pay & Display and Pay by Phone bays throughout Westminster up to the maximum stay limit.

Registered holders of a Westminster Car Park Electric Vehicle Season Ticket receive a discount on parking charges for their electric vehicle in their chosen council car park. Free recharging points are also available in 13 of our 14 car parks.

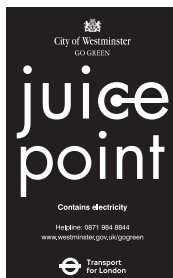
Gas and hybrid vehicles:

No concessions in Pay & Display, Pay by Phone bays or in car parks. This applies even if you have an EcoMark sticker in your vehicle. However, if you are a resident, you may qualify for a free resident permit – see below.

Resident bays

Westminster residents with any type of eco vehicle qualify for a 100% discount on the normal price of a resident permit, subject to proof of certain qualifying criteria. A resident permit allows you to park in a resident bay in your permit zone at any time. For further information see [p13](#).

To find out whether you are eligible for a free resident permit visit our website at www.westminster.gov.uk/parking or call Parking Services on 020 7823 4567.



Sign for electric vehicle charging point

TOP TIP

Join Westminster's EcoMark club and use our on-street electric vehicle charging points for free.

To find out more visit www.westminster.gov.uk/parking or call 020 7641 1212.

Coaches, taxis and limousines

Coach parking – coach bays

There are 54 coach bays in Westminster – these are plotted on the map where you see this symbol.



The times and charges for coach parking are indicated on signs and/or meters in these bays. Outside the times stated, coach parking is free until midnight. Between midnight and 8am, parking is not permitted.

NB – only coaches (vehicles with eight or more passengers) may park in these bays at any time.

Picking up and dropping off passengers on yellow lines

Coaches are allowed to pick up or drop off passengers and their luggage for as long as necessary on single and double yellow lines with or without loading restrictions (usually indicated by kerb

markings). Civil Enforcement Officers will give coaches ten minutes observation in these areas to see whether picking up or dropping off passengers is taking place. If no activity is observed within this time, a Penalty Charge Notice (PCN) may be issued.

Taxis

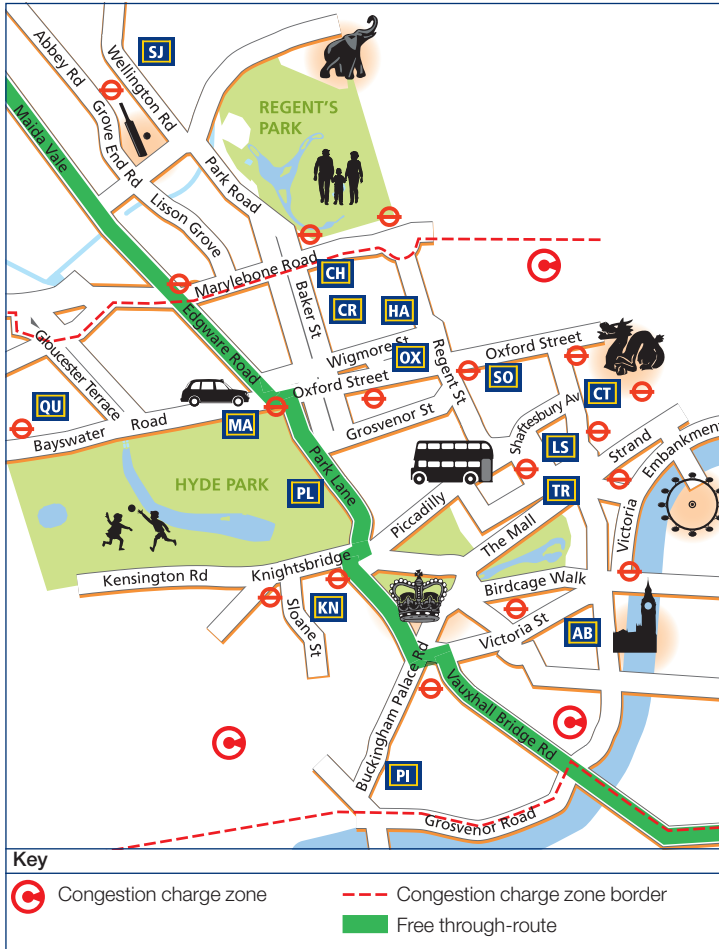
Taxis are allowed to stop on yellow lines to pick up and drop off passengers and their luggage but are not permitted to wait for the passengers to arrive. Taxis should pay to park in a Pay by Phone or Pay & Display bay if they have to wait. Taxis must not park or queue outside their ranks otherwise a PCN may be issued.

Limousines

There are no specific on-street facilities for parking oversized vehicles, such as limousines, that do not fit within normal parking bay markings. However, such vehicles can park in shared-use bays, as there are no dividing markings in this type of parking bay. A Pay & Display ticket is still required for parking in shared-use bays. Alternatively, they may be parked on single yellow lines outside the hours of control unless otherwise indicated on a timeplate.

The rules for picking up and dropping off passengers are the same for limousines as for normal passenger vehicles. Please refer to [p6](#) for more information about loading/unloading.

Car parks – map of Westminster's 14 car parks



Car parks – key to car park map

Car Park	Address	Postcode	Height	Hours	Useful car park numbers: General Enquiries (24/7) 0800 243 348 Season Ticket Sales 020 7641 2065 Season Ticket Administration 020 7402 5922 Residents, Electric Vehicles and Motorcycles 020 7402 5922
AB	Abingdon Great College Street	SW1P 3RX	7'0"-2.13m	24hr	
CH	Chiltern Chiltern Street	W1U 5AA	6'9"-2.05m	24hr	
CT	Chinatown Newport Place	WC2H 7PU	6'6"-1.98m	24hr	
CR	Cramer Street Cramer Street	W1U 4ES	none	07:00-00:00	
HA	Harley Queen Anne Mews	W1G 9HF	6'0"-1.82m	24hr	
KN	Knightsbridge Kinnerton Street	SW1X 8JU	6'0"-1.82m	24hr	
LS	Leicester Square Whitcomb Street	WC2H 7DT	6'0"-1.82m	24hr	
OX	Oxford Street Cavendish Square	W1G OPR	6'5"-1.95m	06:00-00:00	
MA	Marble Arch Cumberland Gate	W1K 7AN	6'10"-2.08m	06:30-23:30	
PL	Park Lane Park Lane	W1K 7AN	6'10"-2.08m	24hr	
PI	Pimlico Cumberland Street	SW1V 4LR	6'3"-1.90m	24hr	
QU	Queensway 26 Queensway	W2 3RX	6'6"-1.98m	24hr	
SO	Soho Poland Street	W1F 7LZ	7'0"-2.13m	24hr	
SJ	St John's Wood Kingsmill Terrace	NW8 6AA	6'7"-2.00m	24hr	
TR	Trafalgar Square Spring Gardens	SW1A 2BN	6'5"-1.95m	24hr	

Congestion Charge free car parks

MA **PL** This is one car park with two entrances.

SJ

Car parks

– information and special offers

Westminster City Council operates 14 car parks, offering some of the cheapest, most secure off-street parking in central London, conveniently located near London's most popular tourist attractions and major hotels.

Want to pre-book a space?

Our pre-booking scheme is available in all car parks.

Call **0870 013 4540**

or visit www.bcponline.co.uk

to book online. Advance bookings are taken for a minimum 24-hour period.

Want to use a car park on a regular basis?

Business season tickets are available from as little as £6.85 per day. We offer quarterly and annual tickets, which give you access 24 hours a day, seven days a week (excluding Cramer St and Oxford St). Tickets are flexible – when you're not using it, you can pass it on to a partner or friend.

To discuss your requirements call **020 7641 2065** or email carparkssales@westminster.gov.uk

Going to the theatre?

Get 50% off your parking.

Most of London's West End theatres are located in Westminster. With our Theatreland Scheme you can receive 50% off the standard casual parking rate for up to 72 hours (rates vary between car parks).

This scheme is endorsed by the Society of London Theatre.

(Terms & conditions apply.)

Resident Holiday Parking Scheme – parking for £6 per day

If you are a Westminster resident permit holder, you are eligible for £6 per day parking in any Westminster City Council car park – ideal for when you go on holiday or don't wish to leave your vehicle unattended on the street.

(Terms & conditions apply.)

For further information on both the Theatreland and Holiday Parking Schemes visit:

www.westminster.gov.uk/carparks

or call **0800 243 348**.

Beat the congestion charge

Situated inside the congestion charge zone but on the Park Lane/Edgware Road free through route, you can enter and exit Park Lane car park without entering the congestion charge zone and avoid paying the congestion charge (currently £8 per day) refer to map on **p20**.



Car parks

– information and special offers

Going shopping?

We have three car parks conveniently located near London's busiest shopping areas:

Oxford Street car park is conveniently located near major department stores such as John Lewis, Selfridges, Debenhams and House of Fraser. Marble Arch and Park Lane car parks offer a free courtesy shuttle bus service to Oxford Street and Bond Street which runs Monday–Saturday from 10am to 6pm.

Late night shopping – park for just £5

Our Late Night Shoppers' rate offers great value parking. Available on Thursday evenings only, park in any of our car parks for just £5 between 6pm and midnight.



WEST END LONDON

How many shopping bags can you carry?

Park for only £5 in Westminster City Council car parks and keep going back for more!

NEW late night shoppers rate
*Thursdays 6pm-midnight
(no congestion charge applies)

- Over 5,000 safe and secure spaces
- Six car parks in the West End
- Ideally located close to major shops and restaurants
- Offer starts Thursday 3rd May 2007**

*The new offer will end the car park between the 20th hours of the standard rate applies.

www.westminster.gov.uk/carparks

City of Westminster
CAR PARKS

Moving traffic contraventions

Moving traffic contraventions

Through a series of road markings and signs, traffic regulations encourage safe driving and help reduce congestion. Westminster City Council enforces these regulations using CCTV.

What happens if I do not follow moving traffic regulations?

If you do not drive in accordance with traffic signs and road markings you may be issued with a Penalty Charge Notice (PCN).

View PCN images online

If you do receive a PCN, you can view the accompanying video footage online at

www.westminster.gov.uk/parking

You will need your PCN number and vehicle registration number to do so.



Sign/markings

Box junctions



You must not enter a box junction unless your exit is clear. You may enter when you are turning right and oncoming traffic prevents you from doing so.

Banned turns



You may not turn in this direction.

No entry signs



You may not enter or reverse through this sign. You may receive a PCN if you do.

No motor vehicles



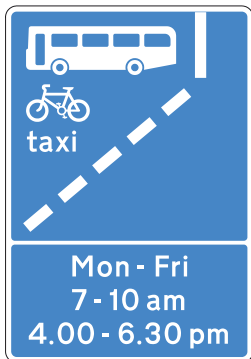
You may not enter for any reason or purpose.

Give way



You must give way to oncoming vehicles.

Bus lanes and red routes



Bus lanes

At the entry-point of a bus lane, signs are used to indicate the hours of operation. During the hours marked on this sign, the only vehicles that can enter a bus lane are buses, bicycles, London black cabs and vehicles with a capacity for eight or more passengers. All other vehicles including minicabs cannot drive, stop or load and unload in a bus lane during these times. Outside of these times, any vehicle can drive in a bus lane. However, in many parts of central London, bus lanes operate 24 hours a day, seven days a week.

What happens if I drive or stop in a bus lane?

If you drive or cross over into a bus lane during the hours of operation, you may be issued with a Penalty Charge Notice (PCN).

View PCN images online

If you do receive a PCN, you can view the accompanying video footage online at www.westminster.gov.uk/parking. You will need your PCN number and vehicle registration number to do so.



Red routes

Transport for London and the Metropolitan Police, not Westminster City Council, enforce regulations on red routes (indicated by double-red lines). For further information visit the Transport for London website: www.tfl.gov.uk



Footway parking

Footway parking is parking a vehicle partly or wholly on any part of the footway (pavement) over which pedestrians have a right of way.

Where is it enforced?

Footway parking is enforced on pavements, pavement lights and vehicle crossovers (dropped kerb access), even where the land may be privately owned. This includes grass verges, central reservations and any other pedestrianised areas adjacent to property fronts. A Penalty Charge Notice may be issued to any vehicle observed parking on the footway.

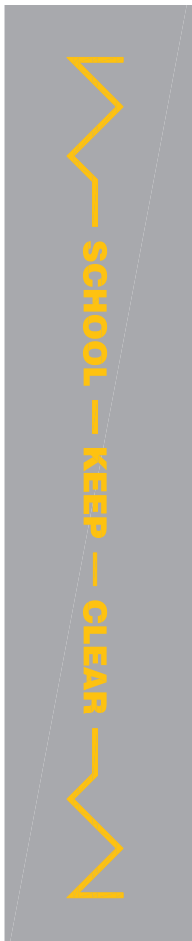
Why is footway parking not permitted?

Motorists are discouraged from parking on the footway because it:

- May cause an obstruction to pedestrians and may force pedestrians into the path of oncoming traffic
- Is hazardous to blind and partially sighted people
- Creates an obstacle to wheelchair users and people with pushchairs
- May damage the pavement



School keep clears



School keep clears

These are areas designed to help improve road safety for schoolchildren during controlled hours which are indicated on a nearby sign. They help ensure that motorists have a clear view of the school and the side of the road and can easily see if a child runs out into the road.

No parking, waiting, loading/unloading, dropping off or picking up passengers is permitted on a school keep clear during controlled hours, otherwise a Penalty Charge Notice may be issued.

Schools are regularly patrolled by Civil Enforcement Officers and by our mobile CCTV cars. Dangerous parking that compromises the safety of pedestrians will be firmly enforced against.

TOP TIP

Spaces around schools are always limited. If you have a resident permit for the zone, please use the resident bays in the area and help parents find it easier to drop off or collect their child.

Types of parking and traffic enforcement

In Westminster, we now carry out enforcement in a variety of ways:

Civil Enforcement Officers
(formerly Parking Attendants)
Fixed CCTV on mounted cameras
Mobile CCTV using cars

Depending on how a certain contravention is enforced, you may either receive a Penalty Charge Notice (PCN) directly on your vehicle or by post.

Civil Enforcement Officers (CEOs)

CEOs enforce parking regulations on foot. Where they come across a car they believe to be in contravention of the regulations, they will issue a PCN via their handheld computer. This should either be fixed to the contravening vehicle or handed to the person appearing to the CEO to be in charge of the vehicle. However, a PCN can also be issued retrospectively by post if the motorist prevents the CEO from issuing it in the above manner at the time.

A CEO will usually take photographs of the vehicle in contravention but there is no obligation for the CEO to do so and there can be situations when taking photos is not advised.

Fixed CCTV on mounted cameras

Certain parking contraventions and moving traffic contraventions (MTCs) are enforced using mounted CCTV cameras, which are operated by CEOs. A PCN issued using a CCTV camera is sent by post to the person registered with the Driver and Vehicle Licensing Authority (DVLA) as being the keeper of the vehicle. A CCTV-issued PCN will contain a still photograph of the vehicle alleged to have parked in contravention.

Mobile CCTV using cars

In much the same way as with mounted cameras, parking and traffic regulations are also enforced by mobile CCTV units in cars. These can move around the city to focus on specific areas where traffic congestion is particularly heavy and where public and motorist safety is put at risk.

View PCN images online

If you receive a PCN by CCTV, you may view images and/or video footage of the alleged contravention on our website:

www.westminster.gov.uk/parking

You will need your PCN number and vehicle registration number to do so.



Types of parking and traffic enforcement

Vehicles that remain parked in contravention after the issue of a PCN may be subject to secondary enforcement, which may involve the vehicle either being clamped or removed to the vehicle pound.

Clamping

Clamping will only be used for persistent evaders. If their vehicle is clamped, a persistent evader must go to the pound to pay. A persistent evader is a person who has three or more outstanding PCNs; that is they are either not going through the process of challenging the PCN or have not paid the PCN.

Vehicle removal

Vehicles parked in contravention may be removed following the issue of a PCN. This is more likely to occur if the vehicle is causing an obstruction, for example, is parked in a disabled bay or suspended bay. Depending upon the contravention, removal can occur immediately after the PCN has been issued. The current charge to recover your vehicle is £200 which must be paid in addition to the applicable parking ticket. To check if your vehicle has been removed you can call the London wide TRACE service on: [020 7747 4747](tel:02077474747).

If you do not collect your vehicle from the vehicle pound within 24 hours, current storage charges of £40 per day will be added. If your vehicle does not have valid road tax, the council will take steps to dispose of your vehicle within 7–14 days from the date of removal. If your vehicle does have valid road tax and you do not claim your vehicle within 84 days, then the council will take steps to dispose of your vehicle at a further current cost of £70. The cost of your PCN, removal, storage and disposal will still apply and action will be taken to recover these charges.

TOP TIP

Please do not ignore a PCN or any associated correspondence. There are various ways to pay a PCN or if you feel the PCN has been wrongly issued you can challenge it. As soon as we receive your challenge, the PCN will be put on hold while we investigate and respond to your challenge. For more information, see **p30**.

Paying or challenging a Penalty Charge Notice

Paying a Penalty Charge Notice (PCN)

Depending on the severity of the contravention that has occurred, an £80 or £120 PCN will be issued. Both can be paid at a 50% discount rate (£40/£60) within the first 14 days after the PCN has been served. For a CCTV parking PCN the discounted rate applies for 21 days.

The information on the PCN clearly explains the discount period that applies and the way in which the PCN can either be challenged or paid.



Ways to pay

Online – visit

www.westminster.gov.uk/parking and click on 'Pay a PCN'

By phone – call

020 7823 4567

and use our 24hr automated service

In person – visit our One Stop Services and pay over the counter (see back cover for One Stop locations)

By post – send a cheque or postal order to the address detailed on the PCN

Challenging a PCN

If you feel that a PCN has been wrongly issued you should challenge it. There are a number of stages to the challenge process which can differ according to how the PCN was issued:

1. Informal challenge (CEO issued PCNs only)

You can make an informal challenge at any time within the first 28 days after receiving a CEO issued PCN. However we advise you to make a challenge within the 14 day discount payment period. This means that if your challenge is not upheld, you will still be able to pay the PCN at the 50% discounted rate for a further 14 days. If your challenge is successful, the PCN will be cancelled and no further action will be necessary. You should include any supplementary evidence or documentation to support your challenge.

Challenge your PCN online

All challenges must be made in writing and the quickest way to do this is by using our online PCN challenge form at www.westminster.gov.uk/parking – simply click on 'Challenge a PCN'. Otherwise you can submit your challenge by post to the address on the reverse of the PCN.



2. Formal representation

A formal representation can be made once a Notice to Owner (NtO) is received. An NtO is issued at different stages, depending on how the original PCN was issued.

– *CEO issued PCNs*

If a CEO issued PCN has not been paid or challenged within 28 days after it has been served, an NtO will be sent to the registered keeper of the vehicle or the person we believe owns the vehicle.

Paying or challenging a Penalty Charge Notice

– PCNs issued by post

For a PCN issued by post, the PCN is the NtO. This will usually be served no later than 14 days after the date of the alleged contravention.

If you receive an NtO the notice will advise that you have a further 28 days to either pay the PCN or make a formal written representation to the council. The address and grounds for making a formal representation are stated on the notice.

Upon receiving a formal representation, the council has 56 days to consider all information relating to the alleged contravention including any mitigating circumstances. Information recorded by the CEO will also be taken into account.

If your representation is accepted, you will be sent a Notice of Acceptance advising you that the PCN and NtO have been cancelled. Otherwise, you will be sent a formal Notice of Rejection (NoR) together with an appeal form. The NoR will advise you either to pay the PCN or to appeal to an Independent Adjudicator at the Parking and Traffic Appeals Service (PATAS) (see section 3). The NoR will generally request payment at the full amount for a CEO issued PCN, but will reset the discount for a postal PCN if we received your representation within the specified discounted period.

3. Appeal to an Independent Adjudicator

You can appeal to the Independent Adjudicator upon receipt of an NoR. Appeals should be sent to the PATAS using the appeal form provided with the NoR. The Adjudicator can only consider appeals on the grounds listed in the NtO. The decision of the Adjudicator is final and binding upon both parties. Appeals can be heard either in person or by post. Appeals in person are arranged directly by PATAS (see useful contacts on the back cover of this guide). You cannot appeal to the Adjudicator unless the council has issued an NoR.

Challenging a clamp and/or removal

If your vehicle is clamped or removed you must make a written representation within 28 days of the release of your vehicle. The council will investigate the case and you should receive a response within 56 days of receipt of your representation. If it is accepted, you will be notified that the PCN has been cancelled and any charges will be refunded. Otherwise you will be sent a formal NoR together with an appeal form, at which point you can appeal to an Independent Adjudicator at PATAS (see section 3 above).

If you need further advice on how to challenge a PCN please visit our website at

www.westminster.gov.uk/parking
or contact Parking Services on
020 7823 4567.



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Need a parking space near your home?

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Moving home?

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Having works done at your property?

Your tradesmen may be eligible for a discount **p9**

Going on holiday?

Find out about our car park holiday parking scheme **p22**

Do you have special disability requirements?

Find out about Westminster's White Badge scheme **p14**

Businesses

Making deliveries or collections?

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You may need to arrange a yellow line dispensation or a parking suspension **p9** and **p16**

Need to park regularly on-street?

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Westminster car parks offer business season tickets at excellent prices **p22**

Visitors

Need to find a parking space?

Use the map and street index at the back of this book to find on-street and car park locations

Going to the theatre?

Find out about our car park discount offer for theatre goers **p22**

Do you have a disabled Blue Badge?

Find out how the rules differ in Westminster for Blue Badge holders **p14**

Want a guaranteed parking space?

Pre-book a space in one of our car parks **p22**

Useful contacts

Parking information

www.westminster.gov.uk/parking
Call: 020 7823 4567 (24 hours)
Parking payments, general enquiries
or to report a fault.

Pay by Phone parking

Call: 020 7005 0055
Text: 07950 080201

Resident permits

Call: 020 7641 5123

Suspensions

Call: 020 7641 6850

Trades permits, dispensations

Call: 020 7641 4646

Skip licences

Call: 020 7823 4567

Permit fraud hotline

Call: 0800 028 9888



Disabled parking

White Badge Disabled Permits
Call: 020 7641 5124



Blue Badge disabled parking

www.bluebadgelondon.org.uk

Car parks

Westminster City Council car parks
www.westminster.gov.uk/carparks
Call: 0800 243 348

Westminster One Stop Services

City Hall, 62 Victoria Street, SW1E 6QP
Monday to Friday 8.30am to 7.00pm
Saturday 9.00am to 1.00pm

91–93 Church Street, NW8 8EV
Monday to Wednesday and Friday
8.00am to 5.00pm
Thursday 8.00am to 7.00pm
Saturday 9.00am to 3.00pm

317 Harrow Road, W9 3RB
Monday and Wednesday to Friday
8.00am to 5.00pm
Tuesday 8.00am to 7.00pm

Other useful contacts

London Councils

www.londoncouncils.gov.uk
Call: 020 7934 9999

Parking and Traffic Appeals Service

www.parkingandtrafficappeals.gov.uk
Call: 020 7747 4700

TRACE

London wide vehicle tracing service
Call: 020 7747 4747

Transport for London

www.tfl.gov.uk
Call: 020 7222 1234

