

**London Borough of Merton  
Cashless Parking  
PCN cancellation and refunds policy**



**PCN cancellations**

Reason for PCN being issued	Our response
<p>Wrong vehicle registration entered (i.e. you entered one or more digits incorrectly or chose the wrong vehicle from your account).</p>	<p>If you have inadvertently paid for the wrong vehicle registration number, but you have paid the correct tariff, we will cancel the first PCN issued. Please note that any subsequent PCNs will be upheld. You must correct the VRM on your account to ensure the same mistake does not happen again.</p> <p>To help us trace your payment please provide a copy of your receipt or transaction reference number.</p> <p>RingGo will always ask if you want to park the vehicle that you most recently paid for so if you have more than one vehicle on your account please ensure you are paying for the right one.</p>
<p>Wrong parking location entered</p>	<p>We will cancel the first PCN that you receive for this mistake, provided that:</p> <ul style="list-style-type: none"> <li>• The location you paid for is operated by London Borough of Merton and;</li> <li>• The tariff at the correct location costs the same or is cheaper than the tariff you paid and;</li> <li>• The maximum stay period at the correct location was not exceeded.</li> </ul> <p>To help us trace your payment please provide a copy of your receipt or transaction reference number.</p> <p>If you have paid for a location that is not operated by the London Borough of Merton we will uphold the PCN.</p>
<p>You paid for parking using RingGo but the Civil Enforcement Officer (CEO) did not see your payment details on his/her handheld device</p>	<p>Occasionally, the handheld devices that our enforcement officer's use may lose signal or there may be a slight delay in receiving payment details from RingGo.</p> <p>Where this happens, please provide a copy of your receipt or transaction reference number. When we can see that you paid for the period that you were parked we will cancel the PCN.</p>
<p>The PCN was issued while you were paying on RingGo.</p>	<p>If you started making the payment before the PCN was issued we will cancel the PCN, otherwise it will be upheld.</p> <p>In order for us to trace your payment, please provide a copy of your receipt or transaction reference number.</p> <p>We recommend that you pay using RingGo while you are still at your car.</p>

<p>You were unable to pay by RingGo because your phone battery or credit had run out or you had no signal.</p>	<p>You should always ensure that you have the means to pay for parking. If you are unable to use your phone you should pay with cash at a ticket machine. We would not cancel a PCN in these circumstances.</p> <p>Please note that the usual rules regarding getting change apply – if you are unable to use RingGo and have no change to pay for parking you are not permitted to leave your vehicle to get change.</p>
<p>You were unable to use RingGo because the service was down/unavailable</p>	<p>As above, we would not cancel a PCN in these circumstances as the Pay &amp; Display ticket machines are still available.</p>

## Refunds

Scenario	Our policy
<p>You paid for parking for the wrong vehicle and upon realising your mistake you then made a second payment for the correct vehicle.</p>	<p>We will refund the first payment (minus the transaction charges). However, it is your responsibility to check all details are correct when making your payment, and to avoid abuse of the system any subsequent requests will be denied.</p>
<p>You paid for parking before arriving at a parking location but when you arrived there were no spaces.</p>	<p>We will not issue a refund in this situation. You should always find a space and park before paying. Paying does not guarantee you a space and we can't always tell whether or not a vehicle was parked at a particular location at a certain time.</p>
<p>You removed your car from the parking location before the end of the session you had paid for.</p>	<p>We will not issue a refund in this situation. You should only buy the time you need, and you can extend any parking session up to the maximum stay permitted.</p>
<p>You believe you have been overcharged</p>	<p>We will check the tariff information and if it has been set up incorrectly we will issue a refund of the amount you were overcharged and ensure that the tariff is amended for future use.</p>

### Contact us:

Parking Services  
Merton Civic Centre  
London Road  
Morden SM4 5DX

0208 545 4661 (10am – 4pm)