**IMPORTANT!
PLEASE READ THEN DELETE THIS BOX**
This is a template letter for guidance. You need to add your details and where appropriate change the letter to suit your circumstances. Feel free to add more info.

Once you’ve made changes, always print it out and read through to check it makes sense to the recipient.

**ACTION POINTS**

**[BLUE BRACKETS]:** Put your specific info here, then delete the instructions (and change the text colour)
 **[RED BRACKETS]:** Just for info, after you’ve read delete

[insert your name

and address]

[insert date]

[insert name and address of

landowner or agent of landowner]

Dear Sir or Madam,

**Ticket number:** [insert ticket number]

**Vehicle registration number:** [insert vehicle registration number]

My vehicle was [select from clamped whilst parked at / towed away from and make sure you change all future mentions of clamping/towing in the letter] [enter location your car was parked] on [insert date] and I have already paid the fee of £[insert fee paid] under protest to have my car released. I believe the clamp/tow was [select from unfair / unlawful / illegal] and I am now writing to demand a refund for the following [select from reason / reasons]:

[Important: fill in the sections below and delete any bullets that don’t apply]

* **The alleged contravention did not occur**

Quite simply, the parking attendant got it wrong and I was not parked inappropriately at the time the clamp/tow took place. This is due to the fact [insert reason here]. Please see attached evidence, [explain your evidence here & include and refer to documentary evidence if you have any], as proof of my claim.

* **There was insufficient signage**

I was unable to determine what the relevant parking restrictions were because there was no clear signage to explain what they were. Therefore no contract was formed with the landowner and the clamp/tow was carried out illegally. Please see attached evidence, [explain your evidence here & include and refer to documentary evidence if you have any], as proof of my claim.

* **I was not parked on the land in question**

I was clamped/towed for supposedly breaking your parking restrictions, yet I was actually parked [insert where you parked] meaning you had no authority to approach my vehicle. Please see attached evidence, [explain your evidence here & include and refer to documentary evidence if you have any], as proof of my claim.

* **Mitigating circumstances**

**There are mitigating circumstances to explain why I parked where I did and I am requesting that the charge be refunded for this reason.** Please see attached evidence, [explain your evidence here & include and refer to documentary evidence if you have any], as proof of my claim.

* **I cannot afford to pay the fee**

I am a law abiding citizen and I made an honest mistake but I cannot afford the fee. Please see attached proof of my financial position as evidence.

* **The fee is disproportionate**

According to the Unfair Consumer Contract Regulations, parking charges on private land must not exceed the cost to the landowner during the period the motorist is parked there. In my case, the [insert figure] charge I had to pay far exceeds the cost to the landowner of [insert details of the parking costs eg if the fee is £50 but parking costs £1-an-hour you’d need to have been there for 50 hours to justify the charge].

* [Enter any further reasons of your own to support your claim and include as much detail as you can].

If you do not refund me this fee I will be left with no choice but to take further action in the small claims court as I believe the charges I have paid are unfair and the courts will therefore rule in my favour.

I look forward for a full response to this letter within 14 days.

Yours faithfully,

[insert your signature]

[insert your name (printed)]

[Enclose ALL relevant evidence for your complaint]