



Combined Parking Solutions

**Proven to manage your car park issues.**

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## Introduction

### **What does CPS do?**

Combined Parking Solutions enables you to regain control over your premises, with a system proven to control parking abuse, completely free of charge.

The CPS system of parking control is based on the issuing of parking charge tickets to vehicles parked on your land and the versatile solutions provided by CPS are tailored to meet client's individual requirements.

CPS are members of the Independent Parking Committee (IPC) and their Approved Operator Scheme (AOS) – We also comply with all requirements defined by the DVLA for the release and processing of data, and are therefore able to obtain vehicle licensing details from them to contact the registered keeper in the event a parking charge is unpaid.

As members of the IPC we can rely on Schedule 4 (Protection of Freedoms Act 2012), this enables us to hold the registered keeper of a charge liable if they are unable or unwilling to provide full details of the driver.

### **Who can use CPS?**

As landowner or authorised tenant, whatever your business, if you suffer from unwanted vehicles parking on your land then our system will work for you.

CPS is happy to boast a large client base and with such a versatile solution, customers range from small businesses with just one or two spaces, to larger organisations with thousands of spaces – whatever the size of car park, we have a solution to fit.

Also, clients have the option to chose from 'total no parking enforcement', 'limited parking time', 'permit schemes' and even 'Pay & Display enforcement' – The list is endless.

### **Why CPS?**

Combined Parking Solutions was formed by professionals who have themselves experienced first hand the frustration and damage that illegally parked vehicles can have on businesses and with this in mind, fully understand the needs of customers.

The CPS solution is a non-confrontational, flexible alternative to wheel-clamping and with a policy that **does not** include the use of external agencies to enforce or collect charges, CPS ensure a high level of consistency and customer services by managing the process from start to finish.

Furthermore, unlike other parking control providers CPS offer the highest level of compensation in the UK, of up to £15 above the industry standard; with £25 for every ticket self-issued or £10 for every ticket issued by a CPS warden. CPS feel that as landowner or authorised tenant it should be **you** who be compensated for the loss of profit to your business incurred by motorists parking on your land.

CPS are able to offer this rate of compensation as unlike our competitors, our expertise is maintained in-house without the use of external agencies, which prevents unnecessary costs being absorbed by the customer and ensures a fully supervised process.

In addition, with a unique **loyalty scheme** available, CPS believes in honouring customers who recommend others, as personal recommendations from customers further enforce our Company credibility.



## Standard Parking Solution

As land owner or authorised tenant suffering from parking issues, Combined Parking Solutions tailor our system to meet your individual requirements.

### **Self-ticketing Parking Enforcement:**

With this solution, CPS will design and build tailor-made warning signs to meet your individual parking requirements.

In addition, CPS provide permits with which you can chose to issue or sell to authorised vehicles such as staff and clients, giving you ultimate flexibility and choice. CPS then provide legally enforceable parking charge tickets which you can chose to issue to vehicles parked which meet the criteria at your discretion or you can use our "Click Charge" system to simply take a photograph of the vehicle parked with signage in view and we will issue the charge via post.

Once the parking charge has been paid you will receive a payment of £25 – This is £15 above the industry standard for self-issued tickets.

CPS will discuss with you in detail and where appropriate conduct a **free** site visit in order to identify the correct positioning of all signage to guarantee that all legal requirements are met. This also helps to ensure that all tickets issued are both legal and enforceable. CPS will also erect these signs completely free of charge

This solution is at no cost to you.

Under this service you can issue the charges yourself or instruct a third party agent to do this on your behalf.

## Enforcement Issues

The legality of issuing tickets or charging on private land has been debated time and time again and it is true that a private individual cannot issue a penalty to another, this is well established and enshrined into English and Scottish law.

Combined Parking Solutions does NOT issue penalties and bases its charges on a "Contractual Charge" which a person agrees to pay if they park on your land without displaying a permit or using your services.

A contract needs to have an offer (which is displayed on the signage), the consideration (this is the use of a parking space for a charge as in the offer) and Acceptance (which is the driver parking in this space)

The charges are a CORE TERM of the contract, this is very important as the Supreme Court ruled in the famous OFT-v-Abbey National case (which related to bank charges and if they were fair) – The court ruled that a core term cannot be classed as an unfair contract term.

The Supreme Court is the highest court in the UK and its decisions are binding on all lower courts.

The signage in use by Combined Parking Solutions has been used in numerous court cases to enforce parking charges and time after time the charges have been upheld by the courts –

More details of the legal issues can be found on our website or by contacting us.



## The Process in 6 easy steps:

### 1. Chose the solution that suits you

Contact Combined Parking Solutions by email or phone so we can allow you to choose the solution that best suits your individual requirements (tickets or "Click Charge").

### 2. CPS design and supply the tailor-made warning signs

Display the contractual warning signs designed and supplied by CPS, stating the terms and conditions for parking on the land and displayed in clear and prominent positions.

*Please note – CPS will discuss your requirements and problems in detail and where appropriate conduct a **free** site visit in order to identify the correct positioning of all signage to guarantee that all legal requirements are met*

### 3. Provide permits to authorised vehicles (if required)

Issue or sell parking permits to staff or clients giving you ultimate flexibility and choice and enabling you to stay completely in control of your car park.

### 4. Issue the ticket or use our "Click Charge" system.

When a vehicle is parked in a manner that renders them liable for a parking charge then the landowner / authorised person will issue a parking charge notice or use our "Click Charge" system.

**Please note** – a parking charge notice is a legally enforceable charge that attaches to the windscreen and outlines the reason for issue and details on how to pay. When removed, the stickers will not leave a residue.

We also insist that photographs of the vehicle are taken in case of any query by the driver or registered keeper at a later date - these will also be produced in court to prove a vehicle was parked on the land.

If you are using our "Click Charge" system you simply take a photograph of the vehicle with sign in view, upload the details and we issue the charge via post.

### 5. Submit details of issued ticket

Following the issue of a parking charge ticket, simply forward the details to our central processing centre using either our online logging system, email, fax or post and your job is done. CPS will then manage the entire process for you.

Should you wish to cancel any issued parking charge ticket for whatever reason within 14 days (free of charge for physically issued tickets, a small charge applies for charges issued using our "Click Charge" system) – THIS WAY YOU REMAIN IN TOTAL CONTROL.

### 6. Receive £25 for each ticket paid

On payment of the charge by the driver or registered keeper, a payment of £25 including VAT is returned to you automatically by BACS – up to £15 above the industry standard.



## Why choose Combined Parking Solutions?

### Experience:

CPS understands how frustrating parking abuse can be to you and your business and have vast knowledge and experience in the parking control industry.

Combined Parking Solutions was formed by management who have themselves experienced first hand the frustration that unwanted vehicles can have and with this in mind, fully understand the needs of customers..

### Versatility and Assurance:

The CPS solution is a non-confrontational and flexible way of managing your car park. Regardless of car park size, CPS has a solution to fit the needs of every customer.

With a policy that **does not** include the use of external agencies to enforce or collect charges, CPS ensures a high level of consistency and customer service.

In addition, CPS does not expect customers to have the legal knowledge on the issuing of parking tickets. CPS offer customers a free site survey to guarantee that all signage is positioned correctly in order to ensure that they meet with all legal requirements and that all tickets are therefore legally enforceable. By doing so, CPS believe that this reduces the time and money wasted on chasing tickets that were not legally issued.

You can choose from our standard system of issuing a charge to the vehicle or use our “Click Charge” system to simply take a photograph of the vehicle with signage in view and we can then issue the charge via post.

CPS prides themselves on both the quality of their signage and personal service. We provide a fully detailed site setup guide, this includes instructions on how to use our online management system to upload details of the tickets and examples of the photographic requirements that need to be taken for each ticket.

We are also available by phone or email in the event you have any questions – whatever they may be.

### Unique:

Unlike other parking control providers CPS offer the highest level of compensation in the UK, of up to £15 above the industry standard, with £25 for every paid ticket issued .

We are so confident that customers are happy with our service that we offer a unique '**Loyalty Scheme**'. As a thank you for recommending a friend, customers can receive £5 (Inc VAT) for each and every ticket issued on their friends land for life (as long as both remain customers).

With no limit to the number of people customers can recommend, CPS believe that personal recommendation is the most valued testimony to their credibility.



## Benefits of a solution from Combined Parking Solutions

CPS prides themselves on the following features and benefits of their solutions;

- Regain control of your premises with a **proven** system
- Choose to issue **physical tickets** or use our “**Click Charge**” system to simply take a photograph of the vehicle with signage in view – you can select the best option for you depending on your situation.
- Members of the **Independent Parking Committee (IPC)** and their **Approved Operator Scheme (AOS)** and comply with the codes of conduct
- **Non-confrontational and fully flexible**
- Designed to be **free of charge** with **no ongoing charges**
- CPS have vast **knowledge** of the parking control industry
- Management have **years of first hand experience** in parking related issues
- Hassle free instant setup with **tailor-made** support
- Landowner or tenant, commercial or residential - **whatever your business**, our system will work for you.
- Receive **a payment of £25** for each completed ticket - up to **£15 above the industry standard**
- **Loyalty scheme for customers** as testimony to Company credibility
- Versatile service from **1 to 10,000** cars to suit every car park **regardless of size**
- We supply you with **everything you need to get started** including permits, signage, tickets, logon to our online ticket management system and full site set-up guide.
- **Free car park survey** and signage positioning to ensure all legal requirements are met
- There is **no reference to the client** on signage or literature
- We are **fully computerised**, meaning all tickets are processed quickly and efficiently
- We have **in-house qualified legal staff** that manage the entire collection process from start to finish
- We **do not use external debt collection agencies**, therefore ensuring consistency of service
- **Online ticket management** system to track all tickets issued and their current state
- The CPS solution allows the motorist **28 days to appeal** against the charge and you have full control if you wish to cancel a charge within this time free of charge.
- You are NOT tied into a long term contract, we want you to use our services – If you are not happy then you are free to give 7-days notice to cancel.



## Tailored Parking Solutions

Combined Parking Solutions are able to tailor their parking management solutions to customer's individual needs, regardless of car park size and specifications.

- Self-issuing ticket solutions
- Warden patrol solutions
- Bespoke signage
- Permit Schemes
- Customer / staff parking management
- Pay and Display parking enforcement
- Disabled Bay parking management
- Private road parking management
- Event parking management
- Retail complex parking management
- Hospital parking management
- University / College campus parking management
- Private residential parking management

For all of these tailored solutions, CPS offer support and consultancy to clients to ensure that all signage is correctly positioned to meet all legal requirements and that all tickets are therefore legally enforceable.

For expert advice and guidance as to how CPS can help you clamp down on unauthorised motorists parking on your land and furthermore, help you make the most of your car park then please contact us on **0871 288 4606** or alternatively at [info@combinedparkingsolutions.co.uk](mailto:info@combinedparkingsolutions.co.uk) and speak to a member of our highly experienced sales team.



## The CPS Parking Protection Bundle

Initial setup is very quick, very easy and free of charge – CPS supply you with everything you need to get started including tickets, tailor-made signs and permits which you may choose to sell or issue to authorised vehicles, giving you ultimate flexibility and choice and a user ID for our online ticket system.

Included **FREE OF CHARGE** in the CPS parking protection bundle is the following;

- Site survey
- License agreement
- Contractual warning signs displaying the terms and conditions for parking
- Logon details for our online ticket management system
- Parking permits (if required)
- Parking charge tickets and site set up guide

### Example Signage

All CPS signage is flexible and can be modified to suit client's individual needs. All signage and literature is also free of reference to the client.

Please contact us for any specific signage requirements you may have.

Example: Permit holders only.

**P WARNING P**  
**CONTRACTUAL AGREEMENT**  
This private land is for the parking of motor vehicles when complying with the terms below:  
**CLEARLY DISPLAYED VALID CPS PERMITS ONLY**

All vehicles must be parked in their allocated bay (if applicable) and not causing an obstruction.

The landowner and its agents hereby permit all valid CPS permit holders who are clearly displaying their permits in the windscreen and parked in their allocated bays (if applicable) permission to park on this land in accordance with the terms of their permit.

The landowner and its agents also offers all members of the public who have not obtained, have not parked in accordance with the terms of the permit or have not clearly displayed in the windscreen a valid CPS permit in advance, the right to park on this land at a cost of £100 per vehicle per 24hr period. (this will be reduced to £60 if full payment is received by CPS within 14days of issue).  
A parking charge notice will be issued with instructions on how to pay this amount.  
One charge per vehicle per 24hr period can be issued.

To cover additional administration costs the charge will increase by £50 per charge + court/collection costs if the charge remains unpaid and debt recovery or legal action has commenced to recover the unpaid charge  
Charges are in operation 24hrs per day, 7 days per week.  
Registered keepers details may be requested from DVLA if the charge remains unpaid after 28days.

**DO NOT PARK OR LEAVE YOUR VEHICLE HERE UNLESS YOU UNDERSTAND AND AGREE TO ALL THE ABOVE TERMS AND CONDITIONS.**

**IPCM** COMBINED PARKING SOLUTIONS PO BOX 6003, BILSTON, WV14 4AQ  
TEL: 0871 288 4606 -www.combinedparkingsolutions.co.uk  
Company registered in England number: 08107996  
Calls to 0871 numbers are 10p per minute from BT landlines, mobiles and other networks may vary.



## Example Permits

Clients can choose to issue or sell parking permits to staff or clients.



## Example Tickets

This is a legally enforceable charge that attaches to the windscreen and outlines the reason for issue and details on how to pay.



## Contact Us

Whatever your requirements, we are keen to discuss your individual needs. Please contact us on the direct sales line number **0871 288 4606** or alternatively email us on [info@combinedparkingsolutions.co.uk](mailto:info@combinedparkingsolutions.co.uk).

For more information you can visit [www.combinedparkingsolutions.co.uk](http://www.combinedparkingsolutions.co.uk).

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