

[REDACTED]

From: [REDACTED]
Sent: 29 December 2023 17:15
To: [REDACTED]
Subject: RE: Parking fine Ref: [REDACTED]

Good Afternoon,

We can see that you have registered your vehicle on the system when you arrived at St David's Hospital, however we can see that the PCN that was issued out is for parking in a **staff parking** area which does not cover patient/visitor bays. You only have a UHW staff parking permit which does not cover other UHB sites which is stated when the permits was issued.

As much we understand your frustration, you have parked in a staff bay without a valid staff permit which is the reason a PCN was issued to you.


On this occasion, we have appealed this parking charge on your behalf, ParkingEye will contact the registered vehicle owner in the coming weeks via letter to confirm if our appeal was successful.

You can also check the status of the PCN by going to [Driver Portal - Parkingeye](#) and entering the detail required.

Best Regards

[REDACTED]

From: [REDACTED]
Sent: 23 December 2023 11:31
To: [REDACTED]
Subject: Re: Parking fine Ref: [REDACTED]



Good morning


There is no car permit. May I remind you this is a children's hospital for Metal Health Care.


Once you enter the building you are required to enter your car registration, which I did, so you can park for free for 2hours.

I suggest that your company repair the machine since it clearly isn't working properly!

Also I'd like to point out having spoken to St David's  you are now fining staff with permits this is not acceptable!!

Please remove this fine immediately and resolve your machine.

Many thanks


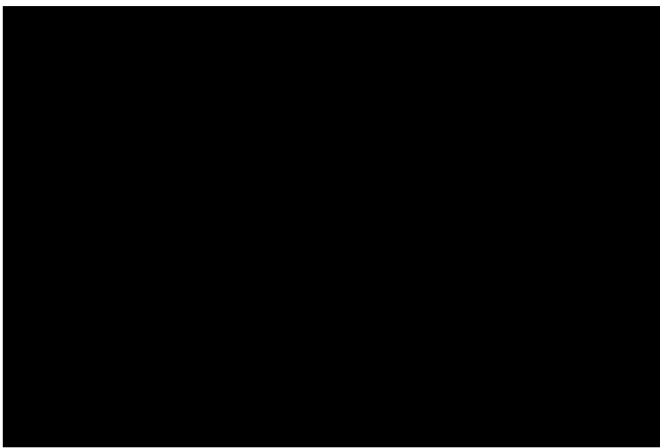
On Fri, 22 Dec 2023 at 16:50, 

wrote:

Good Afternoon,

Can you please provide us your permit vehicle registration so we can look into this for you.

Best Regards

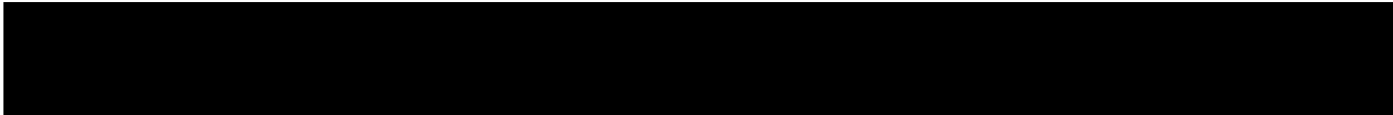



From: [redacted]

Sent: 22 December 2023 12:08

To: [redacted]

Subject: Parking fine



Good morning

Please find enclosed the appointment letter I had to [redacted]

I have received a fine when I had entered my free parking time at St David's Hospital. I have spoken to the [redacted] at St David's Hospital who informs me that Parking Eye and not following protocol and therefore so many complaints are now going through the ombudsman.

Please can you cancel this file since I had permission to park there.

Many thanks

