PARKING CHARGE

Creditor: APCOA Parking (UK) Ltd acting on behalf of Heathrow Airport Limited

APCOA PARKING

Parking Charge Number:	**HF20649599**
Vehicle Registration Number:	**LO67CZA**
Date of Issue of this Charge:	**04/11/2026**
Vehicle Make/Model:	**Mercedes-benz Vito Taxi+ C-pact Ldn 114cdi A**

121APC231L948395004441

Max Samuels
19 Fir Tree Walk
Heybridge
Maldon
CM9 4NS

PARKING CHARGE AMOUNT: £80

PAYMENT TO BE MADE WITHIN 28 DAYS OF THE DATE ISSUED.

This parking charge is discounted to **£40** if paid within 14 days of the date issued. After this date, the full parking charge amount will be owed.

If the Parking Charge remains unpaid after 28 days, APCOA (the creditor) will instruct a Debt Recovery Agent to recover the outstanding amount. You will incur an additional fee of £70 for the debt enforcement service.

CONTRAVENTION DETAILS

Notice is hereby given to the Keeper of vehicle registration mark: **LO67CZA**
For the alleged contravention of:
Use of Drop Off Zone without making a valid payment
At: **Heathrow Terminal Drop Off T5**







Day of Contravention: 27/10/2026
Entry Time/Date: **06:29:09 27/10/2026**
Exit Time/Date: **06:32:48 27/10/2026**
The contravention is a BREACH OF THE TERMS AND CONDITIONS OF USE of the facility. Signs are clearly displayed throughout the area showing these terms and conditions.
This Parking Charge was incurred on private land.

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HOW TO PAY

Secure Online Payment
1. Visit **https://payments.apcoa.co.uk/**
2. Click **Pay the Charge**
3. Enter your PC information and complete the transaction

Scan to Pay
Scan the below QR code to go directly to our payment website.

By Post
Make the cheque or postal order payable to **APCOA**, write the Parking Charge Number on the reverse and post to:
APCOA, PO Box 5767, Dingwall, IV15 0AX

You can either pay the charge or submit an appeal; however, you cannot do both.
If the Parking Charge remains unpaid after 28 days, APCOA (the creditor) will instruct a Debt Recovery Agent to recover the outstanding amount. You will incur an additional fee of £70 for the debt enforcement service.

APCOA Parking in the UK comprises the following companies. APCOA Parking Holdings (UK) Limited, Registered No. 05163792, APCOA Parking (UK) Limited, Registered No. 02572947, APCOA Parking Services (UK) Limited, Registered No. 02492280, APCOA Facilities Management (UK) Limited, Registered No. 02352447, APCOA Facilities Management (Harrow) Limited, Registered No. 03481526. All these companies are registered in England and their

As we do not know the driver's name or current postal address, if you were not the driver at the time, please provide us with the driver's full name and current postal address within 28 days. Once this information is received, we will pursue the driver.

Should you provide an incorrect address for service, we may pursue you for any amount that remains unpaid. Should you identify someone who denies they were the driver, we may pursue you for any amount that remains unpaid. Failure to pay the full amount of this notice within 28 days may result in the proceeding of debt recovery action and/or issuing court proceedings against you. Additional costs may be incurred.

How to appeal

In the event that you wish to dispute liability for this Parking Charge, within 28 days (beginning with the day after that on which this notice is given) please provide your full name and address, vehicle registration number and the Parking Reference at the top of this Notice providing your full reasons. Appeal decisions should be provided within 28 days. Where an appeal is submitted within the 14 day timeframe to pay at the reduced rate, and subsequently rejected, you will have a further 14 days to make payment at the reduced rate. If you appeal after 14 days, but before 28 days if the appeal is rejected then the full parking charge amount will be due. If you consider there to be exceptional circumstances as to why you should be allowed to appeal outside of this period then you should send your reasons to us, in writing, at the above address. Please note, where payment is made this will preclude ability to appeal.

All appeals must be directed to APCOA in the first instance.
Appeal decisions should be provided within 28 days.
Appeals can be made online at **https://payments.apcoa.co.uk** or scanning the QR code on the right.
If you do appeal and do not hear from us within 28 days then please contact us, do not assume that your appeal has been successful.
Should your appeal be unsuccessful:

- We will provide you with the details to lodge an appeal to Parking on Private Land Appeals (POPLA) within 28 days of rejection. Details of the POPLA appeals procedure can be found at www.popla.co.uk
- Please note that if you choose to appeal to POPLA you will lose the ability to pay the charge at the reduced rate.

Registered Keeper Details and Data Processing

Please note that we have obtained the name and address of the registered keeper of the vehicle from the DVLA for the purposes of enforcing this unpaid charge. Such information has been provided in accordance with the Road Vehicles (Registration and Licensing) Regulations 2002.

Complaints procedure

Please note: If you wish to challenge the validity of this charge then you must use the appeals procedure detailed above. Other issues can be dealt with under the complaint's procedure. APCOA takes complaints seriously as they help us to improve areas of our products and services and to resolve any issue relating to the consistency and quality of our business operations. Our complaints policy is an opportunity for customers to tell us when we might have fallen short of expectation, and how we can put things right. If you are not satisfied with the service level that you have received, you can write to our UK Customer Complaints team who will deal with your enquiry.

More information can be found on our website by visiting **www.apcoa.co.uk** If you are not satisfied with our response, then you may refer your complaint to the BPA.

Data protection

This Parking Charge has been issued for the reasons explained overleaf, therefore giving reasonable cause for APCOA to apply to the DVLA for the details of the registered keeper. If you are concerned about how APCOA is using the information, you can contact the Data Protection Officer via dpo.heathrowdropoff@apcoa.com

More information about your rights concerning the use of personal information is available on our website www.apcoa.co.uk or via the Information Commissioner www.ico.org.uk

Chat to our team

To speak with our team via **live chat**, please visit **heathrowdropoff.apcoa.com/contact-us** and select the appropriate icon, or scan the QR code provided. Our live chat service is available **Monday to Friday, 8am–8pm**, and **Saturday, 8am–5pm**.

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