

Dear Sirs

I do not agree to pay this parking charge for the following reasons:

1. I was driving my wife ● to the Surgery to get her burn bandage changed, and she was therefore a patient at the surgery. Sumayyah had an appointment for later in the day (see attachment) however as her bandage had started falling off, she needed to go in earlier to get it changed earlier. Upon arrival, ● Polyclinic told her that they had no further emergency appointments at that point but we could go to Barking Hospital's walk-in centre. We did this immediately. Please see the attached Google Timeline from that day showing this.

2. Normally, as we only live 5 minutes away, we walk to the Clinic. However ● couldn't walk as she had a serious burn on her leg. This was therefore the first time we had experience of parking in the ● Patient car park and were not aware of the specific requirements of the car park registration system.

2. Under the British Parking Association Codes of Practice (the "Codes") at clause 13, a 10 minute grace period is allowed. The Codes require you to give a reasonable grace period for drivers to make themselves familiar with the terms and conditions, decide to park, and then leave. A 10 minute grace period is also required at the end of any relevant parking period. I only stayed for 10 minutes in total and therefore this grace period is applicable to me. I also note that for half of that 10 minutes I was waiting for a parking space to free up and looking for a space. This "search" time is also supposed be covered under such a grace period as per clause 13 of the Code.

3. The Parking Terms and Conditions (the "Terms") state that you are acting as an agent on behalf of a principal. I put you to strict proof that you have the authority to issue parking charges, and specifically that there are not any "first-time-offender" carve-out clauses within the relevant contract. For the avoidance of doubt, in the absence of seeing any proof to the contrary I do not consider you have the authority to issue parking charges at ● Polyclinic.

I look forward to receiving your confirmation that you have withdrawn this parking charge shortly.

kind regards

Ibrahim