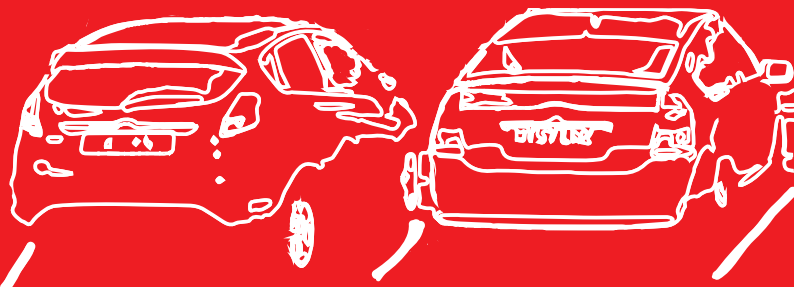




**IT'S  
NOT  
FINE.**



When you park on private land such as a supermarket or garden centre, any ticket you receive is not a fine or a penalty as it would be in a public space. It is a civil, not criminal, matter. If you feel the ticket has been issued unfairly, or the charge is disproportionate:

-  Contact the company operating the car park and state the reasons why. For example, were the signs clear? Template letters are available from Citizens Advice Scotland on the links below.
-  Speak to the owner of the car park. Are they aware of the operating company's conduct?

For more help:



Visit your local  
Citizens Advice Bureau



See [www.cas.org.uk/itsnotfine](http://www.cas.org.uk/itsnotfine)



Call Citizens Advice consumer  
service on 03454 04 05 06



Talk to your local  
Trading Standards office.

**citizens  
advice  
bureau**