

# ARVAL LEASED VEHICLE

## FINES GUIDE

### Policy - Pay & Bill

(Arval pay all Parking and Toll fines upon receipt and onward bill the employer).

### Overview

All fines relating to Arval leased vehicles come to Arval for processing; this is because Arval is the registered keeper of the vehicle.

### Disclaimer

Please note that this guide is a summary only. Due to the number and range of traffic offences and violations, and an inconsistency in approach by enforcement bodies, it is not possible to give a definitive overview.

Drivers are responsible for any charges, costs, penalties, or other fines that are imposed, issued or incurred in connection with the driver's usage of the vehicle (including usage of the vehicle by authorised drivers or other third parties who are permitted by the driver to use the vehicle), such as fines or fees for illegal parking or speeding, non-compliance with bus lanes, congestion charges, tolls or violations of the rules of the highway or traffic offence or contravention, whether in the UK or overseas. In some cases, it may be possible to appeal the fine. If applicable, this Guide gives further details of the appeal process.



### Advanced warning

London Congestion Charge for Battery Electric Vehicle Exemption Ends in Dec 2025



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BNP PARIBAS GROUP

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journeys in life



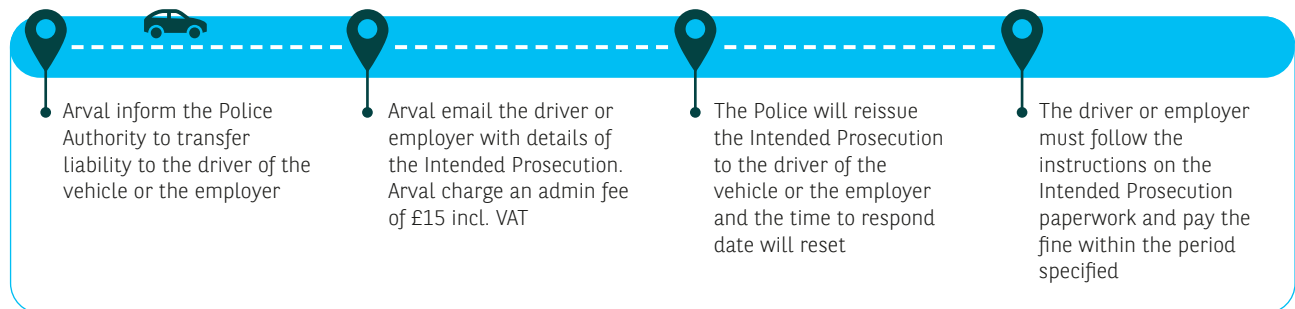
## TWO TYPES OF CHARGES

### 1 Police Authority Intended Prosecutions

Examples | [Going through a red light](#) | [Speeding](#) | [Dangerous driving](#)

#### Fines process

Police have 14 days to issue an intended prosecution to Arval. Upon receipt, Arval have 28 days to process the paperwork.



#### Appeals process

Intended prosecution cannot be appealed through Arval, the driver must liaise directly with the Police Authority.

#### Consequences of ignoring an Intended Prosecution

**⚠ Please do not ignore an Intended Prosecution**

Intended Prosecutions are issued by the police and can be for speeding, failure to obey a traffic signal, request for driver information and other causal reasons.

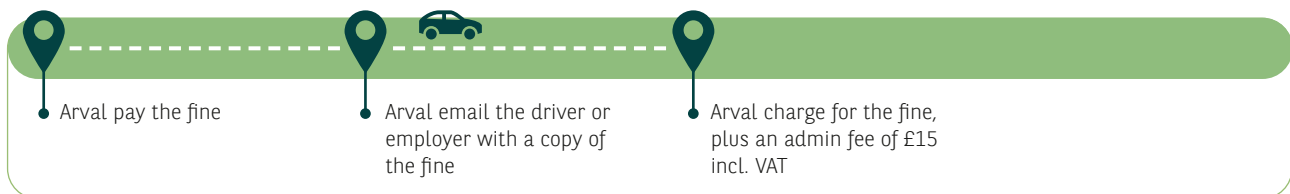
**The driver will receive a court summons if the Intended Prosecution is ignored.**



## 2 Local Authority or Private Parking Company

Examples | [Penalty charge notice](#) | [Parking fine](#) | [Fixed penalty notice](#) | [Tolls](#)

### Fines process



### Appeals process

To appeal a fine, you can appeal yourself, or Arval can appeal on your behalf. Click here:

[Fine appeal request form | Arval UK](#)

You must have valid grounds for appeal along with evidence to support this. [See More Information on Appealing Fines here.](#)

**Appeals must be submitted within 28 days of the issue date.** Once a fine is appealed, some authorities and parking companies can take up to 8 weeks to respond.

**Important Note:** There are a growing number of Local Authorities and Private Parking Companies that will not allow an appeal, please see Local Authorities and Private Parking Companies who do not allow Appeals [here](#).

### Consequences of ignoring a fine

**⚠ Please do not ignore fines**

**Local Authorities issue Penalty Charge Notices:** These can be affixed to the windscreen or issued by camera. If the penalty charge notice is issued to the windscreen of the vehicle and it is not paid or appealed, the fine will escalate to Notice to Owner and be sent to Arval, as the registered keeper to pay.

**Private Parking Companies issue Parking Charge Notices:** The next stage of a parking charge notice (following first issue) is a Notice to Keeper, which is sent to Arval as the registered Keeper of the vehicle, who will pay the fine.

# MORE INFORMATION ON APPEALING FINES

You can appeal fines directly with the authority, Arval can provide a letter of authorisation. This is a quicker more efficient route for you. If you haven't already got it, you can [request a letter of authorisation here](#).

You must have valid grounds for appeal along with evidence to support this. Arval reserve the right to refuse to appeal on the driver's behalf if there is insufficient evidence.



## Examples of strong evidence:

- ✓ If you paid for parking and can provide a copy of the pay and display ticket/electronic confirmation.
- ✓ If you were parked in a permit holder bay/disabled bay, and can provide a copy of the permit/disabled badge. The disabled badge or permit needs to be on display at all times.
- ✓ If you were parked at a private parking site, (you must ensure you register the vehicle at reception or add to a white list to avoid a fine being issued). If you still received a fine, you need to contact the site for it to be cancelled.



## Examples of weak evidence:

- ✗ If you entered the incorrect registration number when purchasing a ticket, some parking companies will not look at an appeal as it's your responsibility to ensure you enter the correct registration number.
- ✗ The ticket machine wasn't working.
- ✗ I followed the sat nav.
- ✗ Pulled over/entered a car park due to an emergency and not purchased a ticket.
- ✗ Overstaying at fast food outlets or electric vehicle charging bays.
- ✗ Not entering your vehicle registration number when going to a restaurant.
- ✗ Exceeding the duration/time of the stay.



## Bus lane penalties

Bus lane penalties are hard to overturn and may only be appealed by Arval or the driver if there is sufficient photo/video evidence, for example a driver moving into a bus lane to avoid an emergency vehicle.



## Toll charges

Late payments for tolls cannot be appealed by Arval. If you wish to appeal a toll fine, follow the instructions on the fine.



## Cancelled fines

If a fine is cancelled, confirmation from the Authority or Private Parking Company needs to be sent to [fines.team@arval.co.uk](mailto:fines.team@arval.co.uk). Please note, a refund will not be issued until Arval have received sufficient evidence the fine has been cancelled.



## Blue badge holders

It is your responsibility to ensure you register your blue badge with the relevant organisations to prevent fines being issued.



## Local Authorities and Private Parking Companies who do not allow appeals (this list growing and is subject to change frequently)

Here is a current list of the Local Authorities and Private Parking Companies who will not usually allow an appeal once the fine has been paid. In these situations, we will always, at your request, appeal the fine on your behalf, where we believe you have reasonable grounds for an appeal. If you have reasonable grounds and supporting evidence, and the Local Authorities or Private Parking Company refuse the appeal, we will look at these on an individual basis. If the driver has sufficient evidence, it is recommended they contact the site where the fine occurred to ask them to cancel the fine and inform the issuing authority.

Amtrac

Britannia

Civil Enforcement

District Enforcement

Euro Parking Services

Excel Parking Services

G24

Hackney

Hammersmith and Fulham

Horizon

I Park

Initial Parking

Minster Baywatch

Napier

One Parking Solution

Redbridge

Salford City Council

Smart Parking

Southwark

Total Car Parks

UKCPS

UKPC

UKCPM

Vehicle Control Services

# MORE QUESTIONS & ANSWERS



## I have received a congestion fine/ ULEZ fine, but I have an electric vehicle/ hybrid.

London Congestion Charge for Battery Electric Vehicle Exemption ends in Dec 2025

You must register your vehicle with Transport for London (TfL). You will need a copy of the V5 document in order to do this, and can [requested it here](#).

Once you have the copy of the V5 document, register your vehicle on the TfL website [www.tfl.gov.uk](http://www.tfl.gov.uk).

## Can I have a copy of the fine?

If you have not received a copy, please email [fines.team@arval.co.uk](mailto:fines.team@arval.co.uk).

## My vehicle has been cloned, what should I do?

You need to report this to the police and send the crime reference number, the name of the police team and photos of the front and back of the vehicle registration plate to [fines.team@arval.co.uk](mailto:fines.team@arval.co.uk).

## I have a vehicle through Salary Sacrifice, when will the fine be taken from my salary and will it be gross or net?

Fines are taken from your net salary and added to your Employers next available Payroll run, subject to your Employers cutoff date (please check with your payroll/HR team).



## Why do you charge an admin fee?

Arval charge an admin fee of £15 incl. VAT to process fines which covers the time and work involved in processing each fine. VAT is added because this is a service Arval provide.

## I am waiting for a fine, can you pick it out and send it to me when it arrives?

Due to the automation of fine processing, we are unable to pull out individual fines, a copy will be sent once processed.



## Can I have photo evidence of the charge?

Photographic/video evidence is not a legal requirement, however this may be available on the issuer's website.



**FOR MORE INFORMATION  
VISIT [www.arval.co.uk](http://www.arval.co.uk)**

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