

MRS [REDACTED] - v - Manchester City Council

Appeal Details

Case number:	MC00061-2606	Appeal Raised:	03/06/2026
Vehicle:	FL15NFO	Hearing:	All parties attended the
Representative:	MR [REDACTED]	hearing	
Number of PCNs:	1	Decision:	14/07/2026
		Adjudicator:	Adjudicator Halliwell

Decision - PCN MC04774743

MRS [REDACTED], you have lost this appeal.

You need to pay the penalty charge to Manchester City Council within 28 days.

Penalty Charge Amount: £50.00

Issued: 20/02/2026

Contravention: 20/02/2026 09:52

Arndale Car Park

73 - Parked without payment of the parking charge

Please see the next page for the Adjudicator's Reasons

Adjudicator's Reasons

1. Mr [REDACTED] attended a remote hearing before me today. The Council were represented by Mr Cahill.
2. In summary appeal submissions, Mr [REDACTED] states:

“At 09:15 on 20/02/26, my wife successfully made the required parking payment via the parking payment machine in the Arndale Car Park

- The payment was successful, and I have attached a photo of the Visa payment receipt for the transaction that was issued by the machine at the time*
- Despite the payment being made at 09:15, she was issued the PCN at 09:52, claiming non-payment of the parking charge.*
- According to the Council the registration that was entered was FL15 NF0 instead of FL15 NFO. The “O” and the “0” were interchanged.*
- The keyboard entry 0 may denote a zero but it may properly be read in the alternative as a letter and the same applies the other way round. If someone wrote 0, it could properly be read as a zero or as the letter of the alphabet, so I believe it to be unfair to penalise someone for a valid entry that anyone could honestly use at any time*
- If the zero entry is not allowed, it should not be available as a button to press on the parking machine or it should be adjusted such that pressing a zero adds the correct 'O' character to avoid such situations and confusion*
- My wife did not gain any unfair benefit from parking here as the payment was made in good faith and so the Council lost no money or suffered any real inconvenience*
- Regarding the previous PCN, I understand you have a duty not to fetter discretion and must look at each case afresh. On our part we will take steps to ensure this error with the identical character won't happen again, notwithstanding the comments about the issues with the keyboard and characters that can be pressed when entering a licence plate number in the car park.”*

3. In correspondence the Council explained:

You were given a PCN for parking in a pay-on-arrival car park without payment for a parking session being made. The Civil Enforcement Officer's (CEO's) notes made while issuing the PCN, state that no payment had been made at either the payment machine or via our cashless option.

I have noted your comments and checked the payment records which show your vehicle registration mark (VRM) as FL15NF0 and not FL15NFO. As the driver it is your responsibility to ensure you have typed the correct VRM and purchase a valid parking session before leaving your vehicle unattended.

I have noted your comments but our records show that you have previously been issued a PCN (MC04614190) which was cancelled because of the incorrect input of your VRM. We wrote to you to advise you that future PCNs may not be cancelled, as such this PCN will not be cancelled.

I have carefully considered your case and I am satisfied that your PCN was issued correctly and as such, I have taken the decision not to cancel it.

4. In their submissions the Council also state:

The information on the car park signage states that 'A parking session must be purchased for the time of parking' and a penalty charge notice will be issued for being 'Parked without payment of the parking charge' (Evidence 15-16).

The CEO carried out their observations and checked for a parking payment on their handheld computer, however a parking session for vehicle registration FL15NFO could not be found (Evidence 3).

The Council submits that the vehicle registration was entered as FL15NF0 (zero) and not FL15NFO:

Payment Method	Origin	Server Time	Terminal Date	Terminal ID	Amount	Product	Reload	Total Dues	Plate #	Terminal Description	End Date
Credit Card	PRM	20/02/2026 09:16	20/02/2026 09:15	61303	12.6	12.6	0.4 h		FL15NF0	61303 - High St Amdale	20/02/2026

The Council submits that upon purchasing parking time motorists are required to accurately enter the full vehicle registration by using the correct letters/numbers on the keypad (Evidence 17).

A previous Penalty Charge Notice was cancelled when the vehicle registration was incorrectly entered and the appellant was advised that further Penalty Charge Notices issued for the same reason may not be cancelled (Evidence 21).

The Council is satisfied that the contravention occurred and the registered keeper is liable for the outstanding charge.

5. The relevant TRO provides that the vehicle's registration must be entered in order for an exemption to apply:

- 21 Subject to Articles 29 and 35 of this Order, the parking charge shall be payable on the leaving of the vehicle in a parking place specified in the Schedules to this Order either

ON SITE CASHLESS PAYMENT

- (1) Entering the vehicle registration plate at the pay station and purchasing a period of time parking of the vehicle,
- (i) payment for the parking period shall be made by a debit card or a credit card ,
 - (ii) the pay station shall display a confirmation message that payment has been accepted registered for the period of time purchased;
 - (iii) this transaction shall be digitally transmitted to the Council removing the requirement to display a ticket;
 - (iv) no ticket will be issued by the ticket machine,
 - (v) a receipt will be issued should the driver require;

6. Whilst I accept that the incorrect entry of a VIN is an easy mistake to make, I am bound to conclude that payment for parking time was not made in respect of the specific registration of the vehicle in question and such that the contravention did occur.
7. Unlike the Council, the Adjudicator has no power to cancel a penalty notice on the basis of mitigating circumstances alone. The Council does not have to prove "intent" to commit a contravention. Whilst I accept this was a genuine mistake, the Council were entitled – in the exercise of their discretion – to take account of that fact that they had waived a PCN issued to the same vehicle on 10 December 2025 at the same location and in respect of which the same mistake – and with an express written warning that should the same circumstances arise again that the PCN may not be waived.
8. I must accordingly dismiss the appeal.