

Care Park Operation Hungary kft (Operated by Normandy Asset Management zrt)

Parking Enforcement Policy

This document outlines the enforcement procedures applied across all car park locations.

1. Grace Period:

A minimum grace period of 4 minutes is allowed for entry/exit.

2. Payment Compliance:

All users must pay for the full duration of their stay.

3. Breaches:

Breaches include non-payment, overstaying, misuse of bays, and unauthorized parking.

4. Enforcement Actions:

- Warning notices (where applicable)
- Penalty charges
- Vehicle immobilisation or removal (if legally permitted)

5. Penalty Charges:

Charges will be proportionate and clearly displayed on-site signage.

6. Escalation:

Unpaid penalties may be escalated to debt recovery or legal action.

7. Appeals:

Users may appeal enforcement decisions as outlined in the Appeals Procedure.

Appeals & Complaints Procedure

Users have the right to appeal any enforcement action.

1. Submission:

Appeals must be submitted within 14 days via email.

2. Required Information:

- Vehicle registration
- Date/time of incident
- Supporting evidence

3. Review Process:

All appeals are reviewed fairly and impartially.

4. Response Time:

We aim to respond within 14–28 days.

5. Outcomes:

- Accepted (penalty cancelled)
- Rejected (penalty upheld)
- Request for further information

6. Escalation:

If dissatisfied, users may escalate complaints to relevant authorities.

Car Park Signage (Standard Legal Texts)

Entrance Sign

By entering this car park, you agree to the Terms & Conditions.
Parking is subject to payment and compliance with displayed rules.
CCTV is in operation.

Payment Sign

Please ensure full payment for your stay.
Failure to pay may result in enforcement action.

CCTV Sign

CCTV IN OPERATION

For safety and crime prevention.

Data Controller: Care Park Operation Hungary zrt (Normandy Asset Management zrt)

Contact: info@carparkbudapest.com

Penalty Notice Sign

Failure to comply with parking terms may result in a penalty charge.
Additional fees and enforcement action may apply.