Frequently asked questions

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Q: Do I always need to display a ticket in my vehicle?

A: If you buy a pay-and-display ticket from an on-street machine, the ticket *must* be displayed on your dashboard to avoid receiving a PCN. The machines do not automatically report your vehicle registration to enforcement officers.

Q: Why do I have to enter my registration number when buying a ticket?

A: Entering your registration makes enforcement easier and more efficient: it provides solid evidence that a ticket was bought for your vehicle, and also prevents fraud.

Currently, the information is **not** kept or used for any other purpose. In the future, it is hoped this data may be used to provide better e-parking services in the city, such as a parking space-finder smartphone app.

Frequently asked questions

Q: I tried to pay with my card but the machine didn't give me a ticket. Will I receive a PCN?

A: If you buy a pay-and-display ticket from an on-street machine, the ticket *must* be displayed on the dashboard to avoid receiving a PCN.

If you tried entering your PIN but didn't get a ticket, the machine has probably failed to communicate with your bank. You will not have been charged.

Our machines use SIM cards identical to those inside mobile phones to contact cardholders' banks. As with all wireless technology, reception can vary.

If a machine is in a mobile signal black spot, calls made to bank networks can sometimes be dropped.

This issue does **not** affect contactless payment methods.

Frequently asked questions

Q: Do I have to use a machine to pay for parking?
A: It is also possible to pay for parking via the cashless PayByPhone system, or by paying at a nearby PayPoint retailer. [More information is available from the council's website](#).

Q: Where is my nearest PayPoint retailer?
A: The location of the closest PayPoint store may be displayed on the side of your nearest pay-and-display machine. [See the page about PayPoint](#) for more information and resources.

LOCATION # 85500

Cash payments accepted at the following Paypoint locations.
Please take the location code with you.

PayPoint

221m — Wine Me Up
94a Blatchington Road,
Hove, East Sussex, BN 3 3YF

277m — The Grove Stores
25 Wilbury Grove,
Hove, East Sussex, BN 3 3JQ

PayPoint location sticker

Q: Are machines accessible to non-English speakers?
A: The language displayed on-screen can be changed by pushing the 'flag' button on the keyboard. Currently English, French, German and Italian are supported.
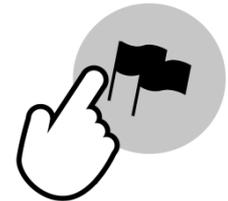
Frequently asked questions

Q: Do I have to pay if the machine is not working?

A: Parking without payment of the charge will likely result in your vehicle being issued with a Penalty Charge Notice. If a machine is not working you can use the nearest alternative machine, provided the correct tariff is available.
Payment can also be made via PayByPhone or PayPoint.

Broken machines can be reported to our maintenance staff by [using our online form](#) (https://goo.gl/1JFKft) or calling 01273 296622 (select option 1).

Q: It looks like a machine has been vandalised or broken in to. What should I do?

A: This should also be reported to the council. Please use the online form or call the helpline listed above.

Frequently asked questions

Q: I think my payment card is stuck in the machine. What can I do?

A: The machines are not designed to retain your card: cards are not 'latched' into the slot, nor are they 'swallowed' during a transaction. If it does seem like your card is stuck, it's probably due to a deformity in the card itself. You can call the technical team for assistance on 01273 296622 (select option 1).

Q: How much does it cost to park in Brighton & Hove?

A: A list of hourly charges is clearly displayed on each machine's tariff card. When you enter the amount of time needed, the price will also be shown on the machine's display screen. The cost of parking can vary between different parking zones, so it is important to always check that you are making correct payment.

[Parking fees and charges for the current financial year](https://goo.gl/VfGY8q) can also be found on the council's website. (https://goo.gl/VfGY8q)

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Q: Will I be charged extra for using my debit / credit card?

A: No – you will not be charged a card usage fee.

Q: Why is pay-and-display parking cheaper than the PayByPhone service?

A: At a pay-and-display machine you will not be charged any additional fees. PayByPhone charge a small transaction fee each time the user buys a parking session (currently 10p per transaction).

Q: I've received a Penalty Charge Notice. What should I do?

A: Either pay the charge or appeal against it. If you wish to raise a challenge, you'll need to [follow the appeals process](#) as detailed on the council's website.

Frequently asked questions

Q: I am a blue badge holder. Do the new machines change what I need to do in order to park?

A: No. You can continue parking normally. The same allowances and restrictions for displaying a blue badge will apply.

Q: I'm going to leave before my ticket expires. Can I pass it on to someone else?

A: No. The vehicle's registration number is printed on the ticket. Officers will be able to see at a glance whether a ticket was purchased for the vehicle in which it is displayed. Using someone else's ticket will result in a PCN being issued.

Q: Why did you get rid of the old coin-operated machines? They were much simpler to use.

A: There were a number of issues which led to the old machines being phased out. Please refer to our initial press release, in which these reasons are outlined.

Frequently asked questions

Q: I just want to pay with coins like I used to. Where is the nearest machine that takes cash?

A: [A list of all pay-and-display machine locations](https://goo.gl/fXNFZL) is available on the council's website (https://goo.gl/fXNFZL). Officers also carry this list with them.

You can also pay with cash [at any PayPoint retailer](#).

Q: Do the pay-and-display machines give change?

A: No. Any coins over the required amount will not be returned. Please use exact change. Alternatively, you can pay cash at [the nearest PayPoint retailer](#).