



# Residents' **Parking** **Guide** November 2023



THE ROYAL BOROUGH OF  
KENSINGTON  
AND CHELSEA

**Please park considerately  
and make best use  
of parking space**

**Please help to improve air quality**

**NO IDLING  
ENGINES**



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# Section One

How the scheme works

## Residents' parking bays

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Residents' parking bays operate at different times in different parts of the borough and if you want to park in one of them during controlled hours, you will need a permit.

Signs alongside the parking bays show when they are reserved for residents, except in Restricted Zones that operate at all times. It does not matter which area you live in – your residents' permit is valid in any residents' parking bay throughout the Borough and at any time, provided the bay is not suspended.

Outside the controlled hours, any driver may park in any residents' parking bay.

## Residents' permits

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To qualify for a permit your main, permanent, home must be in the Royal Borough of Kensington and Chelsea and the vehicle must be registered to you or a member of your household at that address. You must be the main user and be able to drive legally in the UK. Please see page 6 for allowed exceptions.

If you divide your time between several properties, your main home for Council Tax purposes must be in the Royal Borough of Kensington and Chelsea. If you do not meet these criteria, you do not qualify for a permit, irrespective of your interest in the property or the vehicle. You may not apply for a permit for someone else or for someone else's vehicle unless they are a member of your household. We may withdraw your permit if you knowingly help someone who does not meet the permit eligibility criteria to apply for a permit they are not entitled to, for example, by letting them use your address when they do not live there.

Permits are not transferable, either between vehicles or between people if the vehicle changes ownership.

Having a permit does not guarantee a parking space and you cannot reserve a space.

You cannot have more than one car permit, or more than one motorcycle permit, for this or any other local authority which bases eligibility for a permit on residency. However, you can hold both a car permit and a motorcycle permit at the same time.

Full terms and conditions are in Section Two of this guide and you will have to confirm that you have read and understood them in order to obtain a permit.

## **Parking with your permit**

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Residents' parking bays are not normally divided into individual bays but where they are, you must park so that all the wheels of your vehicle are inside the bay markings.

Residents' parking bays are usually marked with white lines but in some cases, we use other methods, for example in Exhibition Road, near the Science Museum, there are 18 residents' bays that are marked out with metal studs – you must park within the stud markings.

As well as parking in any residents' parking bay, a permit also allows you to park free of charge in pay-by-phone visitor bays between 8.30am and 9.30am, Monday to Saturday and between 5.30pm and 6.30pm Monday to Friday (and on Saturdays where controls apply at this time).

This means that you can leave your car from 5.30pm until 9.30am the following morning free of charge but if you want to park between 9.30am and 5.30pm, you will have to pay.

In some areas, pay-by-phone visitor bay controls end at 1.30pm on Saturday. Between 9.30am and 1.30pm permit holders must pay. The pay-by-phone visitor bays on Notting Hill Gate and Holland Park Avenue do not have the standard hours of control as the rest of the controlled parking zone:

- **The pay-by-phone visitor bays on Notting Hill Gate operate between 10am and 4pm Monday to Friday and 10am to 1.30pm on Saturday; and**
- **The pay-by-phone visitor bays on Holland Park Avenue operate between 10am and 6.30pm Monday to Friday and 8.30am to 1.30pm on Saturday.**

Due to these unusual hours of operation the concession of one-hour free parking between 8.30am and 9.30am and between 5.30pm and 6.30pm for vehicles with a valid parking permit does not apply to the bays on Notting Hill Gate and Holland Park Avenue.

Residents' permits are not valid in car parks although permit holders are eligible for a discount for long-term parking in the Hornton Street car park underneath Kensington Town Hall, accessed via Phillimore Walk.

Residents' permits allow you to park in some of the boundary roads connecting the borough and the City of Westminster. Please check the signs carefully before you leave your car.

If you require a boundary road permit to display in your vehicle, please email [residentparkingpost@rbkc.gov.uk](mailto:residentparkingpost@rbkc.gov.uk).

## Applying for a permit

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You will need to fill in an application form and provide proof of where you live, proof that you, or a member of your household, are the registered keeper of the vehicle (or in the case of vehicles purchased in the last three months that you own the vehicle and are insured to drive the vehicle) and proof that you have a valid driving licence. Please see page 9 for allowed exceptions.

You can apply online or by post for your permit at:

### **Resident Parking, Kensington Town Hall, Hornton Street, W8 7NX.**

When it is time to renew your permit, we will send you a courtesy reminder. However, it is your responsibility to ensure your permit is renewed on or before the expiry date. If you are eligible to renew online, you will be issued a PIN number.

The PIN number has an expiry date and if you do not renew the permit by this date you will need to complete the application form again and provide all relevant supporting documentation.

Duplicate pins can be requested online prior to the expiry date.

If you renew your permit within seven days of its expiry date the new expiry date will be set to what it was originally.

The Council requires ten working days to renew a permit received via a postal application or via an online application.

The full list of documents acceptable as proof of residency and vehicle ownership and the price of permits is on the application form.

## Permits for vehicles belonging to other people

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If you are a **'Brand Ambassador'** and have a vehicle provided for your use by the vehicle manufacturer, you must provide a copy of a letter from the company confirming the arrangement, stating that the vehicle is for your sole use and confirming you are insured to drive it. You will also need to provide the vehicle registration document (V5C) or lease agreement.

If you are applying for a permit for a vehicle registered to **another member of your household** you will need to provide a copy of your insurance details, showing that you are insured to drive the vehicle, as well as proof of residency, car registration at your address in the Royal Borough of Kensington and Chelsea and a valid driving licence.

If you are **hiring or leasing** the vehicle, you will need to provide a copy of your contract or hire agreement showing your name and address in the Royal Borough of Kensington and Chelsea and the name of the lease/hire company. We do not consider vehicles borrowed from individuals to be hire cars.

If you are applying for a permit for a **company vehicle** you will need to provide a copy of a letter on the company's official letter headed stationery, signed by the company secretary or someone with similar authority, not yourself, naming you as an employee who has exclusive use of the vehicle, dated within the last three months. You will also need to provide the vehicle registration document (V5C) or insurance in your name and Kensington and Chelsea address.

Vehicles hired for less than three months will be issued with a permit to expire on the hire end date. This is charged the same as a three month permit even if the hire period is less than this.



## Special cases

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If you are **military personnel** housed in the borough on active service, you do not need to re-register your vehicle or change your driving licence to your temporary RBKC address. We will accept a copy of a letter from Mears confirming your residency.

If you are applying for a permit for your vehicle that is driven by a **chauffeur** in addition to your proof of residency and your V5C in your RBKC address you will also need to provide copies of the following additional information:

- The contract of employment for the chauffeur;
- The insurance policy and up to date schedule confirming the chauffeur is insured to drive the vehicle;
- Evidence of how the chauffeur is paid for their services (in the form of a payslip, invoices or bank statement); and
- Chauffeur's valid driving licence.

If you are a resident with a **Motability** vehicle and have a nominated driver or if you are a resident who is a nominated

driver for a Motability vehicle, the nominated driver must provide a valid driving licence and be listed on the Certificate of Motor Insurance.

If the nominated driver does not live within a five-mile radius of the Motability Vehicle owner, we will require proof that the Motability Scheme is aware of where the driver lives and keeps the vehicle. Resident nominated drivers can only have one permit in the borough and the vehicle must not hold a permit for any other local authority.

New residents who can prove their refugee status will be given special consideration of up to six months.

## Temporary permits

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We only give a one-month temporary permit if your vehicle has been stolen or is off the road because of an accident or major repair. In these cases, we will give you a permit for a month for a temporary replacement vehicle.

If your insurer or garage is providing a courtesy vehicle or you have borrowed a vehicle while yours is being repaired, we will need a letter from them confirming

the dates that you will be using the replacement vehicle and the repair work being carried out.

You are responsible for contacting us when you want to change the registration number of the temporary vehicle back to your original vehicle. You may be issued with a PCN if you fail to do so.

## Foreign registered vehicles

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The law requires all UK residents to tax and register their vehicles in the UK before they are driven or parked on the public highway.

Visitors to the UK may keep their foreign registered vehicles here for up to six months. After this time, they must be registered with the Driver and Vehicle Licensing Agency (DVLA). Residents with foreign registered vehicles may park in the Hornton Street car park, under Kensington Town Hall, accessed via Phillimore Walk, at a reduced rate, subject to a minimum stay of one week and a maximum stay of 30 days.

Students from EU Member States are allowed to keep their vehicles in the UK whilst studying here

without re-registering them, so we will issue permits to these students for the period of their studies but they must provide a document from their college, school or university confirming their course start and end dates every time they renew their permit.

Overseas workers who are in the UK for a set period of time can have a permit for a foreign registered vehicle for the period they are in the UK for if they supply their HMRC customs relief form.

## Car permit tariff bands

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The Council wants to encourage residents to choose less polluting vehicles, so we have linked vehicle exhaust emissions to the cost of parking permits.

The cost of your permit is made up of two elements – the base cost of a permit (this is payable regardless of the type or length of the permit or vehicle and a second charge based on CO<sub>2</sub> g/km or engine size as applicable.

Current permit prices are shown on the application form and there is a calculator on the Council's website at [www.rbkc.gov.uk/permit-calculator](http://www.rbkc.gov.uk/permit-calculator) where you can find out the total cost of your permit.

## Supplementary charges

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### Diesel

Diesel engines have often been presented as being more environmentally friendly than petrol engines. Being more fuel-efficient than their petrol equivalents they tend to produce less CO<sub>2</sub> per mile but, at least until recently, diesels produced much higher emissions of nitrous oxides and harmful particulates than petrol engines – contributing to poor local air quality.

However, the latest diesel engines are more comparable to petrol equivalents in terms of their contribution to local air pollution, so we levy a surcharge on diesel vehicles, including diesel hybrids, if they do not meet the Euro 6 standards.

All cars registered on, or after, 1 September 2015 meet the Euro 6 standard. If your car was registered before that date you will need to provide proof that it is Euro 6 compliant. If you are unable to do this, you will need to pay the diesel surcharge.

### Second or subsequent permits

To discourage multiple car ownership we charge extra for parking permits for second and subsequent vehicles in a household.

Permits are issued on a first-come, first-served basis. If the primary permit holder does not renew their permit at the correct time or returns their permit, they lose the right to be the primary holder. Whoever renews first when there is no primary holder becomes the new primary holder.

Current supplementary charges are shown on the application form.

## Motorcycle Permits

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We want to encourage resident motorcyclists to park in motorcycle bays rather than between cars in residents' bays where they are vulnerable to being damaged and do not always make best use of kerbside space.

We have located residents' motorcycle permit bays so that all residents are only a few minutes' walk from one. Most of the bays are fitted with locking anchors for securing motorcycles.

There are three types of motorcycle permit:

- The Resident motorcycle bay permit allows parking in motorcycle bays only. This permit is free of charge;
- Combined motorcycle permit that allows parking in all residents' parking bays and motorcycle bays. We charge for this permit; and
- Combined electric motorcycle permit that allows electric motorcycles to park in all residents' parking bays and motorcycle bays. We charge for this permit.

Please park your motorcycle perpendicular to the kerb.

## Changing or replacing your permit

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### Changing your personal details

If you change your name or telephone number or move home within Kensington and Chelsea while your permit is still valid, you can continue to use the same permit but you will need to fill in a Change of Personal Details form and supply proof of the change. Do this as soon as you move otherwise you may not receive your permit renewal reminder letter.

We do not charge for changing your personal details.

### Changing your vehicle or number plate

You must provide proof that you own or use the new vehicle so we can amend your vehicle details.

We will not adjust the price you have paid for your permit until

your next renewal, but you will need to pay the administration charge shown on the Replacement Permit form.

You must remove any valid permit from your vehicle before you sell it or return it to the hire company and inform us that you are no longer responsible for the vehicle.

### **Stolen vehicles**

If your vehicle has been stolen, you will need to inform us so we can cancel your permit.

## **Refunds**

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You must tell us if you are no longer eligible for a permit, for example, if you move out of the borough or sell your vehicle. If we find that you have not notified us that you no longer qualify for, we may prosecute you and it could affect any future permit applications.

We will send a refund within 28 days for any unused time calculated from the next working day we are notified that the permit is no longer required. We deduct an administration charge to process a refund so we cannot

refund amounts less than the administration charge.

Please see the refund form for details of the current administration charge.

## **Appeals process**

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If you have been refused a parking permit and believe there is a valid reason for not being able to produce the required documentation or there is ambiguity over the interpretation of the eligibility criteria you may appeal.

You may not appeal if you live outside of the borough or if you live in a permit free development or have a vehicle that does not meet the width or height or length restrictions. You can appeal a rejection if your vehicle is over the size limitation because it has been specially adapted for a disabled person.

Full details of our appeals process can be found here:

**[www.rbkc.gov.uk/parking-permit-appeals-process](http://www.rbkc.gov.uk/parking-permit-appeals-process)**

## Contacting us

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### Reporting fraudulent permit holders

If you think that someone is using a residents' parking permit that they are not entitled to, please call the Fraud contact number **020 7361 2777**.

This number is unmanned but please leave a message with details of your concern and we will investigate. You do not have to leave your name or address.

Alternatively, you can email **investigations@rbkc.gov.uk**

### Further information

Visit the Parking website at **www.rbkc.gov.uk/parking**

Alternatively, email us at **residentparking@rbkc.gov.uk**

Or phone us between 8.30am and 5.30pm Monday to Friday on **020 7361 4381**.

Your call may be recorded for training and quality purposes.

## Parking suspensions

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Sometimes we have to suspend residents' parking bays for road works, house moving or events. We will normally give seven calendar days' notice (unless it is an emergency or a short notice suspension) by putting yellow parking suspension warning signs on the time plate within the relevant parking place. The start and end times of the suspension will be printed on the sign.

If you park in a suspended bay, you may get a Penalty Charge Notice and your vehicle may be relocated nearby or removed to the car pound. If your vehicle is removed to the pound, you will need to pay to retrieve it and for any storage charges incurred whilst in the pound, in addition to paying the Penalty Charge Notice.

Please remember that it is your responsibility to check where your vehicle is parked each day before 8.30am to make sure that no suspension is about to take place.

If you cannot check personally, you should arrange for someone else to check and, if necessary, move your vehicle.

As a courtesy, on the first day of the suspension, we try to telephone residents who are parked in suspended bays to warn them that their vehicles are at risk of being removed.

However, we cannot guarantee that we will be able to contact all residents and we do not make further alert calls on subsequent days during the suspended period.

You can sign up to receive email alerts about suspensions in your area at [www.rbkc.gov.uk/register-myrbkc-account](http://www.rbkc.gov.uk/register-myrbkc-account) or search online at [www.rbkc.gov.uk/Parking/suspensionsearch.asp](http://www.rbkc.gov.uk/Parking/suspensionsearch.asp)

## **Kensington Town Hall car park**

If you are going away and are worried that you will not be able to move your car if parking bays are suspended, you may wish to consider parking in the Hornton Street car park under Kensington Town Hall, accessed via Phillimore Walk. The car park

is leased to Saba Parking Ltd who offer concessionary fees for resident permit holders parking for a minimum of one week and a maximum of 30 days. For more information, call the car park on **0330 123 5247**.

## **Waiting and loading**

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Waiting restrictions are shown by single or double yellow lines along the road.

Single yellow lines are in force Monday to Saturday, usually at the same times as the controlled zone (these can be found on pay-by-phone visitor parking bay signs) but if the times are different, they will be shown on a yellow time plate sign.

Double yellow lines make waiting illegal at all times.

Waiting is prohibited at all times in areas designated as Restricted Zones. There are signs on entry to a Restricted Zone.

You can stop to drop someone off or to load or unload heavy or bulky goods for up to 40 minutes on single or double yellow lines, unless there are loading restrictions in place.

Loading restrictions are shown by yellow 'blip' kerb markings and the hours of enforcement will be shown on a nearby white time plate sign.

All loading must be continuous, or else it may be viewed as waiting and you will be liable for a Penalty Charge Notice.

When a loading restriction is in force, you must not stop except to allow passengers to get into or out of your vehicle.

You are allowed to load or unload heavy or bulky goods for up to 20 minutes in a residents' parking permit bay or a pay-by-phone visitor parking bay during the controlled zone hours but the loading must be taking place continuously, or you will be liable for a Penalty Charge Notice.

## **Bank and public holidays**

Anyone may park in residents' bays on bank holidays, Good Friday, Christmas Day, Boxing Day and New Year's Day.

Pay-by-phone visitor parking is free on bank holidays, Good Friday, Christmas Day, Boxing Day and New Year's Day.

Single yellow line waiting restrictions will not be enforced on Bank holidays and Good Friday, Boxing Day and New Year's Day, unless the vehicle is causing an obstruction to the flow of traffic.

Single yellow lines do not apply on Christmas Day. Single yellow lines do not apply on Sundays (including Easter Sunday) unless it is individually signed with a yellow line waiting restriction that operates on a Sunday. Please check times shown on signs.

**Double yellow lines restrictions and Restricted Zones apply on every day of the year.**



# Application Form

A stylized, light gray application form with various fields, checkboxes, and a dotted line at the bottom. The form is tilted and appears to be part of a stack of papers. It includes several rectangular boxes for text entry, two radio buttons (one checked), and a dotted line at the bottom right corner.

## Section Two

Terms and conditions for residents' parking permits

Please read each point carefully. By signing the declaration on your permit application form you are agreeing to these terms and conditions.

**You are eligible for a permit if you meet all of the following conditions:**

- your main, permanent home is in the Royal Borough of Kensington and Chelsea, and you have no other residence where you live and sleep more regularly (unless you are a student);
- your address is shown on the current Council Tax list held by the Council as your main home;
- you hold an unexpired driving licence, regardless of country of issue;
- you are the main user of the vehicle;
- the vehicle is registered to you or a member of your household at your Royal Borough address (except serving military personnel, brand ambassadors, nominated drivers of Motability vehicles and company or hire vehicles); and

- the vehicle is less than 565 centimetres (18 feet 6 inches) long, less than 232 centimetres (7 feet 7 inches) high and less than 220 centimetres (7 feet 3 inches) wide.

**You are not eligible for a permit, and any permit issued may be withdrawn, if:**

- you have three or more unpaid and uncontested PCNs (parking tickets) issued by us, or on our behalf, when you apply for your permit, unless you pay for all of them in full;
- you live in a permit free development (except if you are applying for a motorcycle bay permit) or if you live in Billing Place, Billing Road or Billing Street;
- you pay for a residents' permit and payment is subsequently reversed by the bank for any reason, the permit will be considered to be invalid and will be withdrawn and you risk having your vehicle ticketed, or removed;
- you hire out the vehicle with a

valid permit to other drivers; or

- you hold any other valid residents' parking permit for this vehicle type (car or motorcycle) in the Royal Borough of Kensington and Chelsea or in any other local authority which bases eligibility for a permit on residency.

### **You agree to the following conditions of use:**

- trailers are not allowed in residents' parking bays and side cars are not permitted in motorcycle bays;
- it is your responsibility to check your vehicle daily to make sure parking is not suspended. If your vehicle is parked in a suspended bay you may receive a penalty charge notice and your vehicle could be removed to the car pound and storage charges may also apply;
- your circumstances change and you are no longer eligible for a residents' permit, you must notify us immediately. If you do not notify us when you are no longer eligible for a permit, you will be committing an offence

and may be prosecuted and/or be banned from reapplying;

- In the case that you leave the borough, it is your responsibility to contact us to instruct the cancellation of your permit
- if the permit is for use on a company or employer vehicle and you stop being employed by the company/employer but you keep the vehicle to which your permit applies, then you must register the vehicle in your name and to your address in the Royal Borough of Kensington and Chelsea;
- the permit remains the property of the Royal Borough of Kensington and Chelsea;
- parking permits are vehicle specific and are not transferable between vehicles or individuals. If you sell a vehicle or return a hire vehicle with a valid permit you must notify us;
- you are not allowed to offer your vehicle for sale or sell goods from your vehicle whilst it is on the public highway;

- you are not allowed to leave your engine idling. Our enforcement officers may issue you with a Fixed Penalty Notice if you do this and if we have reason to write to you more than three times within three years to ask you to stop idling your engine, we will withdraw your permit for three months. We would only write to you if the offence was witnessed by a person such as a Civil Enforcement Officer or Highways Enforcement Officer;
- you are not allowed to trail a cable across the footway to charge your electric vehicle or otherwise use it for any other purpose when you are not with the vehicle. Our enforcement officers may issue you with a Fixed Penalty Notice if you do this;
- you agree to renew your permit before the current permit expires. The Council requires ten working days to renew a permit via a postal application and five days via an online application;
- you are not allowed to display, produce or help produce fake permits;
- you are not allowed to facilitate others to fraudulently apply for a permit;
- if you provide information which is untrue or you abuse the conditions set out in the residents' parking scheme, we will withdraw your permit and may not issue you with another permit for one year. In serious cases, we might never allow you another permit and we could prosecute you;
- We will not give a refund for any permit that we withdraw or any false application, such as one made by a non-resident; and
- the Council may ask to visit your home or carry out further investigations, including contacting any relevant people, before or after issuing a permit to verify the information you have supplied on your application form and the terms and conditions you agreed to when signing the form.
- If your vehicle is more than three years old at the time of application or renewal, it must have a valid MOT . We may ask for evidence of this.

If you refuse, it is likely that we will not issue a permit or will withdraw your existing permit. In these circumstances, your vehicle may be removed if it is parked in a residents' parking bay.

These terms and conditions apply to all residents' permits issued by the Council, including replacement and temporary permits.

## The Royal Borough of Kensington and Chelsea will handle the personal information you provide in line with the Data Protection Act 2018 and the General Data Protection Regulations (GDPR).

We will use it to decide if you qualify for a permit and for the purpose of administering, processing and issuing a permit.

We will check the Council tax records for the address you provide in your application. Any anomalies or discrepancies in the Council Tax information for this address will be followed up as a result of this check.

This will include sharing it for the purpose of enforcing parking restrictions or enforcement action, where we have an outstanding Penalty Charge Notice issue with you.

We may contact you (by mail, telephone or email) for the purpose of managing, evaluating and enhancing the service and as part of the Courtesy Call Service.

We may also use this information to contact you if your vehicle is parked in such a way to cause a nuisance to others, for example, if a neighbouring vehicle is blocked in by your vehicle or has been witnessed idling by a Civil Enforcement Officer or Council employee.

We may also contact you if we think your vehicle is at risk of being damaged, e.g. due to the presence of nearby works.

We will also use this information to contact you, if you are found to be breaching the terms and conditions under which your permit was issued.

For more information on how your data will be used, please see the Council's fair processing notice which can be found at

**<https://www.rbkc.gov.uk/data-protection/data-protection/fair-processing-notice>**

The Council's Parking Privacy Notice is available here:

**<https://www.rbkc.gov.uk/data-protection/data-protection/privacy-notice-parking-services>**

The Council has to protect the public funds we handle, so we will use and share the information you have provided on your application form with council departments such as Customer Access, other councils and the police to enable collection of Council revenue and to prevent and detect fraud. When you apply for a permit, we may check the details you supply against the data held by a credit reference agency to verify your identity.

The search results and any false or misleading information found will be held on record and may be shared by the credit reference agency with other companies to verify your identity. This identity search will not affect your credit rating.

Information from this document can be made available in alternative formats and in different languages.  
If you require further assistance, please contact us.

Email us at **residentparking@rbkc.gov.uk**  
or phone us between 8.30am and 5.30pm  
Monday to Friday on **020 7361 4381**

### **French**

Les informations presentees dans ce document peuvent vous etre fournies dans d'autres formats et d'autres langues. Si vous avez besoin d'une aide complementaire, veuillez utiliser les coordonnees ci-dessous.

### **Portuguese**

A informacao presente neste documento pode ser disponibilizada em formatos alternativos e em lnguas diferentes. Se desejar mais assistencia, use por favor os contactos fornecidos abaixo.

### **Somali**

Macluumaadka dokumentigan waxaa lagu heli karaa qaabab kale iyo luuqado kala duwan. Haddii aad u baahan tahay caawinaad intaas dhaafsiisan fadlan isticmaal xiriirka faahfaahinta hoose.

### **Spanish**

La informacion en este documento puede facilitarse en formatos alternativos y en diferentes idiomas. Si necesita mas ayuda por favor utilice la siguiente informacion de contacto.

Please park considerately and  
make best use of parking space

**Please help to improve air quality**

**NO IDLING  
ENGINES**

