

Other sites

Response	Comments about the way that private parking company treated respondents
8	Crap.
11	This kind of company shouldn't be permitted to exist - there is no social good, of any kind, enabled by the exploitative business practices they follow.
16	Appallingly - just a way to rip you off.
32	Rude; Abusive
37	Stressful as they threaten you with bailiffs before it even goes to court. Signs are not large enough and aimed to catch you out.
39	I do not think parking companies should be allowed to flout the law by refusing to acknowledge that someone with quadriplegic cerebral palsy needs longer than other customers to eat a meal. I believe they are treating disabled people less favourably than everyone else by not allowing them to park at a restaurant for long enough to eat a meal.
43	I cannot see how a private company should charge more than the local council for a penalty. And I think a road affected should have painted lines.
46	It's shocking really - when you are a customer, but they don't care.
51	Treated me badly. I have 4 kids to with special needs and am a single mum. I was on my own the day I got the ticket. They told me I should have read the notice, but I didn't see any, and I was more worried about getting my kids out of a busy car park.
53	It was threatening and unjustified. Basically they say black is white and fine you for doing nothing wrong. This is fraud.
57	Very aggressive.
70	I believe the car parking attendant is in a van that is parked at the end of the road just waiting for some innocent driver to park his vehicle. There were 3 other cars parked in this road at the same time we were there. Money grabbing I call it. Why put a Costa in a busy spot and give it a small car park?
87	Basically, aggressive debt collectors and work on intimidation and scaring people.
103	We parked at the Solartron retail park with a 94-yr-old friend who had just come out of hospital. She was unable to walk but wanted to purchase a new bed. We assisted her and parked in a disabled bay outside the shop using a wheelchair to get her in the shop. The parking attendant issued a penalty notice and my husband had to pay the fine - even tho the attendant apologised and said it would go no further if we just rang the number! They would not listen and we were forced to pay the fine. I told the shop in question that I was cancelling the bed along with the wardrobes, chest of drawers etc. We went to Guildford the next week and ordered all the same items there. I never shop at the Farnborough retail park since that incident.
106	My colleague and I got tickets via post and it said £100, while the truth is we never found any ticket on our car. Ticket officer intentionally takes off the tickets from car so we get big fines.
108	My husband phoned them to try and reason with them but they were having none of it.
111	They're not interested in anything other than making money.
125	Rude, unhelpful.
133	It didn't feel as though our side had been listened to at all. Being a residential car park, we don't feel such sanctions should be in place, as most residents are paying mortgages plus ground rent. They are also subject to fines should they not display their permits.
165	Disappointed at the way appeal was carried out and that comments about signage were ignored.
171	Unfairly.
193	We feel that these companies are predatory. The charge notice was dated within moments of us leaving the car park - they were clearly watching and waiting for it to happen. A huge number of other cars also had penalty charge notices on the same day as us.
206	Terrible.
215	No joined up approach between the landlord and the company they are using to look after their car parks. Genuine customers appear to be penalised, regardless of evidence.
228	They are rude and greedy for money.
236	Unfriendly and very rude.
245	They won't get into conversations with us as we are tenants - which is pathetic as we have just as much right as the actual owners - this estate is pretty much rental accommodation - so just the few owners, who are obviously getting a cut from the parking firm they have hired.
249	A lack of empathy and consideration.
265	Bad surprise and really too expensive.