



## Congestion Charge

The Congestion Charge is an £11.50 daily charge imposed by Transport for London (TFL) for driving a vehicle within the charging zone between 07:00 and 18:00, Monday to Friday.

### Does the Congestion Charge apply to me or am I exempt from this charge?

Please visit the section called Discounts and Exemptions on the TFL Congestion Charge website for the most up to date information.

Discounts apply for 12 months and must be renewed, ensuring it shows your up to date vehicle registration information.

You can apply for a discount online, however you are required to supply certain documents to show you're entitled to the discount, these are all noted on the Congestion Charge website under each Discount category. Some of the category's where you can apply for a discount include:

- Residents Discount
- Blue Badge Holder
- Ultra-low emission discount
- Roadside recovery vehicles

You should continue to pay the daily Congestion Charge in full when travelling within the Congestion Charge zone until TFL provide you written confirmation that your application was successful.

If you register your vehicle with an autopay Congestion Charge account, you will receive a discounted rate for the daily charge.

On request Alphabet can provide supporting documentation if required however we are not responsible for registering you with TFL for any Exemptions or Discounts.

### Payment of the Congestion Charge

You can pay the daily charge up to 90 days in advance or by midnight on the date of travel to receive the lower rate. If you forget to pay on or before your date of travel, don't worry you can pay by midnight of the next chargeable day however this will be at a slightly higher amount.

### How can I pay for the Congestion Charge?

You can set up an Auto Pay account

This can cover up to 5 vehicles and will be charged at the lower rate. The system stores your contact, vehicle and payment details making the payment process much faster. Details of how to set up an account are available on the Congestion Charge website.

You can pay by Phone.

**Opening hours:**

Monday to Friday 08:00-22:00

Saturday 09:00-15:00

Sunday Closed.

**Contact numbers are:**

UK: 0343 222 2222.

International: +44 20 7649 9122.

Textphone (for those with impaired hearing: 020 7649 9123).

## How do I avoid receiving a fine?

If you have an Congestion Charge account with TFL you should:

- Ensure you keep your registration number and payment details up to date
- Check your account regularly
- Check the Auto Pay function is activated if requested

For one off payments ensure you:

- Check the registration provided is correct i.e. '0' instead of 'O'
- Check you have paid for the correct date. Payment outside of the date parameters will still result in a Penalty Charge being issued to the registered keeper of the vehicle.

## What should I do if I receive a fine?

Should Alphabet receive a Penalty Charge Notice for the Congestion Charge and you feel there are grounds to dispute the charge, please notify our Vehicle Administration Team who can advise and provide you with an authorisation letter in order for you to appeal.

Alphabet cannot transfer liability for Congestion Charge, therefore we will pay and recharge the discounted Penalty Charge Notice upon receipt.

Visit the Congestion Charge website for details on how to challenge the Penalty Charge Notice by making a representation in writing or online.

## More information

[www.tfl.gov.uk/modes/driving/congestion-charge](http://www.tfl.gov.uk/modes/driving/congestion-charge)

**Alphabet Vehicle Administration Team**

Email [vehicleadmin@alphabet.co.uk](mailto:vehicleadmin@alphabet.co.uk)

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