

Request	Response
Have you given Parking Eye Ltd authority to issue parking charges to users of car parks owned by Royal United Hospitals Bath NHS Foundation Trust but managed by ParkingEye?	Yes
As part of any such agreement relating to that authority, is there a grace period agreed for the time it takes to enter and exit the car park, including the time to actually make payment either at the ticket machine or using the pay by phone system?	Yes
If Parking Eye Ltd issued a parking charge notice for an "overstay" that was under the time allowed by the grace period built into any such agreement would this mean that ParkngEye had broken the terms of the agreement by which they could issue Parking Charge Notices on land owned by Royal United Hospitals Bath NHS Foundation Trust? Please confirm the grace period allowed in your Royal United Hospitals Bath NHS Foundation Trust Car Parks.	In general public parking areas this is 20 minutes, as advertised on our signage in the areas.

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This is a request for information in accordance with the Freedom of Information Act 2000. Please provide details of the number of complaints received against your contactor Parking Eye Ltd for the periods of 12th September 2016 to 10th April 2017 Q: How many complaints received on the dates mentioned above?	Pending
Q: How many of the complaints received on the dates mentioned above related to unfair parking charges?	Pending
Q: Have you at any time during the dates mentioned above, asked Parking Eye Ltd to cancel any tickets and if so how many?	Pending