

Avoiding Parking Tickets in London

The last thing any operator wants is the extra and unexpected cost of a parking ticket when in London. As we put our Blue Badge Guides on your coaches when your private hire customers book our day trips it is very much in our interest to make sure our tour guides and your drivers know how to safely set down and pick up customers in London without getting a ticket.

Transport for London, in addition to their annual Coach Parking map, published a leaflet this year called Operating Coaches in London - a copy of which I attach as a PDF to this mail. This is a good step forward in informing drivers and tour guides of the right way to proceed but as it is a bit contradictory and confusing in parts it is worth clarifying the important points here. I have written clarification of these points from the TFL Coach Manager.

Follow these simple rules and you shouldn't ever get a ticket again. Well, let's be honest, the system isn't perfect so you might still get a ticket but if you have followed these simple rules getting it overturned will be very quick and very straight forward.

Setting Down and Picking Up on Yellow Lines in ALL 32 LONDON BOROUGHES & THE CITY

A coach driver may set down or pick up passengers on any single or double yellow line so long as:

- he is not causing an obstruction,
- he is not on a bus stop
- and he is not in a specified coach ban area.

This also applies to single or double yellow lines where loading restrictions are in force because **passengers are not goods, they are people** and therefore the Highway Code rules for car drivers dropping or collecting passengers on yellow lines apply equally well to coaches setting down or picking up passengers.

The driver must remain seated during the process of setting down or picking up. If the driver leaves his seat (whether it is to help passengers or to smoke a cigarette) he may be judged to be parked.

This is especially important with camera enforcement, so it is best for the driver to remain seated during the time it takes for passengers to set down or board. If he is concerned about not being able to help customers we suggest that he points out that in order to avoid a ticket he must stay seated. I am sure that customers will appreciate this especially as it means they are being set down or collected as close as possible to where they need to be.

This process of **boarding or disembarking may take as long as it takes** but provided there is no interruption to the process of passenger movement it is all lawful and no offence is committed therefore no ticket should be issued. Coaches should not arrive early and wait for customers, neither should they linger once customers are on board. However as it is not always so straightforward to time things perfectly when you are moving a coach around in London traffic a number of London Boroughs in the main tourist areas offer a **ten minute window during which no ticket will be issued even if there is no loading or unloading activity**. The engine must be switched off and the ten minute window concession does not apply in coach ban areas.

The set down and pick up rules apply to all 32 London Boroughs and the City of London but the ten minute window for waiting for customers only applies in participating London Boroughs which are: Barnet, Camden, City of London, Greenwich, Richmond, Tower Hamlets, Wandsworth and Westminster.

Setting Down and Picking Up on Red Lines in ALL 32 LONDON BOROUGHES & THE CITY

The yellow routes are looked after by the London Boroughs, the red routes are looked after by Transport for London and the rules are different. You must never set down or pick up on a double red line.

We suggest it is probably best to avoid single red lines. You may however set down or pick up at any time at a bus stop on a single or double red line regardless of any sign saying local buses only. Did you know that? Useful to know isn't it! The same principle applies to the driver remaining seated throughout the set down or pick up process and as there is no clarification of the ten minute window operating on red routes it is best if your customers wait at the bus stop for your driver rather than the other way round.

The leaflet issued by Transport for London is attached to this document—it is labelled the TFL leaflet. TFL operate a Coach Drivers Helpline on 0845 604 0770. This is most often answered by Darek Podwiazka, the Coach Manager for TFL. Darek suggested to me that drivers and tour guides carry a copy of the TFL Operating Coaches in London leaflet with them to show to traffic wardens who might be about to wrongly issue a ticket!

Gyll King City & Village Tours May 2011

Tours of the London 2012 Venues

Due to the huge demand for visits to see how London is gearing up for the 2012 Olympic Games we have added capacity to our available guided tours which were otherwise sold out.

The Olympic London Explorer Full day tour 10-30am to 4-45pm

There is new availability for this trip Mondays to Fridays from May 2011 until the end of March 2012. The tour includes morning coffee with biscuits and a carvery lunch. For further details please click on the Olympic London Explorer PDF attached. Wholesale £15.75 plus VAT. Minimum group size is 30 people.

If you cannot arrive in London much before midday you may prefer our brand new Olympic Lunch Special

Arrive 11-45am for 12 noon and begin the day with a roast chicken lunch and coffee served in a brand new pub created in an historic building. The itinerary includes all of the main Olympic venues and finishes ahead of the London rush hour. £15.75 plus VAT, minimum group size 30 people.

For further details please click on the Olympic Lunch Special PDF.

School Field Trips for the London 2012 Venues

For no fuss bookings you can forward our School Field Trips PDF to your schools enquiries . Or you can build our services into one package including your coach in which case we keep mum about pricing and simply act on your behalf but we can still do all the liaising with the school for you.

Trade Terms

- No deposits required
- Book by phone/email & we confirm in writing
- Minimum group size is 30
- Cancel without penalty right up to 7 days out
- Pay for the 30 minimum 7 days out
- Continue selling seats right up to departure
- Pay for these additional sales after the tour
- Pay by cheque, card or BACS

We can supply brochure/web copy & images
Book for public excursions or for your private hire groups

Please note our **brochure rates are TOMS retail only**.
Due to a change in VAT rules a distinction is now made between retail and wholesale, the latter applying to businesses that resell our tours and for whom standard VAT rates now apply.

A copy of our current brochure and a wholesale price list are attached.

**Award
Winning
Guided
Day Trips**

Cost effective & risk free tours for Coach Companies without a London Eye Contract

As a major trade client we enjoy beneficial trading terms with the Merlin EDF Energy London Eye that we can pass on to coach companies that do not have a contract with Merlin or the EDF Energy London Eye. This will save you risking any money on pre-paid London Eye tickets that you might not sell.

e.g. Three Hour Coach guided tour & London Eye Package—London Eye Spy

Adults: £21.00 plus VAT Seniors: £18.75 plus VAT Kids: £15.50 plus VAT No senior discount weekends or July & August
Minimum 30 pax. No deposit required. Pay for minimum 30 places seven days out and continue selling up to departure. We can even refund the Eye ticket price after the tour for any no shows!

We also book the London Eye coach bay for your set down and pick up and of course our Blue Badge Guide arrives with the Eye tickets and supervises your customers when off the coach at the London Eye.

City & Village Tours: 0845 812 5000 info@cityandvillagetours.com