

Welcome to Dart Charge

1. Thank you for registering with Dart Charge

Thank you for opening a Dart Charge account. We would like to provide you with further information about the charges and what you need to do.

2. About the new Dart Charge – starts 30 November 2014 at 6am

The Dartford Crossing is a vital transport link. A road user charge has been collected at the Crossing since 2003 to manage the high demand for its use. Revenues from the charge must, by law, be spent on transport improvements.

The Government is committed to improving the Crossing experience and so from 30 November 2014:

- New remote payment arrangements known as Dart Charge will change the way you pay. You will no longer be able to pay the Dartford Crossing charge at barriers.
- It will still be free to use the Crossing between 10pm and 6am every day.
- There will also be changes to the road layout at the Crossing.

3. About the Charges from 30 November 2014





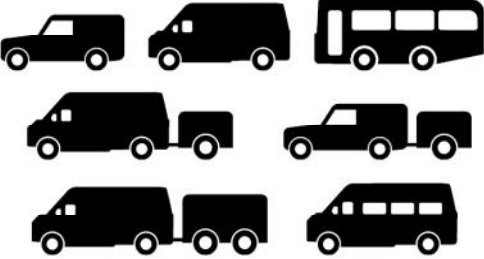



The charges we will collect on behalf of the Secretary of State for Transport are:

Class	Description	Dart Charge Pre-Pay account
A	Motorbikes	Free
B	Cars, Motorhomes. Minibuses with no more than 9 seats	£1.67
C	2 axle goods vehicles (including car based vans) and 2 axle buses with more than 9 seats	£2.63
D	Multi axle goods and passenger vehicles	£5.19

For UK-registered vehicles, when we opened your account we identified the class of your vehicle using your vehicle registration mark, and we will validate it using data we collect at the roadside. For a full breakdown of vehicles in each class see the classification table overleaf.

Mopeds, motorcycles / tricycles and quadricycles (quad bikes) can use the crossing for free at any time. Vehicles currently exempt from paying the road user charge will continue to be exempt. This includes vehicles exempt from Vehicle Excise Duty if they are used by or used to transport someone with a disability. It is the vehicle not the person that is exempt from the charge, so Blue Badge holders are not exempt.

-  Online at gov.uk/dart-charge
-  Retail outlets displaying the payzone sign
-  Over the phone
0300 300 0120

Vehicle Class	Vehicle Type	
A	 <p><i>Motorcycles with 2 or 3 wheels, 3 wheel cars</i></p>	 <p><i>Quadricycles / Quad bikes</i></p>
B	 <p><i>Cars with or without trailers, caravans, etc. Motorhomes</i></p>	 <p><i>Passenger vans and buses with no more than 8 seats in addition to the driver's seat</i></p>
C	 <p><i>Goods vans, including car-based vans without side windows behind the driver. Vans/buses with more than 8 seats in addition to the driver's seat.</i></p>	 <p><i>Goods vehicles with two axles. A two axle goods vehicle with a drawbar trailer is charged as a two axle goods vehicle</i></p>
D	 <p><i>Goods vehicles with more than two axles (whether dropped or not) Buses and coaches with more than two axles</i></p>	 <p><i>An articulated vehicle with a semi-trailer</i></p>
<p>The number of axles includes drop axles, whether they are up or down. Trailer axles are not included but articulated vehicles include all axles including attached semi-trailer axles.</p>		

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4. Managing your Dart Charge pre-pay account

We ask that you keep your account in credit at all times. Top-up payments must be a minimum of £10. You can also use our Auto-Top-Up service, so you don't have to remember to keep your account in credit. The Auto-Top-Up service can be set up at www.gov.uk/dart-charge or by calling us; if you use this facility please ensure your payment means remains valid at all times.

You can top-up your account manually:

- Online at gov.uk/dart-charge
- By phone 0300 300 0120 (from abroad +44 300 300 0120)
- By post. Download a payment form from www.gov.uk/dart-charge or call us and send it with your cheque or postal order to PO Box 842, Leeds, LS1 9QF. Please note you cannot pay by post after you have crossed

Once Dart Charge is introduced you can also pay by cash wherever you see the Payzone logo – please find your nearest outlet at <http://www.payzone.co.uk/Store-Locator> or by calling the number above.

Please note that:

- It is your responsibility to keep your account in credit.
- If you do not maintain a positive balance on your account, it will be suspended.
- You will then not be able to use your account to pay for further crossings or benefit from a discount.
- If you do not have enough money in your account to cover the charges or do not pay the charges by another method you may be issued with a penalty charge.
- The penalty charge (for each un-paid crossing) will be £70, with a reduced rate of £35 if paid within 14 days. If the penalty charge is not paid within 28 days it will increase to £105.
- If you do not use your account for 12 consecutive months, we may close it.

Having a Dart Charge account will not prevent a penalty charge being issued if your balance is insufficient to cover the Crossing charges, so please monitor your account and ensure you have sufficient credit at all times.

5. When to contact us

You should contact us if you:

- Change your vehicle (eg buy a new car) or if it is stolen, scrapped or sold, or you change its vehicle registration (eg to change to a personalised plate)

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- Want to add new vehicles to your account
- Want to remove vehicles from your account
- Change your email, phone or postal address (so we can contact you)
- Change your payment means (eg because you have a new credit card)
- Change how you receive notifications eg low balance warnings
- Want to top-up manually (eg if your bank account has no funds available for direct debit)
- Want to close your account. A closure form is available on the website

Please also contact us if your tag – if you have one – is stolen or lost.

You can contact us via:

- Our website at www.gov.uk/dart-charge remembering your username and password. If you forget your password, there is a recovery option on the website
- Our call centre on 0300 300 0120 (from abroad +44 300 300 0120)
- Post to PO Box 842, Leeds, LS1 9QF. Please remember that payments by post cannot be accepted for crossings already made

6. If you received or already have a tag please read this.

Please do not attempt to hold the tag while driving. Please fit it to the vehicle as shown below. The tag must be used in only one vehicle.

Your tag must be visible from above in the centre and top of the windscreen so that it can be detected. The tag **MUST** be placed behind the rear view mirror on the shaded or mottled area. Do not attempt to hold the tag while driving.



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Some older model cars may not have this shaded area. If this is the case simply place behind the rear view mirror as shown above.

If you have a heated or “athermic” windscreen however it must be placed in the shaded area. Vehicles known to have these are listed below but this list is not exhaustive, so please check with your vehicle handbook or vehicle manufacturer before fitting your tag.

- BMW: 3 Series, 5 Series, 7 Series, X3, X5
- Citroen: Picasso, C5Xsara, Xantia
- Ford: Galaxy, S-Max, Mondeo
- Fiat: Multipla
- Mercedes: W220-S Class, Vaneo
- Peugeot: 206, 306, 307, 607
- Renault: Traffic, Scenic, Espace, Megane, Safrane, Laguna, Clio, Master, Kangoo, Picasso
- Vauxhall: Zafira

Some vehicles are known to have equipment in the mottled area such as rain sensors or automatic emergency braking sensors, eg Volvo XC60 / 90, some Mercedes.

Fixing the tag on the middle of the plastic casing occupying the mottled or shaded area has been successful. However you should contact your vehicle manufacturer and ask where your tag should be positioned so it can be read.

If you have a people carrier or van with a long windscreen please note the diagram below:

