

Dartford - Thurrock River Crossing

Vehicle exemption explained



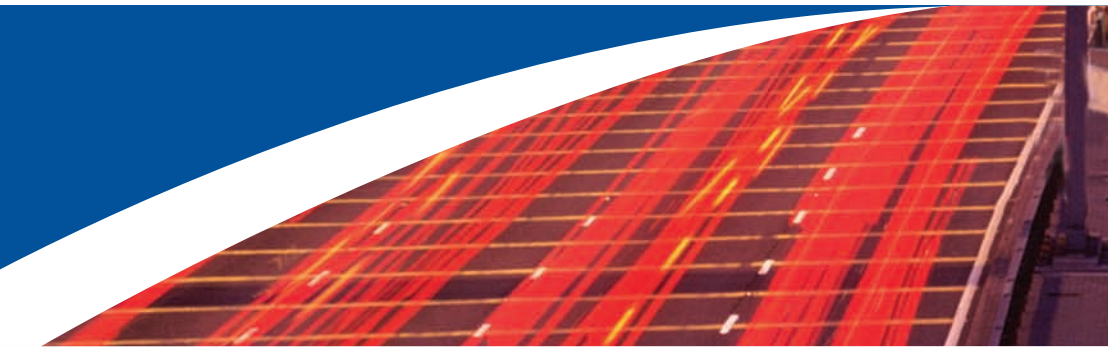
If you are exempt from payment of the charges at the Dartford-Thurrock Crossing you can choose to pre-register your vehicle, allowing you to continue on your journey with minimal delay.

Criteria for eligibility

You could be exempt from payment of the charges at the Dartford-Thurrock Crossing if:

- **Your vehicle is exempt from paying the Vehicle Excise Tax on the grounds of disability**
- **Your vehicle is an invalid carriage that does not exceed 508 kilograms in unladen weight**
- **Your vehicle is listed in Schedule 4 of the A282 Trunk Road (Dartford-Thurrock Crossing Charging Scheme) Order 2008**

The A282 Trunk Road (Dartford-Thurrock Crossing Charging Scheme) Order 2008, describes vehicles that are exempt from the charging regime, a copy is available from our website www.dart-tag.co.uk



How does it work?

- 1 Once you have successfully registered your vehicle for the Exempt Vehicle Registration Scheme using it could not be simpler:

You must only use the staffed lanes (not the automatic lanes) which are clearly marked by an overhead green sign, as shown in the picture below.



- 2 As you approach the booths your vehicle registration plate will be recognised by the Automatic Number Plate Recognition (ANPR) cameras that are installed in all of the staffed lanes.
- 3 Once your registration has been recognised and our staff have classified your vehicle, the barrier will rise allowing you to continue on your journey with minimal delay.

Your vehicle will remain on the register for two years or until such time as you inform us of any change of circumstances.

We will send you a reminder when your registration is about to expire.

How do I apply?

If you wish to register your vehicle into the Exempt Vehicle Registration Scheme you must:

- Agree with the Conditions of Use as set out in this document
- Provide us with a copy of your Vehicle Registration Document (pages 1 and 2) and return it to us along with the completed Registration form on the reverse of this leaflet

If you wish to register more than one vehicle into the Exempt Vehicle Registration Scheme please contact:

- Our Customer Centre by email at exemptions@connectplum25.co.uk
- Telephone **+44 (0)1322 280200** and ask for Exempt Fleet Registrations who will be able to provide further assistance
- For direct enquiries visit the Customer Centre at the Crossing Offices which is open to the public from Monday to Friday 8.30am – 5.00pm



Conditions of Use

You agree that we may record images of your vehicle using the Automatic Number Plate Recognition system to determine that the vehicle you are driving has been registered for exemption.

You agree to inform us if your circumstances change or if you no longer have the use of the vehicle for whatever reason. You may also be liable for any previous unpaid journeys, if we determine the vehicle is no longer eligible for exemption. You will not be liable for any charges after you have notified us of any changes.

You agree to provide us with a clear A4 copy of your Vehicle Registration Document – pages 1 and 2 (registered keeper) for the vehicle you wish to register into the Exempt Vehicle Registration Scheme.

Our Exempt Vehicle Privacy Policy

We only collect, what is known as sensitive personal data under the Data Protection Act, information that is necessary to prove your eligibility for the scheme and that will allow us to securely process your registered vehicle. By registering for the Exempt Vehicle Registration Scheme you agree to the capturing, recording and management of your personal information. Your information may also be used in support of crime prevention and the personal safety of road users and operatives. Personal information is defined as any information obtained from you or through automated data capture equipment which can be used to identify you or your vehicle. All information is collected lawfully and in accordance with the Data Protection Act 1998. The images we collect are encrypted and are stored for up to two years. Your privacy is important to us and we will protect your personal information. We will also do our best to ensure that your details are accurate and kept up to date and processed for very limited purposes. You are entitled to receive a copy of information we hold about you. We reserve the right to charge a fee which will be advised to you upon individual application. This will be information that you have given us. We do not hold any other information relating to you. When you register for the Exempt Vehicle Registration Scheme you acknowledge that you have read and accept the terms of our privacy policy.

Exemptions – frequently asked questions

- **I am a Blue Badge Holder – am I exempt?**

No, unless you meet the criteria for eligibility as shown in this leaflet.

- **What will happen if I am considered exempt but I choose not to register my vehicle?**

If your vehicle meets the criteria for exemption, we will perform necessary checks of your vehicle when you are at the booth and subject to these proving satisfactory you will be given an exempt passage. Our staff will ensure that you experience minimum delay.

- **Can I check the journey activity of my vehicle?**

No, we do not provide this information.

- **What happens if my registration expires?**

We will write to you in advance advising you that your registration is about to expire and you must allow up to 30 days for your registration to be processed.

- **What happens if I do not renew my registration?**

You will no longer be registered on the scheme. Your vehicle will be checked at the booth by the Collector for every journey you make in the chargeable period if you wish to claim exemption from paying the charge.

- **When is the chargeable period?**

The chargeable period is between 6.00am – 10.00pm every day.

- **What should I do if my vehicle is stolen?**

You must notify us immediately.

- **What should I do if my circumstances change?**

For any change in circumstance, including address change you must inform us in writing and allow up to 30 days for this change to take effect.

- **What choices do I have if I do not qualify for exemption from the charge**

For information and application forms on this and other schemes that are available you can visit our website at www.dart-tag.co.uk

- **How else can I contact you?**

For more information you can:

Visit our website at www.dart-tag.co.uk

Send us an email to:

exemptions@connectplusm25.co.uk

Write to us at:

Connect Plus
Customer Centre
South Orbital Road
Dartford
Kent DA1 5PR

During normal office hours you can telephone our Customer Centre and ask for exempt registrations on **+44 (0)1322 280200**

Visit the Customer Centre or the Information Point located at the Dartford-Thurrock Crossing Offices (located off the A282 at Junction 1a).

Application Form

– Exempt Vehicle Registration Scheme

Please complete this application using block capitals.

An Application form can also be downloaded from our website at: <http://www.dart-tag.co.uk>

1 About you Please print clearly in block capitals

Your name	<input type="text"/>		
Address	<input type="text"/>		
Town/City	<input type="text"/>		
County	<input type="text"/>	Postcode	<input type="text"/>
Telephone	<input type="text"/>		
Email address	<input type="text"/>		

2 About your vehicle As shown on the UK Registration Certificate (V5). (One car per account is permitted.)

Registration mark	Make (e.g. Ford)	Model (e.g. Mondeo)	Taxation class	Colour
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

3 Document checklist Proof of exemption

Please provide us with a clear A4 copy of the Vehicle Registration Document – pages 1 and 2 (Registered Keeper).

I have read and understood the information provided to me and I agree to the Conditions of Use.

My preferred method of contact is by Email Letter

Signature Date

Please post this form together with a copy of your Vehicle Registration Document (pages 1 and 2) to:

**FREEPOST RSCZ-LGUR-UHRX, Connect Plus, Customer Centre,
Exempt Registrations, South Orbital Road, DARTFORD DA1 5PR**



For office use only

V5 checked

Checked by

**Please post this form together
with a copy of your
Vehicle Registration Document
(pages 1 and 2) to:**

**FREEPOST RSCZ-LGUR-UHRX
Connect Plus
Customer Centre
Exempt Registrations
South Orbital Road
DARTFORD
DA1 5PR**

**For more information contact our
Customer Centre:**

Phone

+44 (0)1322 280200

Email

exemptions@connectplum25.co.uk

Visit our website

www.dart-tag.co.uk



Printed on recycled stock

Scheme Contractor	Connect Plus	Working on behalf of  HIGHWAYS AGENCY
----------------------	---------------------	---