

# Fact Sheet

August 2017

## Private property parking and towing

### Information for motorists

#### Parking in private parking areas

There is no general right to park on private property - if you park somewhere you are not authorised to park your vehicle may be towed.

Don't assume it's ok to park somewhere just because the business premises are vacant, it's outside business hours, you aren't going to be very long, there are plenty of vacant spaces, you have parked there before or other people are parked there.

You are responsible for determining if you are allowed to park somewhere and for complying with any conditions of parking.

#### Signs

You should read signs carefully before you leave your vehicle in a private parking area. If the signs indicate parking is not permitted or if it's not clear whether you can park there you should find somewhere else to park.

If the signs outline conditions for parking, such as you can only park for a certain time or only while you are a customer of the business, and you do not comply with the conditions your vehicle may be towed.

#### If your vehicle is towed

If you think your car has been towed you should contact the towing operator using the details on the signs at the parking area, or contact the Queensland Police Service via PoliceLink. Most towing operators will advise the Queensland Police Service when they tow a vehicle from private property.

The towing operator will tell you where your vehicle has been towed to and any fees for the release of the vehicle. If you can't collect your vehicle immediately you should check whether there will be any fees charged by the towing operator for storing your vehicle until you collect it.

If you think you complied with the parking conditions and your vehicle shouldn't have been towed, you should seek independent legal advice. You may be able to pursue a civil action through the courts.

Having your vehicle towed can be emotional but be courteous to towing operators as the situation will be less stressful for all involved if everyone remains calm and courteous.

#### Consider other transport options

Finding a place to park can be frustrating. If you are going somewhere that you know it will be difficult to park, such as inner city regions where parking around popular restaurant, retail and entertainment precincts is generally limited, you should consider other transport options.

Consider whether you can take public transport, a taxi or other rideshare options. The inconvenience of walking from your public transport stop to your destination may be better than the frustration of trying to find a park or having your vehicle towed if you park somewhere you weren't permitted to.