

# Violation Terms and Conditions

A violation occurs when your vehicle exits the toll lane whilst the traffic light is red, meaning no payment has been made for the toll charge due for your passage on the M6toll. The toll due is calculated by reference to our pricing structure and is displayed at the point of payment and is also published on our website [www.m6toll.co.uk](http://www.m6toll.co.uk)

## Obtaining register keeper details

At the point of the violation occurring a digital image of your vehicle is captured and may be used to obtain vehicle keeper information from the Driver Vehicle Licencing Agency (DVLA) to pursue any outstanding tolls. This information may be passed onto a third-party debt collection company to instigate legal proceedings on behalf of Midland Expressway Ltd, for recovery of any amounts due.

## Paying the toll charge

If you realise that you have not paid the required toll charge and would like to pay **without incurring additional charges**, you must contact our recovery team within 2 working days of your journey between the hours 8.30-17.00 Monday to Friday.

**Payment is required by calling:** 0330 660 0790, please select option 2.

## Failure to pay within 2 working days

Midland Expressway Limited reserves the right to assign the debt onto a third-party debt collection company.

If the toll charge has not been paid within 2 working days of the date of travel our internal administration costs of £70 including vat will be added to the original toll charge. A letter will be posted to the vehicle keeper using the contact details supplied by the DVLA. The letter will explain the next stage of the debt recovery process which will incur further additional fees and could result in court action which may affect your credit history. If No keeper details can be obtained from DVLA the vehicle VRN will be passed to debt recovery for them to attempt recovery.

Further information on our Toll Enforcement policy including an appeals procedure, can be found on our website at [www.m6toll.co.uk](http://www.m6toll.co.uk)

