

Dart Charge

A guide from Alphabet





For all of the vehicle related enquiries listed below, please contact us at www.alphabet.com/en-gb/vehicle-fine-support

What is the Dart Charge?

In November 2014 The Highways Agency changed the way in which payment can be made when using the Dartford Crossing.

There is no longer the option to pay at the barriers or by a tag account and payment must be made online, by phone or at retail outlets in advance or by midnight the day after the crossing.

When does this apply?

Between 06:00 and 22:00 every day, including bank holidays. It is still free to use the crossing between after 22:00 until 06:00.

The crossing charge varies depending on your vehicle type and if you have an account with Dart Charge.

Charges are per crossing not per day.

It is important to note, the Dart Charge uses the same red C logo as the Congestion Charge, but is a separate scheme and payment of one will not cover the other or them both.

Am I exempt from this charge?

Please visit the Dart Charge website to see if you or your vehicle is eligible to receive a discount or exemption.

Account holders will receive a discount per crossing and if you live in Thurrock or Dartford you can apply for a resident's discount.

If you need to register your vehicle as exempt, you will continue to make payments for your crossings until you receive confirmation of your exemption.

On request Alphabet can provide supporting documentation if required, however we are not responsible for registering any exemptions or discounts with Dart Charge on your behalf.

How is a fine for Dart Charge incurred?

Dart uses automatic number plate recognition cameras to record details of all vehicles using the crossing. They will check registration numbers against DVLA records to make sure the correct charge is applied dependent on the vehicle type.

If you have a pre-pay account they will withdraw payment, if not then they check and match the payments received against the registration number. If a crossing charge is unpaid by midnight the day after the crossing, Dart will issue a Penalty Charge Notice (PCN) for £70.

How do I prevent receiving a fine?

If you have an account with Dart Charge:

- Ensure you keep your registration number and payment details up to date
- Check your account and crossings regularly
- Check the Auto Pay function is activated if requested.

For one-off payments ensure you:

- Check the registration provided is correct i.e. 'O' instead of '0'
- Check you have paid for the correct date. Payment outside of the date parameters will be used as credit against your next crossing and a fine will still be issued to the registered keeper of the vehicle.

If you have an account with Dart Charge, it is the drivers responsibility to register their vehicle with Dart as Alphabet cannot do this for you.

Please note: It is important that if payment is not made in the set time period following the crossing any payment made after this time will not cover the crossing you think you are paying for i.e. crossing made on 21/04/21 payment must be made by midnight the following day (24:00hrs on the 22/04/21).

If this payment is made after on 23/04/21 this will become a credit and will not clear the crossing charge from 21/04/21.

What should I do if I receive a fine?

Should Alphabet receive a Penalty Charge Notice for Dart Charge and you feel there are grounds to dispute the Fine, please contact Dart Charge directly using the 'authorisation letter to appeal' template which Alphabet will have sent to you along with the original Fine notification.



If you have any questions or require assistance please contact us at:
www.alphabet.com/en-gb/vehicle-fine-support

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