

Parking Infringement Overview Guide

As our district grows, efficient movement in our town centres and urban areas is crucial. This means we need to manage parking supply in a way that keeps traffic flowing and maintains easy access to the places people need to go.



This guide outlines the way we manage parking and actions to take if you receive an infringement. To read more about parking in our district, visit: [📍 qldc.govt.nz/parking](https://qldc.govt.nz/parking)



HOW WE MANAGE PARKING

We enforce strict rules to maintain traffic flow and efficient parking. Restrictions are in place to ensure everyone gets a fair go at finding a park to shop or run errands. These restrictions are always clearly signposted.

The legal term for a parking ticket/fine or freedom camping ticket/fine in our district is an **infringement**.

Infringements can be issued for multiple reasons, often due to parking in a way that might disrupt traffic flow or endanger other road users. The laws that empower us to issue infringements are the *Land Transport Act 1998*, *Freedom Camping Act 2021* and the *Summary Proceedings Act 1957*.

CCTV

We operate CCTV networks for regulatory enforcement in busy areas. Infringements issued via CCTV are mailed to the vehicle's registered owner. We comply with the *Privacy Act 1993* and the *Local Government Official Information and Meetings Act 1987 (LGOIMA)*.

RECEIVED AN INFRINGEMENT?

Please note there may be a one-hour delay before the infringement appears online for payment. You have 28 days to pay upon receipt. A reminder will follow if unpaid after this period.

Visit [🔗 fines.govt.nz](https://www.fines.govt.nz) for more information about unpaid infringements that are processed to court.

THINK YOU'VE BEEN FINED UNFAIRLY?

Have a read of this guide first. You can query your infringement using the online waiver form on our website. Visit: [🔗 qldc.govt.nz/apply-for-a-parking-waiver](https://www.qldc.govt.nz/apply-for-a-parking-waiver)

Check the waiver guidance notes on the next page to see if your request would be considered.

FREEDOM
CAMPING
TICKET

PARKING
TICKET



HOW TO PAY

Remember to use your **infringement number** and **car registration** as a reference for all payments.

WHERE TO PAY

In person: At Council offices,
Queenstown – 10 Gorge Road
or Wānaka – 47 Ardmore Street

Online: <https://www.qldc.govt.nz/do-it-online/make-a-payment>



WAIVER REVIEW PROCESS

An adjudicator will review your case following set guidelines. Check the waiver guidance notes below for details they consider, such as vehicle breakdowns, medical emergencies, or liability transfers. Please note, these guidelines don't cover all infringements, but do include the most common ones. Review may take up to ten working days, and decisions will be based on the facts presented.

If your infringement is due while your case is under review, contact us on 03 441 0499 to ask for urgent consideration of your request.

WAIVER GUIDANCE NOTES

Please note we will not consider any waiver requests unless proof of a medical emergency, valid permit or coupon, breakdown or proof of an exceptional circumstance can be provided.

VEHICLE BREAKDOWN

If you received an infringement while your vehicle was broken down, we require:

- Proof of breakdown, e.g. a mechanic's report or tow receipt
- The date the vehicle broke down
- Proof that the vehicle has been repaired or attempted to be repaired

MEDICAL EMERGENCIES

If you received an infringement while you were dealing with a medical emergency, we require:

- Proof of emergency, e.g. hospital report or doctor's report, that includes the date that the emergency occurred.

VEHICLE LIABILITY TRANSFER

To transfer liability for the vehicle (e.g., if sold before the infringement was received), you must submit a completed statutory declaration signed by a Justice of the Peace.

- This form can be obtained from a police station, or a copy downloaded online. Visit: govt.nz/making-a-statutory-declaration

LOADING ZONES

Loading zones are for loading and unloading goods or passengers only. A quick stop to load or unload people or goods is fine so long as it's done continuously, but parking there and leaving your vehicle unattended while you do something else is prohibited and waiver requests will not be considered unless proof of a medical emergency, breakdown, or an exceptional circumstance can be provided.

SMALL PASSENGER SERVICE VEHICLE (SPSV) ZONES

SPSV zones are for small passenger service vehicles who hold a valid annual QLDC issued permit giving them exclusive access to use the spaces throughout the year. Vehicles who don't hold a valid permit and use these spaces then restrict access to those who do. Waiver requests will not be considered unless proof of a medical emergency, breakdown, or an exceptional circumstance can be provided.

MOBILITY PARKS

Mobility parks are wider than normal and allow accessible parking for those who hold valid Mobility permits. If you have received an infringement for parking in a mobility park, waivers will not be considered unless you can produce a valid mobility park permit, or proof of a medical emergency, breakdown or exceptional circumstance.



FREEDOM CAMPING

We welcome responsible campers in the Queenstown Lakes District. There's lots of helpful information about where to camp and what to expect on our website and at various sites and locations around the district. See more at: [📍 qldc.govt.nz/responsible-camping](https://www.qldc.govt.nz/responsible-camping)

FREEDOM CAMPING IN PROHIBITED AREAS

QLDC takes a hard line on freedom camping in prohibited areas. If you receive an infringement, waivers will not be considered unless:

- You were staying at a private house – we will need a signed and dated letter from the person you were staying with and proof of that person's address (for example an electricity account or rates notice in their name).
- You were staying at a motel, hotel, hostel or any other kind of paid accommodation – we will need to see a receipt that proves you paid for the night's accommodation.

FREEDOM CAMPING IN A RESTRICTED AREA OTHER THAN IN A CERTIFIED SELF-CONTAINED VEHICLE

Waiver requests for camping in restricted areas without a certified self-contained vehicle will not be considered unless you provide proof of staying elsewhere at the time of the infringement or evidence of a medical emergency or exceptional circumstance.

For more information about parking in our district visit: [📍 qldc.govt.nz/parking](https://www.qldc.govt.nz/parking)



QUEENSTOWN
LAKES DISTRICT
COUNCIL

Private Bag 50072, Queenstown 9348
10 Gorge Road, Queenstown 9300
47 Ardmore Street, Wānaka

P: QUEENSTOWN 03 441 0499
P: WĀNAKA 03 443 0024
E: services@qldc.govt.nz
W: www.qldc.govt.nz