



Apply for a Dart Charge Pre-Pay account

Dart Charge account holders pay reduced rates for crossings (see page 2). Each crossing is paid for automatically from the account. Dart Charge accounts:

- are opened with an initial £10 deposit but you can pay more if you choose
- must have a minimum of £5 credit
- top-up automatically when they go below £5 (or your chosen amount)

Complete this form to apply for a Dart Charge account by post. You can also apply online at gov.uk/dart-charge.

About you

Please write clearly in CAPITALS

First name	<input type="text"/>
Last name	<input type="text"/>
Address line 1	<input type="text"/>
Address line 2	<input type="text"/>
Town / City	<input type="text"/>
Postcode	<input type="text"/>
Phone number	<input type="text"/>
Email address*	<input type="text"/>

*An email address is required to access your account online, if you do not have or do not wish to supply an email address you will only be able to access your account by contacting Dart Charge Customer Service on 0300 300 0120 between 8am and 8pm, every day including weekends (textphone 18001 0300 300 0120)

Vehicle details

We use automatic number plate recognition to know when you have used the crossing.

Crossing rates

Vehicle type	Normal rate	Account rate
Motorcycle, moped or quad bike	£0	£0
Car (including trailer), motorhome or minibus (with 9 seats or fewer including the driver's seat)	£2.50	£2
Goods Vehicle or Van with 2 axles	£3	£2.63
Multi-axle (3+) Goods vehicle	£6	£5.19

We will check your vehicle type using DVLA records. If your Vehicle is not a UK registered Vehicle please add the Country of registration.

Vehicle 1

Number plate	<input type="text"/>
Make	<input type="text"/>
Model	<input type="text"/>
Colour	<input type="text"/>
Country	<input type="text"/>

Additional Vehicles

You can add up to 3 further vehicles using this application form.

Vehicle 2

Number plate

Make

Model

Colour

Country

Vehicle 3

Number plate

Make

Model

Colour

Country

Vehicle 4

Number plate

Make

Model

Colour

Country

Initial deposit

Pay by cheque or PO

I enclose a cheque or PO for the amount of
made payable to Dart Charge (£10 minimum)

£

Adding money to your account

To add money to your account you can:

set up an automatic top-up by card by

- calling 0300 300 0120 (textphone 18001 0300 300 0120)
- logging in to your account, when it is ready, at gov.uk/dart-charge

set up a direct debit by

- completing the Direct Debit mandate at the end of this form
- calling 0300 300 0120 (textphone 18001 0300 300 0120)
- logging in to your account, when it is ready, at gov.uk/dart-charge

set up payment top-up amounts by

- telling us the low balance threshold you would like to top up at:
- telling us the amount you would like to top up by:

£

£

You can check your account balance at any time by:

- calling 0300 300 0120 (textphone 18001 0300 300 0120)
- logging in to your account at gov.uk/dart-charge

Monthly statements

We send monthly statements to your online account. There is no charge for this. We can also send you a monthly statement by post for £2 per month. We will take the payment from your account balance. Please tick below if you would like monthly statements to be sent to you by post.

Send a monthly statement by post (£2 per month)

Nominated contact

You can nominate another person to access your account.

Name	<input type="text"/>
Email address	<input type="text"/>
Phone number	<input type="text"/>

- Full access:** Change payment method, account and vehicle data, and view account information.
- Limited access:** Change account and vehicle data, and view account information.

How can we contact you?

We send account notifications by either email or post. For example, we would write to you when it is time to renew your local resident discount, or when you have 5 crossings left. Please select how you would prefer to receive account notifications.

Select one:

Email

or

Post

We can also send a text message to make sure that you never miss a notification. To receive text messages about your account tell us your mobile phone number:

Declaration

I confirm that:

- I wish to apply for a Dart Charge account
- the details given on this form are correct
- I own the vehicles listed on this form, or I have the permission of the vehicle owner to register and receive information about the vehicle on their behalf
- I understand that I must allow **10 working days** for this payment to be received and processed
- I understand that if the vehicle on this application is used to make a crossing before this payment is processed it may result in standard rate charges which must be paid separately
- I have read and understood the Dart Charge terms and conditions which can be found at: dartford-crossing-charge.service.gov.uk/Static/TermsAndConditions

Signature

Signature date

D	D	M	M	Y	Y
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What to do now

Please send

- pages 1, 2, 3, 4, 5 and 6 of this form
- your payment
- Direct Debit mandate on page 7 (if adding auto top-up by Direct Debit)

to:

Dart Charge

PO Box 309

Leeds

LS11 1HJ

Ensure that you pay the correct postage when sending your application form.



Service user number

4	4	2	0	8	0
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Dart Charge Direct Debit instruction

Please complete the whole form and return to us with your Dart Charge account application.

To the manager of

Bank/building society name

Address

Postcode

Name(s) of account holders

Account number

Sort code

Instruction to your bank or building society

Please pay Conduent Public Sector UK LTD T/A Dart Charge Direct Debits from the account detailed in this instruction subject to the safeguards assured by the Direct Debit Guarantee. I understand that this instruction may remain with Conduent Public Sector UK LTD T/A Dart Charge and, if so, details will be passed electronically to my bank/building society.

Signature

Signature date

D	D	M	M	Y	Y
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If you are topping up your Dart Charge account using Direct Debit, please read and retain the Direct Debit guarantee on page 8 of this form.



The Direct Debit Guarantee



This Guarantee is offered by all banks and building societies that accept instructions to pay Direct Debits.

If there are any changes to the amount, date or frequency of your Direct Debit Dart Charge will notify you 3 working days in advance of your account being debited or as otherwise agreed. If you request Dart Charge to collect a payment, confirmation of the amount and date will be given to you at the time of the request.

If an error is made in the payment of your Direct Debit, by Dart Charge or your bank or building society, you are entitled to a full and immediate refund of the amount paid from your bank or building society.

If you receive a refund you are not entitled to, you must pay it back when Dart Charge asks you to.

You can cancel a Direct Debit anytime by contacting your bank or building society. Written confirmation may be required. Please also notify us.



What happens next

When we have opened your account we will write to you by post or email to let you know.

If you change your mind

If you change your mind you have the right to cancel this agreement within 14 days of your account being opened.

If you wish to cancel you can call us on 0300 300 0120 between 8am and 8pm, every day including weekends (textphone 18001 0300 300 0120) or write to us at:

Dart Charge

PO Box 309

Leeds

LS11 1HJ

About Dart Charge

National Highways are authorised to collect the road user charge on behalf of the Secretary of State for Transport of Great Minster House, 33 Horseferry Road, London, SW1P 4DR. The Account, Local Resident Discount Scheme and online service are operated on National Highways behalf by Conduent Public Sector UK Ltd, PO Box 309, Leeds, LS11 1HJ - Registered in England and Wales, Number 02840514.

All personal data will be processed in accordance with GDPR and our privacy policy which can be found online at:

- dartford-crossing-charge.service.gov.uk/Static/TermsAndConditions

Checklist

- Complete the about you section on page 1
- Complete your vehicle details on pages 2 and 3
- Tell us how much you want to open your account with on page 4
- Decide how to top up buy reading 'Adding money to your account' on page 4
- Tell us if you want monthly statements by post on page 4. This is optional.
- Add a nominated contact on page 5. This is optional.
- Tell us how we can contact you on page 5
- Sign the declaration on page 6
- If you are adding auto top-up by Direct Debit to your account, complete the Direct Debit instruction on page 7