

## First time visitors to the Bridge



### Why are there some lanes without toll booths?

These are the Open Road Toll lanes and are available to customers who have a HumberTAG account with the Humber Bridge Board / approved concession / motorcycles.

The HumberTAG is a pre-paid account that enables TAG account holders to travel through the toll plaza without stopping. Payments are deducted from their account automatically each time they travel across the Bridge.

### Do I have to pay both ways on the Bridge?

Yes - a toll fee is due when travelling in both directions on the bridge.

### When is the Humber Bridge closed?

The Bridge is open 365 days of the year, 24 hours a day. It would only ever be closed due to extreme weather conditions or an accident. Updates would be made available on the website, social media and an automated message which you can call on 01482 647162.

### I don't have enough cash to pay at a booth – what can I do?

We have alternative payment methods - you can pay using a debit, credit card or Android / Apple Pay at the manned booths.

### Can I pay in Euros?

We only accept Euro Notes (not coins) at the booths but please note that we cannot provide change.

### I have accidentally used the Open Toll Road without having a Tag Account – please help?

**Please note you must start searching for your crossing from the following working day after your transit to avoid additional charges.**

1. Go to [www.humbertag.com](http://www.humbertag.com)
2. Enter your vehicle registration details (there is search function at the bottom of the page) please ensure to spaces are entered.
3. Your charge will appear on the screen with the option to pay by card
4. You may submit your email for an electronic receipt
5. If you receive the '**debt not found**' message, please continue to check here each day for 7 full days (allow extra time during bank holidays).
6. If your vehicle details are not uploaded after 7 full days of checking the website, please contact 01482 647162.

**If you do not pay as per the instructions at [www.humbertag.com](http://www.humbertag.com) the following steps will be taken:**

- Retrieve the registered keeper's details for the vehicle from the DVLA
- An unpaid toll notification will then be issued and posted out requesting the toll fee plus an administration charge of £15.
- If this unpaid toll notification is not paid within 31 days of the transit, a further £10 administration charge is incurred as we refer the case to our legal representatives to recover.
- If further action in recovery of the toll is required - the full cost of any such proceedings will also be charged, together with any judgements which could be made against you.

### **I cannot access the internet to pay for my outstanding toll – what shall I do?**

If you are unable to pay via our website please give the customer services team a call on **01482 647162**. The office hours are Monday to Friday 8.00 – 16.00 (closed weekends and bank holidays).

**Please note you must call regarding your crossing from the following working day after your transit to avoid additional charges.**

### **I am going on holiday so can't pay my toll via the website – can I pay when I get back?**

If you have accidentally used the Open Road Toll and need to pay your toll fee please visit [www.Humbertag.com](http://www.Humbertag.com) the following working day after your crossing. If you are on holiday we would advise accessing our website using the hotel Wi-Fi, calling our offices or asking a friend / relative to pay on your behalf. If you do not pay your toll you will receive an unpaid toll notification which will have additional charges upon your return.

**Please note you must call regarding your crossing from the following working day after your transit to avoid additional charges.**

### **I was in a hire vehicle when I accidentally used the Open Toll Road and now can't remember the registration plate to pay my toll – what shall I do?**

Our database uses the registration plate number to upload your transit so you will need your vehicle details in order to pay for your toll fee retrospectively the next working day via [www.humbertag.com](http://www.humbertag.com) to avoid incurring any additional charges.

Contact the hire company to retrieve the vehicle details. If the toll remains unpaid and an unpaid toll notification is generated, this will be dispatched to the registered keeper of the

vehicle (the hire company) they are then likely to pay the charge and recharge the driver. They may also add their own administration charge.

### **My Friend has a HumberTag Account – can I borrow their Tag?**

No - each Tag is issued to a specific vehicle with a unique registration number on a pre-paid Tag account. If the Tag is transferred into an alternative vehicle, the transit will be classed as a violation and you will need to follow the instructions at [www.humbertag.com](http://www.humbertag.com).

### **I have a Blue Disabled Badge – do I get free travel?**

Not necessarily, we do offer an exemption scheme for those people in receipt of the higher rate or enhanced rate of mobility from the DWP.

In order to register you will need to contact us on **01482 647162** to request an information and application pack. Once registered with us on our scheme you will receive concession tickets and able to use the Tag lane. You will also be able to use a manned booth; however you will be required to surrender a concession ticket.