



St Ives
Shopping Village

SMART PARKING AND GUIDANCE SYSTEM

**YOUR GUIDE TO OUR
CAR PARK UPGRADE AND
EVERYTHING YOU NEED
TO KNOW ABOUT SMART
PARKING**

LAUNCH DATE: 12 SEPTEMBER

We value your feedback and at St Ives Village we are committed to providing the best shopping customer experience, which is why we are implementing the new Smart Parking system.

This will ease congestion and maximise the number of car spaces available. It will also improve the time and ease required to locate a car space through the installation of the Parking Guidance System.

OVERVIEW

Smart Parking is based on number plate recognition technology – there are no tickets required. You will be able to enjoy **3 hours of free parking**, after that a fee will be charged in 30 minute increments.

A parking guidance system with coloured lighting indicators will help identify available bays and provide navigation around available spaces.

WHAT IS THE TIMEFRAME?

The new system will be fully operational by 12th September[^]. However, civil works are already underway which will cause some changes in traffic flow in the car park.

Please take note of all temporary signage and parking attendants directing traffic. We apologise if there is any disruption or inconvenience, but this will only be short term.

[^] Date may be subject to change due to unforeseen issues during the building process.

HOW DOES IT WORK?

On Entry

1. Stop at the entrance boom gate where your license plate will be scanned automatically by a camera.
2. The boom gate will open once the number plate has been captured.
3. Proceed to car parking; remember the time you entered and your license plate number.

On Exit

1. Before returning to the vehicle you will need to go to the Automatic Pay Machine (APM) and enter your license plate number.
2. If you have stayed longer than 3 hours, the fee can be paid by either cash or credit card.
3. Proceed to the exit boom gate which will automatically open once the license plate has been scanned.
4. If your stay is under 3 hours, there is no need to visit a pay machine, you can proceed directly to the boom gate which will open automatically.

WILL ALL CAR PARKS BE EFFECTED?

All underground carparks owned by St Ives Shopping Village being Blue (B2), Red (B1), Green (C) and Yellow (A) will be equipped with the ticketless technology. The Cowan Road car park will not be included (as this is Council managed).

DO YOU HAVE A DISABLED PERMIT?

If you have an authorised disabled parking permit you will be entitled to **all day parking** free of charge. Authorised disability parking permit holders can register their permit and licence plate details at the Concierge on Level 2. A limit of one car per permit holder will be allowed. Registration will be need to be renewed annually.

WHAT ARE THE PARKING RATES?

0 – 3 hours	Free
3 – 3.5 hours	\$5
3.5 – 4.0 hours	\$10
4.0 – 4.5 hours	\$15
4.5 – 5.0 hours	\$20
5.0 – 5.5 hours	\$25
5.5 – 6.0 hours	\$30
6+ hours	\$40

***Plus a credit card fee of 8c per transaction.**

During the launch, there will be an introductory period of 4 hours free parking from 12 September – 1 October.

WHAT DO THE COLOURED INDICATORS MEAN?

Beacon lighting will be installed to help identify available bays:

Green Light	Red Light	Blue Light
Available Space	Car Park Full	Disabled Parking

There will also be electronic signage boards indicating how many bays are available in certain areas to assist you in finding a park and aiding navigation.

WILL I BE ABLE TO VISIT MORE THAN ONCE PER DAY?

Yes. You will need to exit the car park for a period of 1 hour and 15 minutes before returning. You will then be entitled to stay an additional 3 hours as per the parking rates above.

DO I ALWAYS NEED TO GO TO A PAYSTATION?

No, if your stay is under 3 hours, you can proceed directly to an exit where your License Plate will be scanned and the gate will open automatically.

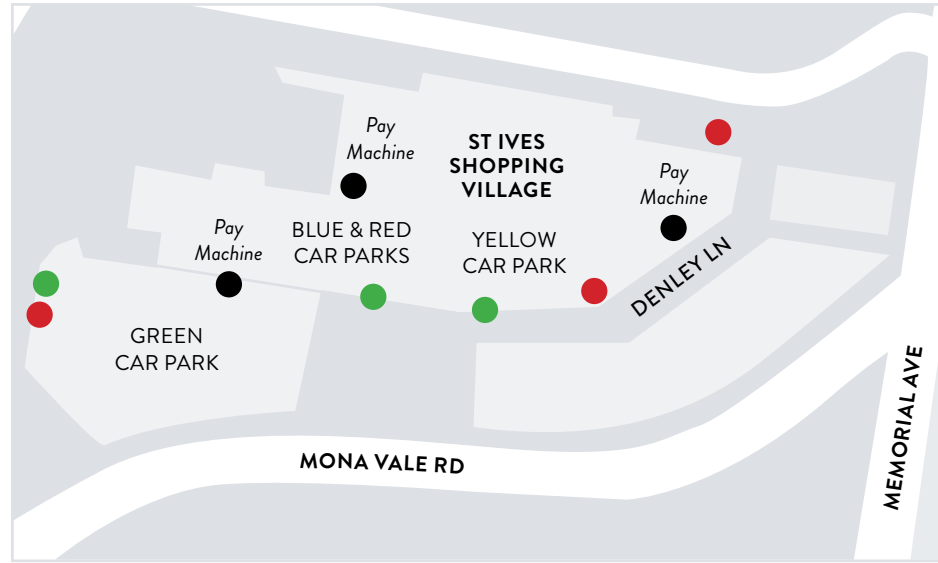
HOW WILL STAFF HELP?

The system will be monitored by CCTV remotely at exits and Automatic Pay Machines. Every exit will have a call button to contact a staff member for assistance.

We will also have staff during the transition period to assist with any enquiries, however if you have any other questions, we encourage you to visit Centre Management or Village Concierge. You can also visit www.stivesvillage.com.au for full Terms and Conditions and FAQ's.

THANK YOU FOR SHOPPING AT





WHERE ARE THE PAY STATIONS LOCATED?

- Pay Machine Locations
- Entry Points
- Exit Points

Green Car Park (C)

Opposite Purr-fect Pets

Blue Car Park (B2)

Ramp

Red Car Park (B1)

Ramp

Yellow Car Park (A)

Base of Woolworths Ramp