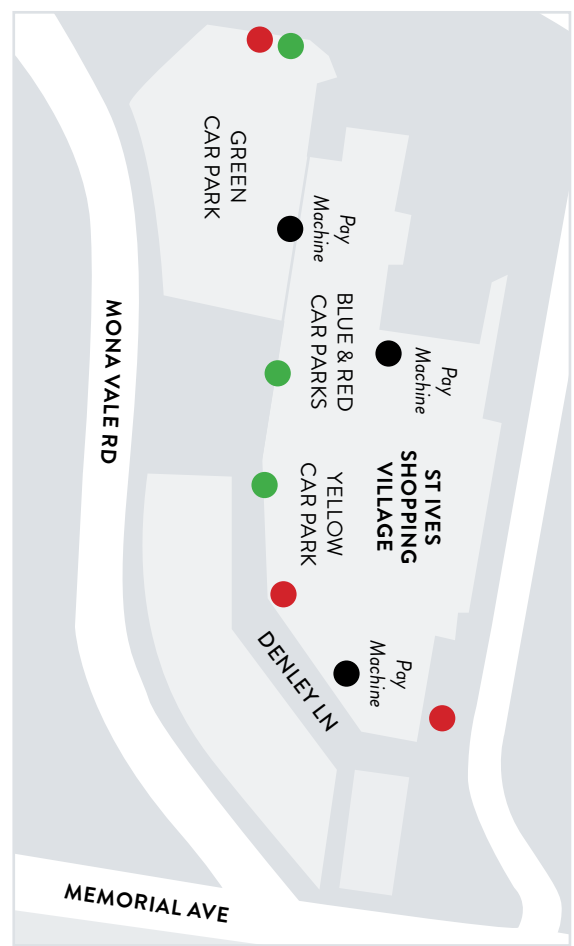




# PARKING AND GUIDANCE SYSTEM

YOUR GUIDE TO EVERYTHING YOU NEED TO KNOW ABOUT PARKING



## 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

## CAN I 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.

Please note, the 3 hours is not accumulative. Re-entry to the underground car parks within **1 hour and 15 minutes** of exiting will incur charges from the moment of re-entry.

## 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.

If you have any other questions we encourage you to visit Centre Management or Village Concierge. You can also visit [www.stivesvillage.com.au](http://www.stivesvillage.com.au) for full Terms and Conditions and FAQ's.

THANK YOU FOR SHOPPING AT



## OVERVIEW

The parking system 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.

Shoppers are entitled to more than one free 3 hour period each day. However, re-entry to the underground car parks within **1 hour and 15 minutes** of exiting will incur charges from the moment of re-entry. This is regardless of whether the full 3 hour allocation has been used (*it is not accumulative*).

To enjoy an additional 3 hour free period on the same day, you will need to wait 1 hour and 15 minutes before re-entering. If you do wish to return in under 1 hour and 15 minutes, it is recommended to park in the external council managed car parks to avoid charges.

The system has been set up to deter non-shoppers from re-entering the carpark after a short period of time and is consistent with the policies from other Shopping Centres.

### Please remember:

- Your time of entry
- Location
- License Plate Number

*(Should you forget your time of entry, you can confirm the time of entry by entering your number plate at one of the pay stations)*

To view a short movie of how the system works or for full parking terms and conditions, visit [stivesvillage.com.au/transportandparking](http://stivesvillage.com.au/transportandparking).



## 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. There is a 15 minute grace period from when you visit the pay machine to when you exit the car park.
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.

## ARE ALL CAR PARKS EFFECTED?

All underground carparks owned by St Ives Shopping Village being Blue (B2), Red (B1), Green (C) and Yellow (A) are equipped with the ticketless technology.

The Cowan Road car park will not be included (as this is Council managed). Please check specific time limits as these are subject to council restrictions.

## DO YOU HAVE A DISABLED PERMIT?

If you have an authorised disabled parking permit you are entitled to **all day parking** free of charge. Authorised disability parking permit holders can register their permit and licence plate details at Centre Management 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?

|                         |        |
|-------------------------|--------|
| 0.0 – 3.0 hours         | FREE   |
| 3.0 – 3.5 hours         | \$5.00 |
| 3.5 – 4.0 hours         | \$10   |
| 4.0 – 4.5 hours         | \$20   |
| 4.5 – 5.0 hours         | \$25   |
| 5.0 – 5.5 hours         | \$30   |
| 5.5 – 6.0 hours         | \$35   |
| 6.0 – 6.5 hours         | \$40   |
| 7+ hours (Maximum Rate) | \$50   |

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

## WHAT DO THE COLOURED INDICATORS MEAN?

Beacon lighting helps identify available bays:

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

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