



What should I do when I first arrive at the car park?

1. Enter your exclusive My Care Park Access PIN on the touch screen at the car park entry. This will raise the boom gate and you can drive into the car park.
2. Park in any of the available bays (except marked as reserved or disabled). For My Care Park early bird parking, you must park in allocated early bird areas only (these will be specified by staff or signage).

Please note: Your My Care Park PIN will not be active until 15 minutes prior to the start time of your reservation. For example, if you booked for a 9am entry time, the PIN will only give you access from 8:45am onwards.

What should I do when I am ready to leave the car park?

1. Return to your vehicle and drive towards any of the signed exits.
2. At the car park exit lane, simply re-enter your My Care Park Access PIN on the touch screen. This will raise the boom gate and you can exit the car park.

Please note: If you accidentally miss your exit time, don't worry. Your My Care Park PIN will still let you out of the car park, but you will receive an additional charge to your nominated credit card.

Do I need to bring my reservation confirmation to the car park?

You **must** know your 4-digit Access PIN to enter and exit the car park. If you bring your reservation confirmation along with you, please do not leave it in a visible area as it may expose it to use from an unauthorised person.

If you can memorise your Access PIN, there is no need to bring your reservation confirmation to the car park, unless specified to do so on your reservation confirmation.

Can I use my My Care Park Access PIN at any other car park?

No, your My Care Park Access PIN cannot be used at any other car park. After you use your Access PIN at your nominated My Care Park car park, it will not be available for use again.

My Access PIN is not working when I attempt to enter the car park.

If you attempt to use your My Care Park Access PIN on the touch screen at the car park and it does not work, please check the following:

1. Have you arrived at the car park more than 15 minutes prior to the start time of your reservation?
2. Are you entering the correct PIN?
3. On your reservation confirmation, does the specified date and time match the current date and time? Ensure AM and PM are not mixed up.
4. Are you attempting to enter the car park after your reservation time has ended?
5. Are you in the correct car park?

If all of the above information was correct, we recommend that you press the intercom button and speak to a customer service operator.

Please note: if you take a ticket at the entry instead of using the 4-digit Access PIN on the My Care Park touch screen, you may be liable to pay for parking at the standard rate for the period parked in addition to the My Care Park online transaction.

What happens if I arrive earlier than my reservation entry time?

For all My Care Park reservations, you will have a 15 minute 'grace period' prior to the entry time of your reservation period. There will be no additional charge if you enter the car park within 15 minutes of your reservation start time.

If you arrive earlier than the 15 minute grace period, your My Care Park PIN will not be active and you will not be able to enter the car park. You must wait until the grace period to enter the car park with your PIN. If you enter by taking a ticket, you may be liable to pay for parking at the standard rate for the period parked in addition to the My Care Park online transaction.

What happens if I exit the car park later than my reservation exit time?

If you exit the car park outside of your reservation period, you may incur fees in addition to your My Care Park parking fee.

Where can I park?

You can park in any available bays within the car park, except those marked as reserved bays, disabled bays or loading bays. For My Care Park early bird parking, you must park in allocated early bird areas only. Early bird areas will be specified by staff or signage.

What happens if I park for less than my intended reservation period?

If you do not park for your entire My Care Park reservation period, you will not be entitled to any refund of your My Care Park reservation.

If you have booked an early bird parking product and leave prior to the early bird parking departure conditions, you will not be eligible for early bird parking and subsequently charged the appropriate fees for casual parking.

Is my credit card safe when I use My Care Park?

Absolutely. When you enter your credit card details on the My Care Park website, it is securely encrypted using SSL encryption, digital certificates and the latest security technologies. During all stages of processing, your credit card number remains securely encrypted, right up to when it reaches your bank.

Is the My Care Park Access PIN secure?

Yes, the Access PIN that the My Care Park system assigns you is a single use, parking specific code. It bears no relationship to any of your credit card or banking details and cannot be reused by anyone else after your parking visit is completed.

How far in advance can I book my parking?

You can make a My Care Park reservation up to 30 days in advance of your intended arrival date.

Can I book multiple bays or additional days in a single reservation?

Yes, you are able to book multiple bays and days in a single reservation.

Adding bays to your reservation: While completing your reservation, on the Product Selection page, select the 'Edit Date / Add Bays' button next to the relevant date. You will be prompted to add bays up to the permitted daily maximum.

Adding additional days to your reservation: While completing your reservation, on the Product Selection page, select the 'Add Additional Days' button.

If you are staying in the car park continuously for a period whereby no products are available, you can choose to book for the first day and incur the overstay fee at the standard My Care Park rates for the extension of your visit.

Please note: You will only incur one reservation fee per transaction with multiple bays or multiple days.



How close to my entry time can I make a reservation?

You can make a reservation up to 15 minutes in advance of your intended reservation period, however you will not be able to cancel or amend your reservation within 60 minutes of the reservation start time.

Can I cancel my reservation?

You are able to cancel a reservation up to 60 minutes prior to the entry time of your reservation period. To cancel your reservation, log into the 'My Account' page on the My Care Park website and search for your reservation in the 'My Current Bookings' tool. Here you can easily cancel your reservation. You will incur a \$1.50 cancellation fee for any reservation that you cancel.

If you have made a multiple day reservation, you can cancel your reservation up to 24 hours prior to your arrival date and time.

If you have made a multiple bay reservation, you cannot adjust the number of bays once the reservation has been confirmed. You must cancel your reservation and book again.

What is the reservation fee?

There is no reservation fee associated with your My Care Park transaction. In the event that you cancel a reservation, there will be a cancellation fee of \$1.50 applied.

A reservation fee will only be applied to reservations that include multiple days and / or multiple bays. The amount will vary depending on the quantity of each.

My car was too high for the car park and I could not enter. Am I entitled to a refund?

We don't offer refunds to any My Care Park customers based on their car not meeting the height restrictions of the car park for which they have made a reservation. Before completing an online reservation with My Care Park, you should always check the height restrictions for the car park you intend to visit. The height restrictions can be found in the description of the car park within My Care park or by checking the car park details at www.carepark.com.au

I think I have accidentally made two reservations. How can I check this?

When you make a reservation using My Care Park, you will receive a reservation confirmation to the email address that has been registered to your My Care Park account. If you have accidentally made two My Care Park reservations, you should receive a separate reservation confirmation for each instance. Alternatively, you can check your reservations in the 'My Bookings' section of your account profile.

If you have accidentally made more than one reservation, you will be able to identify and cancel the incorrect reservation. Unfortunately, you will still be charged the reservation fee for the cancelled reservation. You can cancel a reservation up to 24 hours prior to the arrival time of your reservation period.

I arrived early and my Access PIN will not let me in. Can I adjust the time for my reservation?

You can only make a change to your original My Care Park reservation 24 hour prior to the reservation start time.

If you have booked a product with entry and exit windows, such as early bird parking, evening parking, weekend parking, PM Parker and Party Parker, you can enter and exit the car park any time within those windows.

Please note: changing the entry and exit times may alter the parking product and therefore the cost of parking.

When I attempted to leave the car park the touch screen was not working. What should I do?

In the event that you attempt to leave the car park and are unable to use your Access PIN, you must use the intercom at the exit to speak with a customer service representative. They will have access to the My Care Park system and will be able to verify your Access PIN and allow you to exit the car park.



If, after leaving the car park, you receive an email informing you that additional charges will be incurred, don't worry. All communication with a customer service representative is recorded.

I was not able to use my My Care Park reservation as I was unwell. Can I receive a refund?

We don't offer refunds or credits for My Care Park reservations that are not used, whether due to illness or any other circumstance. We do provide customers with the ability to cancel a reservation up to 24 hours prior to the entry time of your My Care Park reservation period.

Am I allowed to enter and exit the car park on multiple occasions with my My Care Park Access PIN on my selected reservation date?

No. Your My Care Park Access PIN will only allow a single entry and single exit for the selected My Care Park car park during the reservation date and times.

Do I still need to use my Access PIN to enter or exit if the boomgate is already up?

You must use your My Care Park Access PIN at the My Care Park touch screen upon both entry and exit to the car park. If you do not use your Access PIN upon entry, it will not allow you to exit the car park. If you do not use your PIN upon exit, you may be charged an additional cost as the My Care Park reservation system will record you as still being in the car park.

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