

# Ticketless Parking

Frequently Asked Questions November 2020



Moonee Ponds Central will introduce ticketless parking, providing customers with the convenient option to park at the centre with ease. Ticketless parking uses the latest number plate recognition technology, removing the need for a ticket, allowing customers to enter and exit the car park more quickly.

## How will it differ from my current parking experience?

The Moonee Ponds Central carpark will install ticketless parking system. Physical tickets will not be issued at entry into the car park. Instead, your number plate will be recognised at entry and exit.

## Will I still receive 2 hours free parking?

Parking will continue to remain free for up to 2 hours, with rates applied after the free period. Customers parking under 2 hours in the Coles and Kmart Mall will be able to exit the car park with the boom gate lifting automatically.

## What happens if I park over 2 hours?

Parking over 2 hours will incur a fee. There are three easy ways to pay for parking if you have parked at the centre for over the allocated time limit of 2 hours in the Coles and Kmart Mall:

1. At any pay station by typing in your number plate details
2. At the boom gate using a credit or debit card
3. Registering on the Centre website to choose the option to have fees automatically deducted from your nominated credit or debit card

## What are your parking rates?

Parking rates are listed below.

The image shows a black sign with white text for Moonee Ponds Central. It includes the MPC logo, the text 'MOONEE PONDS CENTRAL', a 'WELCOME' heading, and a parking rate table. Below the table, it states 'First 2 hours FREE\* parking' and lists rates for various durations from 0.0 to 7.0+ hours. At the bottom, it notes 'FREE parking with entry after 6pm and exit before midnight.'

|  |                            |
|--|----------------------------|
| <b>MPC</b>   | MOONEE<br>PONDS<br>CENTRAL |
| <b>WELCOME</b>   |                            |
| First 2 hours FREE* parking                                    |                            |
| 0.0 - 2.0 hours  | FREE*                      |
| 2.0 - 2.5 hours  | \$4                        |
| 2.5 - 3.0 hours  | \$5                        |
| 3.0 - 3.5 hours  | \$6                        |
| 3.5 - 4.0 hours  | \$9                        |
| 4.0 - 5.0 hours  | \$15                       |
| 5.0 - 6.0 hours  | \$20                       |
| 6.0 - 7.0 hours  | \$25                       |
| 7.0 + hours  | \$30                       |
| FREE parking with entry after<br>6pm and exit before midnight. |                            |

2.5% surcharge applies to in-centre credit card payments

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## Why should I register?

Register for Ticketless Parking to avoid pay stations, shop longer and get home faster - simply drive out, and if there are any parking fees due, we'll automatically charge your card. Customers can then access statements and update all personal details as needed online.

## How do I register for ticketless parking?

Register with your number plate and credit or debit card online.

Please find instructions below:

1. Visit [parking.mooneepondscentral.com.au](http://parking.mooneepondscentral.com.au)
2. Select '**Register Here**'
3. Add your personal details to the fields (note: all fields are mandatory)
4. Read and accept the Terms & Conditions
5. Select '**Next Step**'
6. Add your vehicle details and select '**Next Step**'
7. Update payment details by adding your credit or debit card
8. Review your details to make sure they're correct and select '**Complete Registration**'

You will receive a confirmation email shortly after to your nominated email account advising that your details have been approved. Please log into your ticketless parking account to set your password.

Note – online registrations may take up to 24 hours to become active.

If you require further assistance, please visit contact our Car Park Management team on 1300 55 11 31 or via email [mooneepondscentral@pointparking.com.au](mailto:mooneepondscentral@pointparking.com.au).

## How do I keep track of how long I have parked?

You can check what time you entered the car park by typing in your number plate into any of the pay stations listed below:

1. Coles Mall Ground Level carpark entry
2. Kmart Mall P1 lobby (near Aldi)
3. Kmart Mall P2 lobby (basement level)

## How will I know what I've been charged?

Customers can review and print their statements online at [parking.mooneepondscentral.com.au](http://parking.mooneepondscentral.com.au) If you have any concerns about your payment history, please contact our Car Park Management team on 1300 55 11 31.

## **What if I can't remember my number plate?**

It is important to remember your number plate as it will become your ticket. It's a good idea to take a photo of your number plate with your phone.

## **I use the car park several times a day, how much will I be charged?**

If you exit the centre and want to return on the same day, there must be 45 minutes between exit and re-entry in order to receive another 2 hours in the Coles and Kmart Mall parking. If you enter within this time frame, you will be charged the full daily rate as stipulated on the pay stations.

## **How do I register for parking with a disability permit?**

All disability permit holders are eligible for up to 4 hours free parking for up to 3 days per week at Moonee Ponds Central. To register, please visit [parking.mooneepondscentral.com.au](http://parking.mooneepondscentral.com.au) and validate your disability permit at the Ticketless Parking Booth located in the Coles Mall near Pharmacy 4 Less.

## **I work in the centre, how can I find out about parking?**

There is a discounted rate for retail staff members, for more information on retail staff parking rates please visit the Ticketless Parking Booth located in the Coles Mall near Pharmacy 4 Less.

## **Is my personal information safe? Do you have a privacy policy?**

Personal details provided by you are secure and in accordance with the Mirvac Privacy Policy which can be found at [www.mooneepondscentral.com.au](http://www.mooneepondscentral.com.au) or available on request at p.

## **Who do I contact with questions or where can I find out more?**

For further enquiries, please contact our Car Park Management team on 1300 55 11 31 or at [mooneepondscentral@pointparking.com.au](mailto:mooneepondscentral@pointparking.com.au).

## **Why have you introduced ticketless parking?**

- To ensure adequate parking spaces are available for shoppers.
- To prevent long-term use of the carpark by non-shoppers
- To improve the efficiency and operation of the carpark and enhance customer experience and convenience
- Address the most negative aspect of customer experience
- Significant residential development in the surrounding area will place pressure on carpark

## **How have you determined your parking rates?**

We have reviewed the parking rates at surrounding car park facilities in our local area, in addition to other areas of similar usage, demand and population growth in Melbourne to ensure we are providing car park experience and accordingly, rates which are fair and appropriate.

## **I'm a Retailer, why do I have to pay for parking?**

The introduction of ticketless parking and the associated technology is an infrastructure investment and commitment that ensures that Moonee Ponds Central is providing a car parking experience that is comparable, if not surpasses that offered by our competitors and surrounding facilities. Our priority jointly, is to ensure that we are providing our shoppers with the best possible experience that continually improves and evolves with their expectations. This includes ensuring that our shoppers have access to the convenience and ease of a quality car park experience. By offering a flat daily rate to our retailers, we are now able to provide all retailers the opportunity to utilise the car park (whilst spaces are available), for a small and competitive fee; where previously parking was limited to two permits per retailer. The car park, like all other areas of the centre constitute the whole of a property which we are committed and responsible to continually invest in for the continued benefit of shoppers and retailers. We are committed to and believe we have been able to provide an improved car parking experience in addition to a cost-effective solution for retailers to also enjoy the improved car park convenience and amenity.