

YOUR GUIDE TO PARKING AT GRAND CENTRAL

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Testing is now complete on our ticketless parking system. With this in mind, ticketless parking will be effective as of 14 June 2017.

Enclosed you will find the answers to some frequently asked questions as well as instructions on how you can pre-register for Set and Forget Parking.

Before we get started here are a few things we think you should know...

3 HOURS FREE PARKING

FREE PARKING FOR CINEMA PATRONS

**FREE PARKING WHEN YOU SPEND
\$150 OR MORE***

**FREE PARKING FOR DISABILITY
PERMIT HOLDERS***

**FREE PARKING WHEN YOU ENTER
AFTER 6PM**

*Please visit customer service during opening hours (Monday to Wednesday 9am - 5:30pm, Thursday 9am - 9pm, Friday 9am - 5:30pm, Saturday 9am - 5pm and Sunday 10am - 4pm) to validate parking before returning to your vehicle. Customers validating disability parking permits will also be required to present Photo I.D.

FAQ

How will it work?

Ticketless parking uses licence plate recognition to track parking without the need for a paper ticket, providing a streamlined entry and exit system for Grand Central customers.

On entry, a camera will recognise your licence plate details. Vehicles will not be required to stop as tickets will not be issued.

What are the lights for throughout the car park?

Grand Central's new state-of-the-art parking guidance system will use LED-based car space indicators and electronic display boards to advise customers of available car parking spaces, making it quicker and easier to find a space.

Once inside the car park, guests can locate an available park using the green and red light system overhead.

How much will it cost to park at Grand Central?

Once ticketless parking is introduced, independent data, and analysis of our customers' shopping behaviour, anticipates less than 10% of our guests will have to pay for parking.

Parking will be FREE for customers who:

- Visit for 3 hours or less
- Spend over \$150 per visit*
- Have a disability parking permit (and have registered via customer service)*
- See a movie during their visit (using their cinema ticket to validate their parking)
- Enter our facilities after 6pm

For those who stay beyond three hours, parking costs will start at only \$2 for more than three hours.

Rates for parking are as follows:

Up to 3 hours	FREE
Up to 3.5 hours	\$2
Up to 4 hours	\$3
Up to 4.5 hours	\$4
Up to 5.0 hours	\$6
Up to 5.5 hours	\$8
Up to 6.0 hours	\$10
Up to 6.5 hours	\$12
Up to 7.0 hours	\$15
7.0 hours and over	\$20
Maximum Daily Rate	\$20

How can I pay for my parking?

Any customers who have parked for less than three hours will not be required to pay for parking, and can proceed directly to the exit.

The ticketless parking system will recognise your vehicle's licence plate and the boom gate will open automatically.

If required, payment for parking will be able to be made:

- At pay stations located at all Centre entrances from car park via cash or credit card
- At car park exit barriers using credit card
- Via automatic charge to a credit card by registering online at grandcentralshopping.com.au

If I register online, will my licence plate and credit card number be kept secure?

Yes, Grand Central will keep all personal details secure in accordance with our privacy policy, which can be found on our website grandcentralshopping.com.au or on request from our Customer Services team.

This policy adheres with Australia's Privacy Act.

Will there be staff to help in the car park?

The car park will be managed 24 hours a day by staff that can assist Grand Central customers. Every exit will have a call button to contact a staff member for assistance.

If you have any questions or concerns about the new ticketless parking system at Grand Central, please call 1800 753 069.

I have spent \$150, how do I validate my parking?

For free parking when you spend \$150 or more - please present your receipt(s) to customer service.

Receipts can be collated across retailers, however must be validated on the day of visit.

I have a cinema ticket, how do I redeem FREE parking?

Simply scan your cinema ticket at any of our pay stations before exiting the car park. Please note your Cinema ticket is only valid on the day of purchase.

I have a Disability parking permit, how do I register for FREE parking?

Please present your permit at Customer Service. Please have your license plate details available in order for us to process your free parking. Please note, you will be required to update your permit in line with your disability parking permit expiration date. You will also be required to present Photo I.D. to finalise the validation process.

HOW DO I REGISTER FOR SET AND FORGET PARKING?

REGISTER YOUR CAR FOR SET AND FORGET PARKING,
FOR AN EASY WORRY FREE VISIT EVERY-TIME

STEP 1 Grand Central website

- Visit grandcentralshopping.com.au and click on the 'VISIT' tab
- Follow the link to 'PARKING'

STEP 2 Complete your details

- Click on the 'SIGN UP' button
- Complete the required fields

STEP 3 Input vehicle details

- Enter your vehicle details in the appropriate fields - up to three (3) vehicles can be registered per account

STEP 4 Provide payment details

- Select your 'PAYMENT TYPE'
- Select 'PREPAID'
- Enter credit card details. VISA, MASTERCARD and AMEX are accepted*
- Select 'TOP UP AUTOMATICALLY' if you wish for the system to top up your account if your credit falls below the minimum balance*

STEP 5 Complete registration

- A summary of your registration will be displayed for your review
- Click 'COMPLETE REGISTRATION' if you are happy with the details entered

NOTE: Registration approval may take up to 24 hrs.

Once approved, a confirmation email will be sent to your submitted email address advising that your details have been approved. You are then ready to park at Grand Central. Your password will need to be changed when you next login to the registration page.

If you have further questions regarding parking at Grand Central, please contact us via grandcentralshopping.com.au or 1800 753 069.

*A 10¢ transaction fee will apply for each credit card transaction. The system will debit \$10 from your credit card upon registration as a starting balance. Minimum account balance will be \$10.

GRAND CENTRAL

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