IMPERIAL CENTRE GOSFORD | NEW TICKETLESS PARKING

FREQUENTLY ASKED QUESTIONS

WHAT IS TICKETLESS PARKING?

Ticketless parking uses licence plate recognition to capture and record the entry and exit time of each car that enters the carpark, removing the need for paper tickets. This automates the parking experience within the car park.

WHY HAVE YOU INTRODUCED TICKETLESS PARKING? WHAT ARE THE BENEFITS?

Through our satisfaction surveys, some of our customers have suggested ticketless parking as a way to improve our parking experience.

Our new ticketless system will help to improve the flow of traffic in the carpark, reduce congestion at the entries and exits, and improve overall experience of Imperial Centre customers.

By limiting the lower carpark to 90mins, we also hope to create more available parking spaces for those looking to complete a shorter shop with easy centre access. The Upper Carpark will continue to cater to those with a longer stay.

HOW DOES THE NEW TICKETLESS PARKING WORK?

Ticketless parking uses licence plate recognition to capture and record the time of entry for each car.

* The first three (3) hours are FREE in the Upper and Rooftop Car Park and
* 90mins FREE (1.5hr) in the Lower Woolworths Car Park.

Those who park for less than the FREE period can simply exit the car park and the boom gate will open upon reading your licence plate number.

HOW CAN I KEEP TRACK OF HOW LONG I HAVE PARKED FOR?

You can check what time you entered the car park by typing in your licence plate details at one of the two (2) pay stations located at

* Level 3 Centre Lift Lobby or
* Woolworths Trolley ramp in the Woolworths car park.

WHAT IF I CAN’T REMEMBER MY LICENCE PLATE NUMBER?

It is important to remember your licence plate number if you are paying at one of the two pay stations mentioned above, as it will be your ticket. It’s a good idea to take a photo of it with your phone if your unsure.

If you plan to pay at the exit gate with your Credit Card, the system will scan your number plate on approach and display the amount due on the screen.

HOW MANY HOURS CAN CUSTOMERS PARK FREE\* OF CHARGE?

The FREE periods for each car park will apply once per day unless your exit has been over 60mins.

If you return to the centre car park and you have been away for over 60mins, you will be able to enjoy another three (3) hours of free parking in the Upper Car park or 90mins (1.5hrs) in the Lower Car park.

On weekends, parking will be free all day.

HOW MUCH WILL PARKING COST?

Parking at Imperial Centre Shopping Centre is free for the three (3) hours, Monday to Friday.

FREE parking is still available Saturday & Sunday.

Research tells us most customers visit the centre for less than three (3) hours. The three-hour free period will ensure that our customers are able to complete their visit comfortably. After three hours, rates apply.

Rate can found here: <https://imperialcentre.com.au/blog-post/car-parking/>

WHY IS THE LOWER WOOLWORTHS CAR PARK ONLY 90MINS FREE PARKING?

Managing parking on weekdays will ensure the accessible car spaces are available for genuine Imperial Centre customers.

Shorter times for the Lower Car Park will encourage users that are not shopping in-centre, or that plan to stay for many hours to park on the Upper Car Park levels.

HOW DO I PAY FOR MY PARKING?

There are two easy ways to pay for parking if you have parked in the centre for over 3hrs:

1. At a Pay Station by entering your licence plate details
2. At the exit gate by payWave.

WHAT HAPPENS IF I STAY FOR LONGER THAN THREE HOURS?

Parking for over three hours will incur a fee. There are three easy ways to pay for parking if you have parked in the centre for over three hours: at a pay station by entering your licence plate details, at the exit by payWave.

WHAT PAYMENT OPTIONS WILL CUSTOMERS BE ABLE TO USE?

Credit/debit card are available at the pay machines and payment via payWave will be available at exit. Cash is not accepted.

WILL THE SYSTEM ACCEPT PAYWAVE?

Yes – at pay stations and exit boom gates.

WHAT WILL HAPPEN IF I FORGET TO PAY BEFORE LEAVING THE CAR PARK?

You can pay at the exit with a credit card via payWave. There is also a call button at each exit if you need any assistance.

IS IT STILL FREE PARKING ON SATURDAY & SUNDAY?

Yes, Saturday and Sunday’s will still be FREE parking for ALL customers.

I HAVE A MOBILITY PARKING PERMIT, WILL RATES APPLY?
Customers with an authorised mobility parking permit are eligible for ALL day FREE parking, after registering their permit and licence plate details.

You can visit the centre management office to register your mobility permit. Once registered, all you have to do is drive in and out on your next visit. No need to visit a pay station. The parking will automatically give you FREE parking and open the gate for you.

WHAT SHOULD I DO IF I NEED ASSISTANCE AT THE PAY STATION OR BOOM GATE?

Please press the intercom HELP button on the pay station or exit gate and a member of our team will assist you.

WHO CAN I CONTACT TO FIND OUT MORE?

For further enquiries, please contact our car park team on 1300 551 131 or contact Centre Management on (02)4324 4299.

WILL MY LICENCE PLATE NUMBER AND CREDIT CARD DETAILS BE KEPT SECURE?

Yes, all details will be kept secure in accordance with the Car Park operators privacy policy, which can be viewed on our website - <<https://pointparking.com.au/privacy-policy/> >