

## **FAQ's for Parking**

### **Do I have to park in the car park that is mentioned on my booking?**

Yes, as the specials apply to certain car parks it is important that you park in the correct car park to avoid being charged again. Details of the car park you have booked can be found on your booking confirmation email.

### **What happens if I forget or lose my QR Code?**

Our online booking system recognises your number plate first, if the boom gate doesn't raise on drive-up, please press the intercom button at the car park entry and identify yourself to the operator who will manually check your booking. Alternatively, you can have your booking confirmation resent to you via the Manage my Booking function.

### **My booking isn't being recognised, the boom gate won't open and the machine is telling me to take a ticket?**

Please check that your entry date and time are correct, if you're too early for your booking, it won't be recognised and the car park won't allow you in with the booking. If you are within the booking time, please take a ticket and email your details to [bookings@alicespringsairport.com.au](mailto:bookings@alicespringsairport.com.au) and we will confirm the details. Alternatively, you can press the intercom button at the car park entry and the operator will assist you.

### **I entered a different registration number on the online booking to the one I am entering the car park on – what happens?**

You will still be able to enter the car park if you have a different vehicle or different registration number to the one you nominated online. You do not need to update this on your booking to park your car. You only need the QR code sent to you on your booking confirmation.

We ask you for your registration as an easy way to identify your booking for a quick solution and to get you away faster.

### **I've booked online for a specific period of time and my trip has been extended – what happens?**

That's not a problem, on exiting the car park it will automatically work out the difference in price between your existing booking and the additional time, you will then be charged accordingly, at standard car park rates.

We have some allowances in place for delays outside of your control, if you believe you have been overcharged, please contact us at [bookings@alicespringsairport.com.au](mailto:bookings@alicespringsairport.com.au) with your relevant flight and car park booking details.

### **My trip was shorter than the period of time that I booked my car parking for – can I have a refund?**

No refund will be made if your stay is shorter than the booking period.

### **What is your cancel or refund policy on booking online?**

You may cancel for any reason and obtain a refund at any time, up to 24 hours before the start of the booking period, by logging into your account and selecting the relevant options. Refunds are only made to the credit card that paid for the booking.

If you do not have an online account or you have been unable to successfully cancel your booking via your online account, then you may cancel your booking by emailing [bookings@alicespringsairport.com.au](mailto:bookings@alicespringsairport.com.au) and providing your full name, address and booking confirmation number or calling our customer service operator at 08 8951 1211 up to 24hrs before the start of the booking period. Please note our customer service operator is generally on duty from 8.30 am to 2.30 pm, Monday to Friday and may not be available at all times.

You will be charged in full for your booking if you have not cancelled it within 24 hours of the start of the booking period.

### **When I book online for parking will I be charged straight away or when I exit the car park?**

Your credit card will be charged at the time of the booking to confirm your discounted price.

### **Where can I find the Booking Online Terms and Conditions?**

View Terms and Conditions of parking.

Place hyperlink to website T & C's here.