DAILY AND HOURLY PARKING

When you pull into the parkade, the ParkChamp system will read your licence plate and record the time you entered the parkade.

You will then use the QR Pay signs located in the elevator lobbies to pay for your parking. The signs are posted for simplified touchless payment. Open your phone camera to scan the QR code on the sign and you will be prompted to register your licence plate and payment information. Alternatively, you can visit **parkchamp.ca/pay** to register.

Please note, only credit cards are accepted for payment. **If you are using the ParkChamp app, you do not need to use the QR Pay signs.**

Upon exit, the payment will be automatically collected based on the number of minutes your vehicle was in the lot, up until the daily max.

You will receive a receipt by email for your parking session.

For help with payment, please contact ParkChamp support at **1 (855) 245-0209.**

FEATURES OF THE PARKCHAMP APP

You can download the ParkChamp app for enhanced features including **in/out privileges**. Set up your preferences ahead of time through your app menu by choosing Daily or Hourly parking sessions. If Daily is chosen, you will pay the daily max and can enjoy in and out privileges. You can change your parking preferences any time within the app.

All app users also enjoy ParkChamp's **drive-thru pay** where payment is automatically collected without the need to visit a QR Pay sign or register licence plates outside of the app.

You can **pre purchase credits** in advance on the ParkChamp app so that you are not billed upon every parking session.

You can easily **manage multiple vehicles** under one account by going to your app settings to add multiple licence plates if you have more than one vehicle.

PARKING WITHOUT THE PARKCHAMP APP

When you arrive, your plate is captured and the gate arm raises automatically.

Using your smartphone, you can register your licence plate and payment method using any QR Pay sign.

At the exit, as long as your licence plate was registered, the gate arm raises and ends your parking session.


PARKING WITH THE PARKCHAMP APP

Download the app and complete the one time sign up. Add your vehicle(s) and your credit card.

You can change your parking preference by changing the "**Enable instant daily sessions**" to **Daily** or **Hourly** in your app Menu.

When you arrive, the gate arm raises and the app starts an **Hourly** or **Daily** parking session based on your preference.

When you exit, the gate arm will raise, the app will end your parking session and charge the appropriate amount.
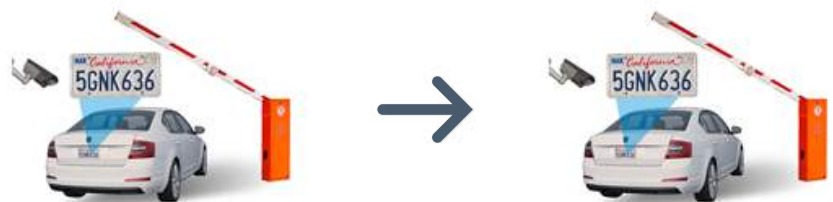
Questions? See our Daily and Hourly Parking FAQ or email us at support@parkchamp.ca

https://parkchamp.ca/

DAILY AND HOURLY PARKING FAQ

1 What is ALPR?

Automated Licence Plate Recognition (APLR) technology uses cameras and data recognition software to monitor vehicle licence plates. Many municipalities, including the City of Calgary use ALPR technology in policing and parking enforcement. It can also be used in parking management to provide efficient solutions such as ticketless entry and safe, contactless payment methods.

2 How will the ParkChamp system know to how much to bill me for my parking session?

Your licence plate will be captured upon entry and exit which will track your total time spent in the parkade. You will be charged for that amount up to the maximum daily rate.

3 Why does the QR Pay sign ask me to authorize the full daily amount?

You will be prompted to pre-authorize your payment for the full daily amount. However, you will only be charged for the time stayed.

4 What payment methods are accepted?

All major Credit Cards (Mastercard, Visa, AMEX) are accepted as well as Debit Visa, Apple Pay and G-Pay.

5 Will I still get a monthly invoice if I was previously on the pay-as-you-go program?

ParkChamp charges parking on a pay as you go basis. You will be charged the parking rate according to your time of stay and receive a parking receipt when you end your parking session by exiting the parkade. If using the ParkChamp app, you may purchase bulk parking credits on your account to avoid being charged on every park.

6 I downloaded the ParkChamp app and set up my account, but forgot to bring my phone with me. Will I still be able to park?

Yes. Once you set up your information on the app, when you arrive, your parking session will automatically start even if you forgot your phone. Additionally, you can contact our trained 24/7 in-lane support staff via the intercom or by phoning **(403) 700-0633**.

7 I do not have the ParkChamp app and I do not have a smartphone. Can I still park?

Yes, please visit **parkchamp.ca/pay** while you are parked to register your licence plate and pay for your session.

Alternatively, you can contact ParkChamp support to register your licence plate and payment information at **1 (855) 245-0209** during business hours only, **Monday to Friday 7:00AM - 5:00PM**.

Once you have registered, you may exit and your parking session will end.

8 I have the ParkChamp app but parked with a different vehicle. Will the system know it is my account?

You will be able to manage multiple vehicle licence plates in your app by going to your app settings and choosing "**Add vehicle**". As long as all of your licence plates are entered into the app, the system will know to bill your account.

9 What if my licence plate is obstructed and the ALPR camera can not read my plate?

A QR code is posted at all entry and exit points. Open your smartphone camera to scan the QR code. The gate arm will raise once the QR code is scanned.

If your camera does not work, you can enter a link in your phone browser that will be posted under the QR code.

Call ParkChamp support for immediate assistance at **(403) 700-0633**.