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.
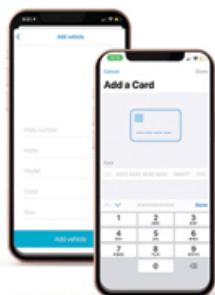
PARKING WITHOUT THE PARKCHAMP APP

As you arrive, the camera captures your plate and records your time in.

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

When you exit, the camera captures your plate on exit 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 app starts an **Hourly** or **Daily** parking session based on your preference.

When you exit, 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 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 asked 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 Can I opt to only pay once a month but still park daily or hourly?

Yes, you can purchase parking credits via the ParkChamp app. The minimum purchase is $50. These can be used any time and the parking credits never expire.

6 How do I get in and out privileges on the ParkChamp app?

In and out privileges only work for daily reservations. If booking in advance, please tap on the location and choose the "Daily" option. If are you and coming in and out, you can go to Menu > and turn the "**Enable instant daily sessions**" to "**ON**".

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 "**Add vehicle**" in your app Menu. As long as your licence plates are entered into the app, the system will know to bill your account.

9 Can I book parking in advance using the ParkChamp app?

Yes, to book in advance, use the calendar icon to choose the day you would like to park. Find your preferred location on the map and tap on it.

Booking in advance is optional.