

# Reid Promenade Car Park

## Premium 24-Hour and Reserved Bay Parking Terms and Conditions

The following terms and conditions apply to the issue and use of Premium 24-Hour and Reserved Bay Parking in the Reid Promenade Car Park.

### General Conditions

- The terms and conditions are subject to change without prior written notification. Current terms and conditions are available on the City's website.
- Only one (1) reserved bay will be retained per application.
- Accounts that require multiple bays need to apply and pay for multiple ePermits.
- A maximum vehicle height restriction of 2.3 metres applies in the Reid Promenade Car Park and the driver is responsible for ensuring that the vehicle complies with this height restriction.
- Users must also comply with the car park conditions of use which are displayed at the entry to the car park.
- It is the responsibility of the user to ensure that the City has up to date information (e.g. the vehicle registration number plate and contact details).
- Applications for Premium 24-Hour or Reserved Bay ePermits must be submitted online using the City's ePermit portal.
- Approved Premium 24-Hour and Reserved Bay ePermit holders are allocated a specific bay by the City which may be subject to change and must only park their vehicle in the allocated bay at all times.
- New ePermit applications will take up to five (5) working days to process and ePermits will not be active until approved. Preferred start dates will be targeted but are not guaranteed.
- New ePermits will be activated immediately when the applicant receives their approval notification by email.
- An ePermit is transferable to different vehicles by way of updating the vehicle registration number. Users must manage their ePermit through their online account and ensure the correct vehicle registration is activated prior to entry.
- Third party service providers' services may be used in respect of the data collected from applicants. The data collected is only for the purposes of these conditions of issue and use. The City has ensured that third party service providers comply with any applicable privacy and data security requirements, including compliance with Payment Card Industry Data Security Standard (PCI DSS) for the protection of any payment card transactions.
- If a vehicle is parked in the Car Park otherwise than in accordance with these terms and conditions, the person responsible for the vehicle may be the subject of enforcement action under the City of Joondalup Parking Local Law 2023, in addition to any other action that may be taken by the City under these terms and conditions.

### Fees

- Purchased ePermits will incur a fee as identified in the City of Joondalup Schedule of Fees and Charges.
- Payment of the initial fee must be received before the service can commence.

- The monthly renewal fee must be paid before the expiry date of the ePermit or the ePermit will be cancelled.
- It is the responsibility of the user to ensure that payments are made on time.
- The City reserves the right to discontinue the service due to failure of the user to pay the required fee.
- No refunds will be issued after payment is authorised.
- Payments for new ePermits will be authorised immediately when the application is approved.
- Vehicles that use the car park outside of the valid period of their ePermit will be required to pay the appropriate daily fees.
- Any outstanding fees must be paid before the service will be restarted.
- Any replacement to the parking bay sign, requested by a Premium 24-Hour or Reserved Bay user, will incur a fee for the manufacture and installation of the replacement sign.
- Should a Reserved Bay user need to exit the public parking area of the car park, outside of the operating hours, an After-Hours Vehicle Release fee will apply.
- Prior to the commencement of the service the applicant must make payment for the month of commencement and any applicable charges for signage, access equipment, etc.
- A fee will apply for the replacement of access equipment which has been lost, stolen or damaged.
- The City may terminate the service, due to non-adherence to the terms and conditions, without prior written notice to the user.
- Users are required to return the access equipment to the City, in full working order, within ten (10) working days of the last valid day of the service. Failure to do so will incur a replacement fee.

For further enquiries please contact City of Joondalup Parking Services on **9400 4000** or visit the City's website at [joondalup.wa.gov.au](http://joondalup.wa.gov.au)

### Termination

- Failure to pay the renewal fee before the end of the valid period of the ePermit will result in the termination of the ePermit.
- The City may terminate the service, for operational reasons, by providing a minimum of fourteen (14) days written notice to the user.