

Ticketless-STG Frequently Asked Questions

What is ticketless parking?

Ticketless parking uses credit card to capture and record the entry and exit time of each car that enters the car park, removing the need for paper tickets.

How does the new ticketless parking work?

Ticketless parking uses credit card to capture and record the entry and exit time of each car. The first one hour is FREE and those who park under one hour can simply exit the car park by tapping their credit card and the boom gate will open.

How many hours can customers park free of charge?

You can park for one hour from Monday to Sunday between 6am and 6pm. Entry after 6pm is free of charge.

How much will parking cost?

Parking at The Cannery is free for first one hour, 7 days a week. Research tells us most customer visit the centre for less than one hour. The X-hour of free period will ensure that our customers are able to complete their visit comfortably. After one hour, rates apply. Credit cards will incur a 2.44% surcharge.

What if I have to pay?

If you have parked in the centre for over one hour: pay at the exit by payWave.

What is Paywave? payWave is the terminal where you tap/wave your card.

What happens when I use payWave?

The parking system does not see your credit card details. When a card is tapped/waved/scanned, windcave will send the parking system a security token which masks the card number which the system uses to track the length of stay of the vehicle. If the same card was tapped/scanned/waved and is under the free parking period, the parking system will display "No Payment Required" and open the boom gate. If a parking fee is due, the fee will be displayed on the screen, the user will have to tap/scan/wave the credit card again to make payment.

What happens if I stay for longer than one hour?

Parking over one hour will incur a fee. If you have parked in the centre for over one hour: pay at the exit by payWave using the same card you used on entry.

Will the system accept payWave?

Yes – at the exit boom gates, however you must use the same card you used on entry

What payment options will customers be able to use?

Credit card and EFTPOS are available at the pay machines and payment via payWave will be available at exit. A surcharge of 2.5% applies to all credit card transactions.

The Cannery no longer provides pay machines, payment is only available via EFTPOS or credit card.

Changes to Loading Dock Access, The current high level truck access will be disabled. Given we provide one hour's free parking all vehicles including delivery trucks will be required to payWave into the car park and payWave out of the carpark. If the driver does not have a EFTPOS or Credit Card, it will need to contact the Retailer so they can provide access to the carpark.

What should I do if I need assistance at the pay station or boom gate?

Please press the intercom HELP button at the exit gate and a member of our team will assist you.

I use the carpark several times a day, how much will I be charged?

If you exit the centre and want to return on the same day, there must be one hour between exit and re-entry to receive another one hours free parking. If you enter within this period, additional parking charges apply (for the duration of the total time parked in the car park, from the time of the first recorded entry).

Who can I contact to find out more?

For further enquiries, please contact our centre management office on 9963 7244

Who will manage the carpark? CarePark will be managing the carpark from 6th November, their National Operation Centre is based in Melbourne and the number for customer support is 03 9926 6691.

Terms and Conditions of the Carpark can be found on our website,

www.canneryrosebery.com.au/terms-and-conditions