

# WALLSEND VILLAGE

## Parking FAQs

Question	Answer
<p><i>How does the new parking system work?</i></p>	<p>The new parking system is a combination of timed, ticketless parking using number plate recognition and patrolled parking.</p> <p><b><i>Ticketless Parking System</i></b>            Locations: Kokera Street and Bunn Street car parks            On entry, a camera will capture the number plate details of your vehicle and a digital screen will display your arrival time. Vehicles will not be required to stop as tickets will not be issued.            When leaving the car park, if you have spent less than three hours in the centre you can proceed straight to the exit. A camera will recognise your number plate at the exit and the boom gate will automatically open. If you have spent more than three hours in the centre, you can pay the relevant fees in the following ways:</p> <ul style="list-style-type: none"> <li>• Enter your number plate and pay by cash, credit or debit card or tap and go at the pay station located at the Bakers Delight/Café Cino entrance.</li> <li>• Insert credit or debit card or tap and go at the exit gate.</li> </ul> <p><b><i>Patrolled Parking System</i></b>            Location: front car park            This car park offers free three hour parking per day. The area will be patrolled regularly, and customers found to have exceeded the free three hour parking period will be issued a Payment Notice of \$65.00.</p>
<p><i>Are all areas of the shopping centre car park part of the new parking system?</i></p>	<p><b><i>Ticketless Parking System</i></b>            Locations: Kokera Street and Bunn Street car parks</p> <p><b><i>Patrolled Parking System</i></b>            Location: front car park</p>
<p><i>Is there a period of free parking available?</i></p>	<p><b><i>Ticketless Parking System</i></b>            The first three hours are free when entering the car park between 7:00am to 6:00pm. If you stay longer than the free parking period, fees will apply (see fees below).            If you enter the car park after 6:00pm and exit before 7:00am the following day you will not be charged a fee.            Parking fees will be determined from the time you enter the car park to the time you exit.</p> <p><b><i>Patrolled Parking System</i></b>            Free three hour parking per day. The area will be patrolled regularly, and customers found to have exceeded the free three hour parking period will be issued a Payment Notice of \$65.00.</p>

<p><i>What are the fees?</i></p>	<p><b><i>Ticketless Parking System</i></b> DAILY PARKING RATES</p> <table border="1" data-bbox="624 300 1099 600"> <thead> <tr> <th>Time</th> <th>Rate</th> </tr> </thead> <tbody> <tr> <td>0 – 3 hours</td> <td>FREE</td> </tr> <tr> <td>3 – 4 hours</td> <td>\$5.00</td> </tr> <tr> <td>4 – 5 hours</td> <td>\$8.00</td> </tr> <tr> <td>5 – 6 hours</td> <td>\$12.00</td> </tr> <tr> <td>6 – 7 hours</td> <td>\$16.00</td> </tr> <tr> <td>7 – 8 hours</td> <td>\$20.00</td> </tr> <tr> <td>8+ hours (max per day)</td> <td>\$25.00</td> </tr> </tbody> </table> <ul style="list-style-type: none"> <li>• Re-enter after two hours to receive additional three hours free parking.</li> <li>• Parking fees will be determined from the time you enter the car park to the time you exit.</li> <li>• No fees will be incurred if entering after 6:00pm and exiting before 7:00am the next day.</li> </ul> <p><b><i>Patrolled Parking System</i></b> Free three hour parking per day. The area will be patrolled regularly, and customers found to have exceeded the free three hour parking period will be issued a Payment Notice of \$65.00.</p>	Time	Rate	0 – 3 hours	FREE	3 – 4 hours	\$5.00	4 – 5 hours	\$8.00	5 – 6 hours	\$12.00	6 – 7 hours	\$16.00	7 – 8 hours	\$20.00	8+ hours (max per day)	\$25.00
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<p><i>Can I re-enter the car park on the same day?</i></p>	<p><b><i>Ticketless Parking System</i></b> If you exit the car park and want to return on the same day, there must be 2 hours between exit and re-entry in order to receive another free parking period of 3 hours.</p> <p><b><i>Patrolled Parking System</i></b> A limit of three hours free parking per day applies. There are no re-entry periods available.</p>																
<p><i>What payment methods are available?</i></p>	<p><b><i>Ticketless Parking System</i></b> You can pay via cash, credit or debit card, or tap and go. <b>Pay Station:</b> cash, credit or debit card or tap and go payment accepted (Mastercard and VISA only). <b>Exit Gate:</b> only credit or debit card or tap and go payment accepted (Mastercard and VISA only).</p>																
<p><i>How do I check how long I have been in the car park?</i></p>	<p><b><i>Ticketless Parking System</i></b> Head to the pay station located at the Bakers Delight/Café Cino entrance and type in your number plate to check the amount of time you have been in the car park.</p>																
<p><i>What if I can't remember my number plate?</i></p>	<p>If you forget your number plate and have exceeded the free parking period, simply drive directly to the exit gate and use your credit or debit card to pay for any parking fees.</p>																
<p><i>I have a disabled parking permit. Will parking fees apply?</i></p>	<p>Please bring your valid permit details to Centre Management to register for free all-day parking. Centre Management is open weekdays, between 9:00am – 5:00pm. For further information contact Centre Management on 02 4951 1622.</p>																
<p><i>What should I do if I require assistance at a pay station or exit gate?</i></p>	<p>Press the intercom HELP button on the pay station or exit gate column and you will receive assistance. Alternatively, contact Wallsend Village Centre Management, phone: 02 4951 1622.</p>																

*Who do I contact if I have a complaint or query regarding ticketless parking?*

Wallsend Village Centre Management  
Phone: 02 4951 1622  
Email: [info@wallsendvillage.com.au](mailto:info@wallsendvillage.com.au)

*Information correct as at October 2019 and is subject to change without notice.*