

SMART PARK

Customer Guide to Parking at Macarthur Square

Introducing Smart Park: Guided and Ticketless Parking

Macarthur Square is committed to providing the best experience from the moment you first enter the Centre through the car park until you leave.

Smart Park will give genuine customers shopping at Macarthur Square access to convenient parking. It will improve the customer experience by maximising the number of car spaces available to customers and, through the guidance system, make it easier to locate and secure a car space.

Your Rego is Your Ticket

From Tuesday 31 October your vehicle registration plate (your Rego) is your ticket. When Smart Park is introduced, we anticipate less than 10% of our customers will have to pay for parking.

For more information on Smart Park please visit macarthursquare.com.au/parking or contact Customer Service on 4626 1466.

FAQ

Why are we doing it?

Feedback received from customers and retailers highlighted that difficulty parking was one of the main issues they experienced when shopping at Macarthur Square. As the Centre is located so close to the train station this also meant that genuine customers were not able to find convenient parking throughout the day. We have partnered with industry experts and introduced Smart Park to improve your experience.



How will it work?

Ticketless parking uses licence plate recognition to track parking without the need for a paper ticket, providing a streamlined entry and exit system for customers.

On entry, a camera will recognise your licence plate details. Vehicles will not be required to stop as tickets will not be issued.

Any customers who have parked for less than three hours will not be required to pay for parking, and can proceed directly to the exit. The ticketless Smart Park parking system will recognise your vehicle's licence plate and the boom gate will open automatically.

What are the lights for throughout the car park?

Macarthur Square's new state-of-the-art parking guidance system will use LED-based car space indicators and electronic display boards advising customers of available car parking spaces, making it quicker and easier to find a space.

Once inside the undercover car park, customers can locate an available park using the green light identifier above the parking bay.

Electronic display boards will provide guidance to available parking bays indicating the number of available bays in each car park.

Will there be staff to help in the car park?

The car park will be managed 24 hours a day by staff that can assist Macarthur Square customers.

Every exit will have a call button to contact a staff member for assistance.

Key Information

**3 Hours Free
Parking**

Free Parking for registered Mobility
Parking Scheme Permit Holders

**Additional Free Hour
for registered Seniors**

Parking validation for
Cinema Patrons

**Free Parking when
you enter after 6pm and
leave prior to midnight**
(excluding Convenience Corner)

How much will it cost to park at Macarthur Square?

Parking will be FREE for customers who:

- Visit for 3 hours or less
- Have a mobility parking scheme permit (and have registered via customer service)
- See a movie during their visit (using their cinema ticket to validate their parking)
- Enter after 6pm and leave prior to midnight (excludes Convenience Corner)

For those who stay beyond three hours, parking costs will start at only \$3.

Customer Parking Rates

Up to 3 hours	FREE	5 – 5.5 hours	\$12.00
3 – 3.5 hours	\$3.00	5.5 – 6 hours	\$15.00
3.5 – 4 hours	\$4.00	6 – 6.5 hours	\$20.00
4 – 4.5 hours	\$6.00	6.5 – 7 hours	\$30.00
4.5 – 5 hours	\$9.00	Over 7 hours	\$40.00

Convenience Corner Parking Rates

0 – 1 hour	FREE	2 – 2.5 hours	\$25.00
1 – 1.5 hours	\$7.50	2.5 – 3 hours	\$35.00
1.5 – 2 hours	\$15.00	Over 3 hours	\$40.00

How can I pay for my parking?

If required, payment for parking can be made at:

- Pay stations located at all Centre entrances from car parks via cash or **VISA, MASTERCARD OR AMEX**
- Car park exit gate using **VISA, MASTERCARD OR AMEX**

Alternatively, you can register online at parking.macarthursquare.com.au. Payment can be done via automatic charge to your credit card.

If I register online, will my licence plate and credit card number be kept secure?

Yes, Macarthur Square will keep all personal details secure in accordance with our privacy policy which can be found on our website or on request from our Customer Service team.

Lendlease Privacy Policy adheres with the Privacy Act 1988.

I have a cinema ticket, how do I validate my parking?

Simply scan your cinema ticket at any of our pay stations before exiting the car park. Please note your cinema ticket is only valid on the day of purchase.

I have a mobility parking scheme permit, how do I register for FREE parking?

Please present your permit at Customer Service located on Level 1.

Please have your licence plate details available in order for us to process your free parking. Please note you will be required to update your permit in line with your mobility parking scheme permit expiration date. You will also be required to present Photo I.D. to finalise the validation process.

I have a seniors card, how do I register for an additional hour FREE?

Please present your seniors card at Customer Service located on Level 1.

Please have your license plate details available in order for us to process your extended parking. You will also be required to present Photo I.D. to finalise the validation process.

What if I have to leave the Centre and return?

You will receive an additional free three hour parking period when you exit the car park for more than 60 minutes.

How long do I have to exit the car park after validating my parking?

You have 15 minutes to exit the car park after validating your parking at the pay stations located near each entrance.

How to Register Your Vehicle

STEP 1 | Visit the website

Customers can register from Tuesday 17 October by visiting parking.macarthursquare.com.au

STEP 2 | Upload personal details

- Click on the 'Sign Up' button.
- Complete the personal details fields.

STEP 3 | Input vehicle details

Enter your vehicle details in the appropriate fields – up to **three (3) vehicles** can be registered per account.

STEP 4 | Advise payment details

- Select '**PREPAID**' (credit card details required)
- Enter credit card details. **VISA, MASTERCARD** and **AMEX** are accepted
No surcharges apply. The minimum account balance will be \$10.00.
- Select '**TOP UP MY ACCOUNT AUTOMATICALLY**' if you wish for the system to top up your account if your credit falls below the minimum balance.

STEP 5 | Complete registration

- A summary of your registration will be displayed for your review.
- Click '**COMPLETE REGISTRATION**' if you are happy with your details entered.

NOTE: Registration approval can take up to 24 hours

Once approved, a confirmation email will be sent to your submitted email address advising that your details have been approved. You are then ready to commence parking at Macarthur Square. Please note that your password will need to be changed when you next login to the registration page.

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