

Gosford City Car Park

Frequently Asked Questions



Date of issue – 20 February 2019

For All Users:

What date will the new system be in operation?

The new system will be in operation from Monday, 14 January 2019.

Are the fees changing?

Council has adopted fees for the Parking Station for the 2018/19 financial year; therefore fees will remain unchanged during this period. To view the fees please review our [Fees and Charges 2018/19](#).

How do I pay for parking?

For Casuals there are two options:

1. **Paying by Cash** - You will be required to insert your ticket at the Pay Station, located on level 1, outside the lift.
2. **Paying by Card** - You can pay at either of the two exit terminals as you leave in your vehicle or at the Pay Station.

For Permanent Account Holders and Top up Card users:

1. **Paying by Cash or Card** - You will be required to scan your access card at the Pay Station, located on level 1, outside the lift.

Please note: If paying at the pay station, please ensure you pay prior to returning to your vehicle.

Can I still pay by Cheque?

No. Unfortunately cheque payments are no longer accepted.

I need a receipt/tax invoice, how do I obtain one?

Receipts can be obtained at either the pay station or exit terminals. Please press the appropriate receipt button on the machine.

Are the operating hours changing?

At the present time the parking station's operational hours remain unchanged. These hours are:

Mon-Fri: 6am–8pm

Saturday: 7.30am-3pm

Sundays and Public Holidays: Closed

Will staff still be present during the operating hours?

The current level of service provided to our customers will remain unchanged.

I use the facility for special events, has the process changed?

Yes, for casual users you will now use the car park in the same manner as an ordinary day and pay as per the options listed above.

I am a regular casual user, is there an option for a 'top up card'?

Yes, from 14 January 2019 we will offer 'top up cards' for casual users, this will be a proximity based access card. These cards can be obtained by completing the application form (available on Council's [webpage](#) or at the car park office from 14 January) and paying the refundable \$10.50 deposit. You can then preload the card with a money value and your parking fees will be deducted from your card with each use.

I need to access my vehicle after hours, has the process changed?

This process remains unchanged for casuals entering with a daily ticket. However, if you are a casual user with a 'top up card' or a Permanent Account Holder, you will soon have the ability to use your card to gain access to your vehicle after the advertised closing time. This will be available from March 2019 so, please get in touch with us during March for a confirmed date.

If I have an access card, what is the process for accessing my vehicle after-hours from March 2019?

Simply scan your card at the reader located at the lift and proceed to the appropriate level. You will need to pay any applicable parking fee and scan your card at the exit devices. The gates and roller shutters will then be prompted to open.

What are the fees for after-hours access with an access card?

We are pleased to advise that after-hours access fees are no longer applicable for users with an access card! However, as a casual user you will be required to pay the advertised parking rates. No additional fees are applicable for Permanent Account Holders.

For Permanent Account Holders:

Can I still use my current pass?

No, your current pass will no longer work with the new technology. Therefore, you will be issued with a new access card, which will be available for you to collect from the office located on level 1 of the car park from Wednesday, 2 January 2019.

How do I use my new access card?

From Monday, 14 January 2019 you will need to begin using your new card. This card is proximity based and can be scanned at any of the devices by holding it close to the reader and waiting for the reader to scan the card before pulling it away.

I am not able to collect my new access card prior to 14 January 2019, what do I do?

On your first day please enter the car park using a casual ticket, then see the staff at the office on level 1 of the car park to collect your new card prior to leaving. Please also bring the casual ticket with you to give to the staff. You will then use your new card to exit.

I need to pay for parking fees for the month of January 2019, how can I do this?

Prior to 14 January 2019 please pay as you normally do however, if you are unable to make payment prior to this, please follow one of the payment methods listed above under 'How do I pay for parking', once you have collected your new access card.

I pay for multiple account holders, how do I pay?

You will be required to nominate a main access card. If Council does not receive a nomination this will default to the main card used currently. This card will be required to be scanned at the pay station or exit terminal

and the applicable fee for all cards linked will be payable.

Please Note: you must have an access card to make payment. If you need additional access cards they can be purchased by paying the \$10.50 refundable deposit.

What happens if I forget my access card?

You will be required to obtain a casual ticket however, prior to leaving you will need to visit the pay station to have your ticket validated so that you can exit without charge.

Please note: Tickets are not able to be validated at the Office and if you proceed directly to the exit without a validated ticket, you will need to pay the applicable casual fees.

I share my space with another person, has this process changed?

Yes, each customer who utilises a permanent space will now be required to have an access card. Council asks any subsequent card holder/s to complete a License Agreement and list the original card holder's details on the application. Subsequent card holder/s will also need to pay the \$10.50 refundable card deposit for every additional card required.

Please note: only one card holder can utilise the car park at the one time. If you require further information please contact Council on 4304 7509.

Can I still apply for leave credit?

No, as this is not supported by the new system. If you are going away you no longer need to relinquish your access card.

I utilise the parking station during special events, has this processed changed?

Yes, you will now be able to access the parking station with your access card during special events.

How do I update my account details?

You can contact Council's Parking Station staff on 4304 7509 or email parkingstationstaff@centralcoast.nsw.gov.au

Have further questions?

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