

WHAT TO DO IF YOUR TICKET IS NOT WORKING AT PAY STATION

If your ticket is not working, try the following steps:

- Ensure the ticket is being inserted with the magnetic stripe facing down and to the right
- Make sure the ticket has not been folded, creased, or bent
- If ticket continues to be rejected as “unreadable”, press the help button for assistance. Be ready to identify your location to the attendant by reading the station identifier label.
- Assistance will be provided via the intercom. If required, a Parking Operations employee will attend your location to assist.

WHAT TO DO IF YOU HAVE LOST YOUR TICKET

If you have lost your entry ticket, go to the pay station and touch the “lost ticket” button before returning to your vehicle. You will be charged the maximum weekday rate for the applicable lot. Proceed with payment as per directions posted on the pay station. Remove the validated ticket, return to your vehicle, drive to the exit gate and insert the validated ticket. The gate will rise and you can exit the lot.



SHORT STAY PARKING

Visitors parking in these marked areas must purchase a permit from the pay and display machine immediately after parking and it must be clearly displayed on the windshield. Short stay areas are provided for a maximum stay of 1 hour at a rate of \$5.00. Disabled visitors displaying a valid MTO permit may park all day with the purchase and display of a \$5.00 permit.

INSTRUCTIONS FOR REBATE TICKET USAGE

If you are visiting a department, they may choose to issue you a rebate ticket which can be used to pay for some or all of your parking charges. When you arrive on campus, take a ticket from the entry gate. When you are ready to leave, insert the entry ticket at the pay station, wait for the parking charge to be calculated and displayed. Insert your rebate ticket and wait for the amount owing to be recalculated. If there is any charge still owing, please pay by cash or credit card. Remove the validated ticket, return to your vehicle, drive to the exit gate and insert the validated ticket. The gate will rise and you can exit the lot.

QUESTIONS? PROBLEMS?

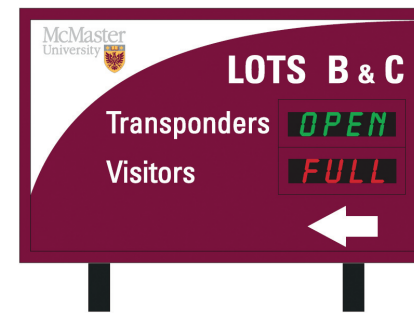
Each gate and Pay Station is equipped with an intercom which is staffed full time. Our staff will do their best to ensure your problems are resolved quickly and easily. As well, each system has closed circuit television feeds which are monitored 24 hours a day by McMaster Security Services. Like always, they will work to ensure that parking at McMaster is safe for everyone.



Additional information may be found on our website at: <http://parking.mcmaster.ca>

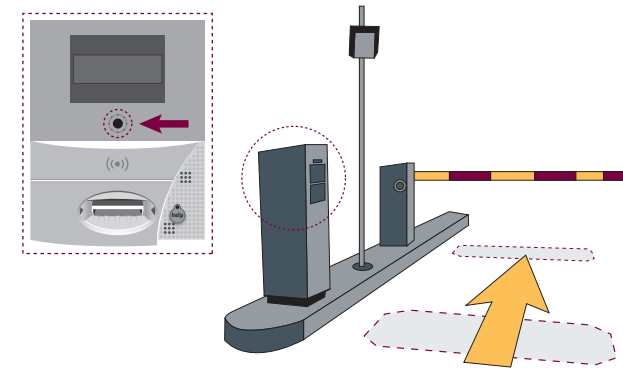
Visitor Parking AT McMASTER

How Visitor Parking Works



LOT AVAILABILITY

When you come to campus, proceed towards the lot you want to park in. Electronic signage installed outside the entrance to the lots will indicate the availability of spaces for visitors in the lot. If the LED indicator for visitors reads “open”, you may proceed to the entry gate. If the LED indicator for visitors reads “full”, you must find an alternate lot, as there are no visitor spaces available. Any remaining spaces are reserved for transponder holders. When this is the case, the entry station will not issue you a ticket or open the gate.

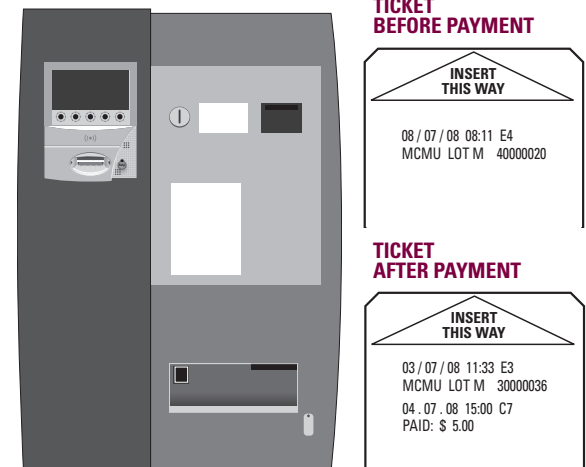


ENTERING THE LOT

Drive up to and stop in front of the gate. The entry station will be activated as soon as it senses your vehicle. Touch the black button surrounded by flashing lights directly below the screen. Wait for ticket to print. Once you remove the ticket, the gate arm will go up and you are free to park in any open non reserved space in the lot. **TAKE TICKET WITH YOU.** Do not bend or fold ticket.

WHEN YOU ARE READY TO LEAVE CAMPUS

When you are returning to your vehicle, take ticket to Pay Station and insert ticket into slot. Follow instructions posted on the pay station. Validated ticket can be used at the exit gate for 15 minutes after payment is received. When complete, remove the validated ticket, return to your vehicle, drive to the exit gate and insert the validated ticket. The gate will rise and you can exit the lot.



WHERE CAN I PARK?

Center Campus Parking Rates

(Lots B, C, D, E, G, H, I, and Stadium Underground)

MONDAY – FRIDAY 7:30 a.m. – 4:00 p.m.

First hour or part.....	\$5.00
Each additional hour or part.....	\$5.00
Maximum per visit.....	\$20.00

MONDAY – FRIDAY 4:00 p.m. – 7:30 a.m.

Flat rate per visit.....	\$5.00
--------------------------	--------

SATURDAY/SUNDAY

Flat rate per visit.....	\$5.00
--------------------------	--------

West Campus Parking Rates

(Lots M and P)

MONDAY – FRIDAY

7:30 a.m. – 4:00 p.m.

Flat rate per visit.....	\$5.00
--------------------------	--------

MONDAY – FRIDAY

4:00 p.m. – 7:30 a.m.

Flat rate per visit.....	\$2.50
--------------------------	--------

SATURDAY/SUNDAY

Flat rate per visit.....	\$2.50
--------------------------	--------

