

The Student Lot M is now waitlisted. Below are some FAQs and their responses. Please note we are currently receiving a very large volume of inquiries. According to our records your recent email inquiry is answered below hence you will not be receiving a direct response to your email. Please read through information below carefully:

I am having trouble purchasing/ renewing my Lot M permit online.

The lot is now waitlisted. If you have not already bought a monthly permit (West Campus – Lot M \$51 per month) you will not be able to purchase/ renew at this time. You can however request to be added on the waitlist.

How do I sign up for the waitlist?

Please respond back to this email confirming you would like to be added on and we will do so on your end. As we are experiencing a high volume of inquiries, this may take some time. Please be assured we will not be making any waitlist releases until all requests to add to waitlist have been processed.

What options do I have to park if I cant get a monthly permit lot?

You can park as a visitor in any of our visitor lots. For more information on visitor parking please visit: <https://parking.mcmaster.ca/visitor/> For more information on parking rates, please visit: <https://parking.mcmaster.ca/rates/>

We also encourage alternate sustainable modes of transportation. For more information, please visit: <https://facilities.mcmaster.ca/services/sustainability/transportation/> and <https://parking.mcmaster.ca/alternative-transportation/>

For bus transit information please refer to: <https://msumcmaster.ca/info/hsr-bus-pass/> and <https://discover.mcmaster.ca/directions/>

**I can see empty parking spots in other parking lots, why can I not get a monthly permit for these lots?
Can I apply for a monthly permit in a Lot other than Lot M?**

All lots other than Lot M are designated for staff and faculty monthly parking only.

I can see empty spots in Lot M. Why is the lot still waitlisted?

It may seem that there is available parking but monthly permits have already been issued and its possible that the permit holder is simply not present at the time you are viewing the lots. We also maintain spots for visitor parking.

When can I expect to be released off the list?

We will continue to monitor parking occupancy on a daily basis and as soon as we see a set number of parking spots available on a consistent basis from day to day we will release those spots off the waitlist. Unfortunately as it is not possible to predict how many spaces will be available on a regular basis as the semester goes on and also considering the number of the waitlist, we are unable to advise on wait times.

How will I be notified when I am released off the list?

Please continue to monitor your email, if your name is included in a release you will receive an email with instructions on how to purchase your monthly permit.

How long is the list?

We are unable to advise on how long the list is however once you have been added to the list. You will be able to view your position on the list on your account online.

I cant afford daily parking. Can an exception be made? What can I do?

Unfortunately, no. We simply do not have monthly spots available in student Lot M right now. Please refer to visitor parking and sustainable alternative parking options above.

Please note, sales for returning students and/ or those that held monthly permits in the previous academic year began on July 1st and sales for new students and/ or those that didn't hold monthly permits in the previous academic year began on August 1st giving ample opportunity to buy the permit before it was waitlisted later in August.

When do October and/ or Winter term monthly permits go on sale? If I am waitlisted for September, can I still get an October permit if I purchase it as soon as it is available online?

Permits for the following month/ term are typically available online in the 3rd week of the current month. For example, the October monthly permit will be available the week of Sept 19th, the January month and the Winter Term (Jan to Apr) permit will be available on Dec 19th. However, please note that if you are currently on the waitlist and do not have an active September monthly permit you will not be able to buy the October permit when it goes on sale until you are released from the waitlist.

Where can I park once I do have a Lot M parking permit?

You can park in Lot M 24/7 and in Lots, B, C, D, H, and I between the hours of 4:00 pm and 6:30 am. You must remove your car before 6:30 am otherwise daily visitor rates will apply.

Where do I park to pick up my transponder?

You can pick up the transponder from our office located in Building T32.

We are located on the right side after Parking Lot N and just before Parking Lot P, in the white portables. Please park in lot M and pull for an entry ticket as a visitor to get access into lot. On your way out, your transponder will allow you to exit.

If I buy a transponder, do I still have to buy a permit?

Yes, the transponder (listed as T PASS - \$55) online is just the device used to access the lots. There is a one time \$55 fee for this device. In order to park in the lot with it, you will need to purchase a monthly permit (Lot M \$51 per month). If you have not already purchased the monthly permit, it is now waitlisted. Please see above for more information on waitlist process.

I only have evening classes, can I get an evening permit? Where does it allow me to park?

Evening parking transponders are available for those needing evening access only. Transponders are valid from 4:00 PM until 6:30 AM the following day, Monday to Friday and all day on weekends and statutory holidays in lots BCD, H and I.

I already have a transponder from previous years do I still get waitlisted?

Yes. You have to purchase the permit to activate the transponder. If you have not already done so you would have to join the waitlist.

How else am I supposed to get to campus if I cannot get a monthly permit as I cant afford daily parking?

Please refer to **“What options do I have to park if I cant get a monthly permit lot?”** above.

I logged in after the lot was waitlisted and was able to buy August. Can this payment be applied to the month of September instead?

No, the lot is now waitlisted and as such we are unable to activate September parking by transferring payment to it.

If I cannot have a permit right now I would like a refund for the transponder, how do I get this? Is there any point in holding on to the transponder if I am on the waitlist?

Yes, you can use this transponder once you are released off the waitlist.

I am seeing an option for evening parking and RJC (Burlington) only should I just purchase those if I need to park on campus and Lot M is waitlisted?

No, evening permits do not provide daytime access. Refer to **“I only have evening classes, can I get an evening permit? Where does it allow me to park?”** above. The RJC Burlington campus is offsite and will not include campus parking.