

Frequently Asked Questions

Q: Some unforeseen event has occurred and I am late showing up to the garage, will I lose my reservation?

A: No, as per the Garage's policy all customers are allotted a 30 Minute grace period that starts at the beginning of their reservation period during which they can claim their parking spot. For customer's who need more time, the grace period can be extended for a fee.

Q: Some unforeseen event has occurred and I have missed my reservation, will I still be charged for it?

A: Yes, according to the Garage's policy any customer's who are no-show's to their reservation will still be billed for that time.

Q: I have shown up for my reservation but I am not able to park because the previous customer has not vacated the spot. What will happen then?

A: The garage, will always try finding another parking spot. But, if none are available, then the customer is given a Rain Check, which they can use to make a reservation for free the next time.

Q: For some unknown reason, the license plate reader is not reading my car's license plate. Will I still be able to park even though I have a reservation?

A: The garage would like to apologize this and yes, the customer is still allowed to park but he/she will have to check in using the console/keyboard found at the vehicle elevator.

Q: I have already parked my car in the garage but I will be late in picking it up by the end of my reservation, what can I do?

A: The customer is able to extend their reservation until 30 minutes prior to the end of their reservation, provided that there are vacant parking spots.

Q: I am using a temporary car; will I still be able to park even though this car's license plate is not in my profile?

A: Yes, the customer is allowed to utilize the garage's service, provided that he enters in his member identification number at the console/keyboard at the vehicle elevator. At that time, the system will make a temporary association to that license plate allowing the customer to utilize the garage.

Q: I would like to make reservations for a series of days for a given amount of time; will I be able to do that? Or, I would like to have multiple reservations; will I be allowed to do that?

A: Yes, the customer is allowed to reserve as many parking spots as he would like, provided that the customer understands that he will be billed for a reservation even if he misses it.