



PLAN



PARK



SHOP

Indooroopilly Shopping Centre has introduced Australia's most advanced parking system, **Plan, Park, Shop**. It is the first shopping centre in Queensland to introduce a ticketless parking system based on licence plate recognition, making it easier for you to enter and exit the Centre. A parking guidance system which uses red and green LED-based space indicators and electronic display boards will also guide you to available car parking spaces.

**The first three hours are FREE** and those who park for **over three hours** will have **three ways to pay**:

1. Pay at one of the many pay stations located at the Centre entries. Simply enter your licence plate details and proceed straight to the exit. No tickets will be issued.
2. Pay at the exit. Insert your credit card or utilise pay wave upon exiting at the boom gate.
3. Create an online account at [www.planparkshop.com.au](http://www.planparkshop.com.au) and register your licence plate details before you arrive at the Centre. This allows automatic exit without the need to visit a pay station.

From Wednesday 11 May 2016, customers will be able to park for **FREE for up to 8 hours** when they spend \$150 or more at participating retailers in a single visit at Indooroopilly Shopping Centre. For more information on the "Spend to Receive Free Parking" promotion, please refer to the Q & A's below.

**Q: What changes have been made to the Indooroopilly Shopping Centre car park?**

Indooroopilly Shopping Centre has introduced Australia's most advanced parking system, **Plan, Park, Shop**.

Indooroopilly has become the first shopping centre in Queensland to introduce a ticketless parking system based on licence plate recognition.

The controlled parking initiative also includes a parking guidance system that supports an improved customer parking experience by having:

- Cameras to detect vehicles within each space
- LED-based space indicators which change colour to reflect the status of the parking space
- Electronic display boards to indicate the direction and quantity of available parking spaces
- Signage which is updated as space availability changes
- Extensive signage to guide customers

**Q: Why has controlled parking been introduced at Indooroopilly Shopping Centre?**

The redevelopment of Indooroopilly Shopping Centre has seen Australia's best retailers come together under one roof and there is an opportunity to deploy the latest in technology to provide the best car parking experience for our customers.

The Centre has designed a system to ease congestion, streamline entry and exits, and enable customers to locate parks more easily.

**Q: How does the new parking system work?**

The new system is a timed, ticketless parking system based on licence plate recognition.

Shoppers can create an online account by registering their licence plate number and credit card details. On entry, a camera will capture or recognise licence plate details and a digital screen will display each vehicle's arrival time. Vehicles will not be required to stop as tickets will not be issued.

Once inside the car park, customers can locate an available park using the green and red light system.

When leaving the car park, customers who have spent less than three hours in the Centre can proceed straight to the exit. A camera will recognise licence plate details at each exit and the boom gate will automatically open. Shoppers who have spent more than three hours in the Centre will pay a fee in one of three ways:

- Enter their licence plate details and pay at one of the many pay stations to be located around the Centre, or
- Register their details online and exit the car park as normal. The parking fee will be automatically charged to their credit card, or
- Insert credit card or utilise pay wave upon exiting.

**Q: Why should I register online?**

Customers are encouraged to register their licence plate and credit card details for Indooroopilly Shopping Centre's new parking system [www.planparkshop.com.au](http://www.planparkshop.com.au), for a more convenient parking experience. [Click here](#) to view the terms and conditions.

If customers choose to stay longer than three hours, there will be no need to visit a pay station as the fee will be automatically charged to their credit card.

**Q. How do I register?**

Register your details at [www.planparkshop.com.au](http://www.planparkshop.com.au) before entering the car park. You will need your licence plate and credit card details to register.

**Q: Are all areas of the shopping centre car park part of the controlled parking system?**

Yes, all entrances to the Centre are equipped with the ticketless technology.

**Q: I have a disabled parking permit, will rates apply?**

Customers with an authorised disabled parking permit will be able to park free all day. Authorised disability parking permit holders can register their permit and licence plate details at the Customer Service Centre on Level 1.

**Q: Will my licence plate and credit card number be kept secure?**

Yes. Indooroopilly Shopping Centre will keep all personal details secure in accordance with our [privacy policy](#), which can be found on our website.

**Q: What are the fees?**

Our research informs us of how long our customers spend in the Centre on average and predicts parking will remain free for 95 per cent of our shoppers.

The first 3 hours of parking are free and an additional 30 minute stay at the Centre will incur a \$2 fee.

## Normal Car Park Rates

<b>Up to 3 hrs</b>	<b>Free</b>
<b>3 – 3.5 hrs</b>	<b>\$2.00</b>
<b>3.5 – 4 hrs</b>	<b>\$3.00</b>
<b>4 – 4.5 hrs</b>	<b>\$4.00</b>
<b>4.5 – 5 hrs</b>	<b>\$6.00</b>
<b>5 – 5.5 hrs</b>	<b>\$8.00</b>
<b>5.5 – 6 hrs</b>	<b>\$10.00</b>
<b>6 – 6.5 hrs</b>	<b>\$12.00</b>
<b>6.5 – 7 hrs</b>	<b>\$15.00</b>
<b>7 hrs +</b>	<b>\$20.00</b>
<b>Maximum Daily Rate</b>	<b>\$20.00</b>

### **Q: Is there be a period of free parking available?**

The first three hours of parking per day will be free. Additionally, those entering the car park after 6pm and exiting before 4am will park free of charge. This excludes Thursdays, when it is free of charge for those entering after 9pm.

### **Q: How much do I need to spend to receive up to 8 hours of free parking?**

Customers need to spend \$150 or more at participating retailers at Indooroopilly Shopping Centre in any one visit to receive up to 8 hours free parking on that same day. Multiple receipts totalling \$150 or more can be used across multiple stores.

### **Q: How do I redeem the 8 hours free parking?**

Customers can redeem up to 8 hours of free parking by presenting receipts from participating retailers totalling \$150 or more at the Information Desk on Level 2 or the Customer Service Centre on Level 1 during opening hours (Monday to Wednesday 9am – 5:30pm, Thursday 9am – 9pm, Friday 9am – 5:30pm, Saturday 9am – 5pm and Sunday 10am – 4pm).

### **Q: Can I use the receipts on more than one occasion?**

Receipts totalling \$150 or more can only be used once to redeem up to 8 hours free parking on that same day, in any one day.

### **Q: How does the ticketless system recognise that I have received up to 8 hours free parking when I exit?**

Once customers present receipts totalling \$150 or more at the Information Desk or the Customer Service Centre, a Customer Service representative will ask for the licence plate details.

These details will be entered into the car park system. The customer will then receive up to 8 hours of free parking for that same day. Upon exit, the camera will recognise the customer number plate and the boom will automatically lift. Customers are encouraged to press the Help/Call button located on the exit column when exiting the car park if assistance is required.

### **Q: What stores at Indooroopilly Shopping Centre qualify as a participating retailer?**

Customers can present receipts indicating a product purchase from any retail store in the Centre on the same day. Spend on services will be excluded including Bill Pay, Lottery, Banks & Financial Services, Office Tower Suites and Telecommunication plans.

**Q: Do I need to spend \$150 in one day to receive 8 hours free parking?**

Yes. Customers must spend \$150 in any one day to receive up to 8 hours free parking on that same day.

**Q: Can I keep the free parking for another day?**

Customers can only redeem up to 8 hours of free parking on the same day that a total spend of \$150 or more is made at participating retailers at Indooroopilly Shopping Centre.

**Q: If I do not spend \$150 in one day will I still receive free parking?**

Customers can receive 3 hours of free parking at Indooroopilly Shopping Centre with no minimum spend. A fourth free hour can be redeemed when customers dine at Station Road Dining Restaurants or spend at Events Cinema and validate their receipts at an automatic pay machine. After 4 hours, normal rates apply.

**Q: Can shopping centre staff take advantage of this offer?**

Retailers and shopping centre staff are not eligible for this promotion. As part of the ticketless parking system, Indooroopilly Shopping Centre has assigned designated staff parking areas in the upper levels of the car park. The staff incur a flat daily rate.

**Q: Will staff be in the car park to help?**

The car park is managed 24 hours a day by staff to assist customers. 24 hour Car Park customer assistance is available at the exit booms with drivers encouraged to press the Help/Call button to speak to an operator on exit if required. If customers have concerns they can also contact Centre Management directly.

**Q: If I leave the car park and return later that same day, can I use the remaining hours of the 8 hours of free parking?**

The 8 hours of free parking must be used in one single visit on the day that the customer spends \$150 or more at Indooroopilly Shopping Centre participating retailers. If customers exit the car park after redeeming their 8 allowable maximum hours of free parking and return to the car park that same day, they will be eligible for the standard 3 hours of free parking or 4 hours with Station Road Dining or Event Cinema validation.

**Q: Can I combine Event Cinemas or the Station Road Dining validation offer 'Fourth hour free' with the Spend \$150 campaign to receive a total of 12 hours free parking?**

Customers can utilise one free parking validation offer per visit and free parking validation hours cannot be combined.

**Q: How long will this campaign run for?**

The car park 'spend to receive free parking' campaign will run indefinitely. Indooroopilly Shopping Centre is constantly gathering feedback from customers and reviewing the car park. Any changes to this campaign or future campaigns will be announced in due course.

**Q: How do cinema and restaurant patrons validate parking?**

Cinema and restaurant patrons can enjoy an additional one hour of free parking by using their cinema ticket or barcode ticket from participating restaurants to validate their parking at any pay station.

When visiting Station Road Dining or Event Cinemas, ask for your barcode, proceed to any automatic pay machine, and scan to validate your free parking up to 4 hours. If your visit to the Centre is under 3 hours, proceed straight to the exit to receive free parking. Customers who enter the car park and visit Station Road Dining or Event Cinemas after 6pm (excluding Thursday) will automatically receive free parking until 4am.

Note: There is no cinema or restaurant validation available at the exit gate. Normal rates apply after 4 hours.

Participating Retailers: Pig N Whistle, Corbett & Claude, Nantucket Kitchen & Bar, Ole Fuego, Harajuku Gyoza and Event Cinemas.

**Q: How do motorcycle riders pay?**

Motorcycle riders can park for free in a designated motorcycle bay only. Customers who ride a motorcycle are encouraged to contact the Customer Service Centre to register their motorcycle.

**Q: Are shopping centre staff required to pay for parking?**

As part of the new parking system, Indooroopilly Shopping Centre has assigned designated staff parking areas in the upper levels of the car park. The staff will incur a flat daily rate. The new system will help deter commuters and visitors who park at the Centre to access off-site facilities, ensuring maximum parking is available for customers, staff and Centre visitors.

**Q: If I don't want to pay, where can I park?**

We encourage customers to take advantage of free parking for the first three hours. The Centre has public transport systems close by, including an onsite bus interchange and train station nearby.

**Q: Will I be charged for the time it takes me to park my car?**

The new controlled parking system will make parking quicker and easier. On entry, a camera will capture or recognise licence plate details and a digital screen will display each vehicle's arrival time. Each car's three hour free parking limit will begin on entry.

**Q: Will there be staff to help?**

The car park will be managed 24 hours a day by staff that can assist customers. Every exit will have a call button to contact a staff member for assistance.

**Q: Will the controlled parking system have an impact on parking in the streets surrounding the shopping centre?**

We anticipate the new controlled parking system will make it easier for people to park within the Indooroopilly Shopping Centre car park. Street parking is managed by the Brisbane City Council who currently manage any resident's or local business' concerns about vehicles parked inappropriately in their areas.

**Q: What effect is this expected to have on public transport in the area (i.e. overcrowding on buses and trains)?**

Indooroopilly Shopping Centre liaises extensively with the State Government and the Brisbane City Council which helps ensure demands for public transport are met with suitable services and timetabling.

**Q: What consultation has taken place?**

Indooroopilly Shopping Centre has been reviewing customer recommendations and feedback for some time now, especially concerns about the availability of car spaces during busy shopping periods.

We value the feedback and recommendations of our customers, which is why we are introducing controlled parking and ensuring that our car park is available for customers shopping in the Centre.

**Q: Has Council approved the proposed controlled parking system?**

Council is not required to approve the process as it is on private land and falls under the self-assessable criteria under the Brisbane City Council planning regime.