

Application for Parking Bay – Lake Street Multi Storey Car Park

Please note: Entry Height Clearance is 1.9m

Commencement Date:

Applicant details:

Card holders name

Title:

First name:

Surname:

For companies

Business Name:

Director Name/s:

ABN:

Name of Agent / Contractor if not the Applicant):

Mobile number

Other contract number/s

Email address

Address

Postal address

Type of Card:

Please select	No Required:		Card No: *Office Use Only*
<input type="checkbox"/>		Mon-Fri Permit Holder Fee @ \$130.00 per month (GST Inclusive)	
<input type="checkbox"/>		Mon-Sun Permit Holder Fee @ \$150.00 per month (GST Inclusive)	

Please Note: * Permits provide guaranteed parking between 6:00am to 6:00pm, Monday to Friday only.
 * Weekend charges apply from 8:30am – 6:00pm @ \$1.60 per hour, payable at the pay station.
 * Fees payable are in accordance with Council's Schedule of fees and charges and may vary.

Vehicle Details:

Make:

Model:

Colour:

Registration:

Conditions of Use:

1. **Local Laws:** Use of the Lake Street Multi Storey Car Park ("the car park") is subject to Council's Local Laws, which are available for viewing on Council's web page – <http://www.cairns.qld.gov.au>.
2. **Parking:** The Cardholder is authorised to park only in that part of the car park instructed by the authorised Council Officers or a Council Representative. Such persons shall observe all instructions and directions given or made by authorised Council Officers or a Council Representative relating to the use of, access to, or exit from the car park.

Note: failure to park in the correct location may result in the suspension of your access card.

3. **Access and Hours of Operation:** The access cards give 24 hour vehicular access, seven (7) days a week. The car park operates 24 hours per day, 7 (seven) days per week and will not close. If the access card is used to gain vehicular entry into the car park, it must be used to exit the car park, at all times. Note: Additional charges apply for weekend use.
4. **Liability:** Cars are parked at the risk of the owner/driver, and Cairns Regional Council will not be liable for any loss or damage from or to any vehicle, other property or injury to any person entering, on, or in the car park.
5. **Payment of account:** All card holders are required to have their access cards paid monthly in advance. All account payments can be made by prepaying on the access card at the pay station terminal located opposite the lift on the ground floor via cash, Mastercard or Visa. Directions for account holders on how to pay will be clearly displayed at the pay station terminal. Failure to pay will result in the card holder being unable to enter/exit the car park. Payments are per calendar month.
6. **Lost or stolen cards:** Lost or stolen access cards must be reported, during business hours back to Council. A lost or stolen access card notification form must be signed by the card holder and can be found on Cairns Regional Councils website at www.cairns.qld.gov.au. All fees and charges owing up until the day the card was reported lost or stolen must be paid by the card holder.
7. **The Cardholder may cancel the parking arrangement:** To cancel this parking arrangement, the access card must be handed in to Council and a cancellation form must be signed by the cardholder. No refunds are issued. Cancellation forms can be obtained on the Cairns Regional Council website at www.cairns.qld.gov.au.
8. **Automatic cancellation of access card account:** Where an account remains unpaid for 14 days, the access card will be cancelled and the card holder will be required to make application for a new access card, subject to availability. Access cards cannot be suspended without payment.
9. **Cairns Regional Council may cancel the parking arrangement:** The Cairns Regional Council reserves the right to cancel parking bay reservations by giving one week notice, in writing to the card holder, in such instances the Council shall refund the balance of the parking fee.

10. General Information:

Your access card is identified by the number in the middle of the card.

Your access card number is linked to your Customer Profile.

Your access card is used in place of paper tickets as only casual parking requires a ticket to be obtained upon entry.

An operator is available to provide assistance to all customers via the 'Help' button on each car park Terminal and Pay Station Terminal. This service is available to assist you. By pressing either intercom button you will be able to speak to the operator or you can also telephone **1800 819 560**.

11. Access Card Usage Procedure:

Use your access card each time you enter or exit the car park.

The terminal display will advise of your card's paid expiry date each time it is used.

Scan your access card in front of the yellow arrows at each terminal even if the barrier is raised.

Never insert your parking card into the entry or exit terminals.

Note: you must keep your card in sequence (i.e. entry, exit) otherwise your card will not work.

12. Access Card Payment Procedure:

- a) Use your Access Card to enter the car park.
- b) Attend the Pay Station Terminal immediately after entry.
- c) Press the HELP button and swipe your access card on the yellow symbol at the Pay Station Terminal when instructed by the operator (the fee payable will be displayed on the screen).
- d) Make payment of the displayed fee.
- e) Your access card validity will be extended by the relevant time period.
- f) Continue to use your access card as instructed.

Note: the expiry date on your card will be extended by the indicated time period upon successful payment of the fee.

Example 1: Card expires on 31 December and the monthly renewal fee is paid on 28 December, then the new expiry date is 31 January.

Example 2: Card expires on 31 December and the monthly renewal fee is paid on 03 January, then the new expiry date is 31 January.

13. Consequences of failing to follow the Payment Procedure:

Failing to ensure that your access card is current and does not require payment will result in the following consequences:-

- Your access card will not work to allow entry / exit; and
- You will be required to contact the operator via the intercom to request assistance and provide an explanation; and
- You will inconvenience and delay yourself and any other customers who are leaving the Car Park at that time.

Failing to scan your access card into a Terminal where the barrier is raised will result in the following consequences:-

- Your access card will go 'out of sync' and will not work at the next Terminal;
- You will be required to contact the operator via the intercom to request assistance and provide an explanation; and
- You will inconvenience and delay yourself and any other customers who are using the Car Park at that time.

Continued failure to follow the procedures of, and adhere to the Conditions of Use of the Car Park will result in your access card being cancelled.

14. Preventing Damage to your Access Card:

Do not leave your access card in your vehicle;

Do not expose your access card to excessive heat;

Do not store your access card near magnetic devices or where there is a strong magnetic field (i.e. Car Speakers, Mobile Phones, Magnetic In-Store Security Devices, etc.); and

Treat your access card carefully (like you would your Credit Card).

Declaration:

I, the undersigned, declare that the following has occurred:-

- I have requested that an access card be provided to me;
- I acknowledge that all administration fees are non-refundable under any circumstances;
- I acknowledge that any and all fees paid for an access card are non-refundable (unless the access card is cancelled by Cairns Regional Council under paragraph 9 above);
- I acknowledge that I have received and read the Instructions and Conditions of Use relating to this access card;
- I acknowledge that any questions regarding the use of this access card have been answered fully by an authorised Council Officer or Council Representative; and
- I acknowledge that failure to use this access card in accordance with the instructions provided may result in the card being blacklisted and any fees paid being forfeited.

Full Name:	Signature:	Date:

Please return completed form to Regulated Parking at:

PO Box 359 Cairns 4870 or regadmin@cairns.qld.gov.au

Cairns Regional Council – Information Privacy Statement

Your personal information has been collected for the purpose of assessing your Application for Approval. The collection of your information is authorised under the *Local Government Act 2009*. You are providing personal information which will be used for the purpose of delivering services and carrying out Council business. Your personal information is handled in accordance with the *Information Privacy Act 2009* and will be accessed by persons who have been authorised to do so. Your information will not be given to any other person or agency unless you have given Council permission or the disclosure is required by law.