

WHAT DOES THE NEW SYSTEM MEAN FOR OUR CUSTOMERS?

NOW 2 HOURS FREE PARKING!

If your visit is within two hours, you'll enjoy free parking. Simply proceed to any exit and the boom gates raise automatically – it's that easy.

NO PAPER TICKET

For your convenience our new parking system uses licence plate recognition so there are no paper tickets.

CHECK YOUR ENTRY TIME

It's easy to keep track of when you entered the car park by simply typing your licence plate details into any one of our automated pay stations located near the lobby entrances.

REGISTER FOR EASY EXIT

Register for ticketless parking and if there are any parking fees, you'll enjoy quick drive in, drive out convenience as we'll automatically charge your credit card.

SECURITY

The new ticketless parking system is part of an ongoing investment in increased security and safety for our customers and retailers.

TICKETLESS PARKING

NOW 2 HOURS FREE PARKING!

A GUIDE FOR CUSTOMERS

REGISTER TODAY AT
OAKLEIGHCENTRAL.COM.AU



VISIT OAKLEIGHCENTRAL.COM.AU
FOR MORE INFORMATION.



A MESSAGE TO OUR CUSTOMERS

As part of a planned refurbishment of Oakleigh Central, we've introduced a new parking system to offer you a better parking experience seven days a week.

We've introduced the new parking system in response to feedback from our customers, who have told us the car park at Oakleigh Central has become congested by commuters using the available parking which means they aren't able to access convenient car parks throughout the day.

The new parking system includes parking guidance technology to make it easy to find a park, electronic display boards indicating the direction and quantity of available parking spaces, ticketless payments and licence plate recognition for the best parking experience. If your visit is within two hours, you'll enjoy free parking. Simply proceed to any exit and the boom gates will raise automatically – it's that's easy. Further information on rates is included in the FAQ section. To help answer any questions you may have, we've put together this guide with all the answers. Alternatively, visit oakleighcentral.com.au



Register today at oakleighcentral.com.au

THE ANSWERS TO YOUR QUESTIONS

Q. WHY IS OAKLEIGH CENTRAL INTRODUCING THIS PARKING SYSTEM?

We are committed to providing modern, easily accessible and secure parking for our customers and retailers seven days a week.

We have introduced the new parking system in response to feedback from our customers, who have told us the car park at Oakleigh Central has become congested by commuters using the available parking which means they aren't able to access convenient car parks throughout the day.

Q. HOW DOES THE TICKETLESS PARKING SYSTEM WORK?

Our new modern parking is a timed and ticketless system based on licence plate recognition.

On entry there is no boom gate or tickets given so you can drive straight in with a digital board displaying your arrival time.

Once inside, you can easily find available spaces with the parking guidance technology green and red lights indicate where to park. Real-time electronic display boards will also guide you to available spaces by indicating the direction and location of those available.

When you are ready to leave, if your visit is within two hours, you'll enjoy free parking and you can simply proceed to any exit, the parking system will recognise your licence plate and the boom gate will raise automatically – it's that easy.

If you stay longer than two hours, simply pay for your parking at any of the automated pay stations in the centre by entering your licence plate details and paying via credit or debit card or cash. Drive to any exit where the parking system will recognise your licence plate and the boom gate will raise automatically.

Alternatively register your details with us and simply drive to any exit and if there are any parking fees, you'll enjoy quick drive in, drive out convenience as we'll automatically charge your credit card. You can view your transactions in your online account at parking.vicinity.com.au.

Q. WHAT IS THE PARKING RATE FOR CUSTOMERS?

From 12 November 2018, customers will enjoy two hours free parking, with the following rates applying thereafter:

| | |
|------------------------|---------|
| 0 – 2 hours | FREE |
| 2.0 – 3.0 hours | \$5.00 |
| 3.0 – 4.0 hours | \$10.00 |
| 4.0 – 5.0 hours | \$20.00 |
| 5.0 + hours | \$30.00 |
| Disabled permit holder | FREE |

THE ANSWERS TO YOUR QUESTIONS

1. Go online, and visit; parking.vicinity.com.au.
2. Following the prompts, you will need to create a parking account, where you will enter your personal and vehicle details and nominate your payment preference.
3. Your payment options are via credit card or a pay-as-you-go account that means you will pay at a ticket machine before exiting the car park.

NOTE: It is the responsibility of all individuals to manage their parking account and keep their personal and vehicle details updated before entering Oakleigh Central.

Q. ARE MY PERSONAL AND CREDIT CARD DETAILS SAFE?

Yes, Oakleigh Central keeps all personal details secure in accordance with our privacy policy which can be found on our website oakleighcentral.com.au or on request from our Centre Management Office. This policy adheres with Australia's Privacy Act.

Q. WHAT ARE THE BENEFITS OF REGISTERING FOR TICKETLESS PARKING?

If you register for ticketless parking and if there are any parking fees, you'll enjoy quick drive in, drive out convenience as we'll automatically charge your credit card.

Q. WHAT IF I HAVE A DISABLED PARKING PERMIT?

Oakleigh Central offers free all day parking for disabled parking permit holders. Please register your permit details with us by visiting our Centre Management Office. For further information email us at oakleighcentral@vicinity.com.au

Q. WHAT IF I LEAVE AND COME BACK?

If you leave and return within 45 minutes, then this is classified as one visit. If you leave and come back after 45 minutes, then this is classified as two visits and the applicable rate will apply on both exits.

Q. WHAT SHOULD I DO IF I NEED ASSISTANCE AT THE PAY STATION OR EXIT GATE?

Please press the intercom HELP button on the automated pay station or exit gate column and a member of our team will assist you.

Customers who spend more than \$30 at Coles or Woolworths can park for an extra 30 minutes FREE (2.5 hours FREE in total), simply by scanning their shopping receipt on the automated pay stations, located at each lobby entrance before exiting.