

Parking at Civic West car park University of Newcastle

The University, through a license agreement with Hunter Parking and Storage, has access to discounted parking on Levels 8 – 11 of the Civic West carpark. In order to utilise these discounted spaces, you first need to register and set up an account with Hunter Parking and you must park in the UON designated car space on level 8-11. Failure to park in this area will mean that you will be charged the normal advertised car park rates.

As part of the registration process, you will need to add a monetary value to your account. This is done on your first visit to the carpark. You simply scan your permit barcode and load money onto your account at the ticket machines. The licence plate recognition at the carpark will then automatically debit your account with the UON discounted carpark fee when you exit.

When you register, you will be emailed a parking permit. It is recommended that you print this permit and take it with you. You will need this permit to 'top up' your account with money, and if you encounter any issues accessing the parking, you can scan the barcode on the permit at the boom gate.

GETTING STARTED

Setting up your account

1. Prior to using the car park, complete the registration process at hunterparkingpermits.cds.com.au
2. To receive a UON discounted rate you must use your **@newcastle.edu.au** or **uon.edu.au** email to establish a UON account
3. Ensure you select 'Add permit' to your account

The screenshot displays the 'HUNTER PARKING AND STORAGE PERMITS' website. The account information section shows the following details:

- Username: UONUSER
- E-mail: johnsmith@newcastle.edu.au
- Plate Numbers: ABC123, XYZ987

Below the account information is a 'My Permit List' table with the following columns: Suspended, Purchase Date/Time, Permit Title, Start Date/Time, End Date/Time, Amount, Approval, and Action.

At the bottom right of the page, there is a search bar labeled 'View payment history' and a blue button labeled '+ Add permit' which is circled in red.

Available Permits

Permit Title	Approval Required	Restricted By	Amount	Action
University of Newcastle Parking Permit	No	2018-02-01 00:00 - 2019-02-01 00:00	0.00	+ Add permit

[← Back to account page](#)

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Account information

Username: UONUSER

E-mail: johnsmith@newcastle.edu.au

[Edit account details](#)

Plate Numbers: ABC123, XY2987

My Permit List

Suspended	Purchase Date/Time	Permit Title	Start Date/Time	End Date/Time	Amount	Approval	Action
No	2018-02-07 08:38	University of Newcastle Parking Permit	2018-02-01 00:00	2019-02-01 00:00	0.00	Accepted	+ View

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[View payment history](#)

[+ Add permit](#)

Note: you can add multiple licence plate numbers if you utilise different cars, however only one vehicle on your account can access the carpark at a time.

4. You will receive an email with your permit barcode. **You will need to print this and take this with you on your first visit to the car park.** Also, ensure that you keep this permit barcode in your glove box in the event that the licence plate recognition (LPR) cameras do not work correctly.

First Visit to Civic West

1. Ensure you have sent up an account hunterparkingpermits.cds.w.com.au
2. Enter the car park through the main entry off Gibson St. Boom gate will automatically raise. **To receive UON parking rates you need to park in the UON identified areas on levels 8 to 11.**
 - a. **NOTE:** Signage is located throughout these levels to identify this as the UON parking area.
3. The entry to level 8 has a boom gate and the License Plate Recognition Cameras will verify if the user is a UON staff/student account holder and raise the boom gate.
 - a. **NOTE:** If the licence plate recognition camera does not recognise your licence plate, please present your permit barcode to the scanner on entry to raise the boom gate.
4. On your first visit, go to the ticket machine on level 6 or the ground floor and scan your permit barcode to load credit onto your account. Ticket machines are located on level 6 and ground floor near the lift. Once you have loaded funds onto your account, you will not need to return to the ticket machine before leaving.
 - a. **NOTE:** There is a \$30 minimum fee when paying by credit card, but no minimum amount when paying by cash. UON discounted parking rates are charged at **\$2.50per hour** with a maximum of **\$10** for all day parking. Please ensure your account has sufficient funds to meet your parking needs.

Returning to your car

1. When you are ready to leave, return to your vehicle and exit the UON identified parking area. A boom gate and licence plate recognition camera is located on Level 8 as you exit the car park. This will validate your licence plate and ensure you will be charged the UON discounted parking rate.
 - a. **NOTE:** You will have 10 minutes from the time you exit the UON designated parking area to reach the main car park exit.
2. Drive to the main car park exit located on the ground floor (Gibson Sstreet). The licence plate cameras will again verify your licence plate and calculate your correct UON fee. Your daily fee will automatically be deducted from your account with the balance of your account displayed as you exit.
 - a. **NOTE:** If you do not have sufficient funds on your account you can pay by credit card at the boom gate exit – it does not accept cash. A minimum fee of \$30 will be deducted from your credit card and placed on your parking account. However you will only be charged the parking rate applicable for your visit.
 - b. **NOTE:** if the licence plate recognition camera does not recognise your licence plate, scan your permit barcode. It will identify you as a UON registered user and calculate the correct fee.

Topping up your account

1. If you need to top up your account with additional funds present your credit card at the exit gate and the minimum recharge (\$30) will be added to your account with the daily fee then being deducted or prior to returning to your car go to the ticket machined located on level 6 or the ground floor.
2. Scan the permit barcode and top up by credit card or cash.
 - a. **NOTE:** There is a \$30 minimum fee when paying by credit card, but no minimum

- amount when paying by cash. The machine will provide a tax invoice upon payment.
3. Return to your vehicle and exit the car park.

Points to note

1. The permit barcode is your back up if the license plate recognition camera do not identify you as a UON registered user.
2. You must park on levels 8-11 in the UON designated parking area to receive the UON discounted fee. If you do not park in this area you will be charged at the Gibson Street advertised car parking rates.
3. If returning outside of the car park operating hours (ie between 8pm to 5am), the doors located on the ground floor will be locked. You need to input your vehicle registration into the wall mounted unit next to the doors to unlock to door into the car park.
4. Remember that provided you have sufficient credit loaded on your account, you do not need to go to the ticket machine before leaving.
5. You will have 10 minutes from the time you enter the car park to reach the boom gate to enter the UON designated parking area. On exiting the UON designated parking area you will have 10min to reach the main car park exit.
6. At the main exit located on Gibson Street, the license plate camera will verify your car as a UON registered user and will deduct the appropriate funds from your account prior to raising the boom gate.
7. If you need to check your balance in your account you will need to do so at the ticket machines located on level 6 or ground floor using your permit barcode. Your balance will also be displayed at the boom gate at exit.