

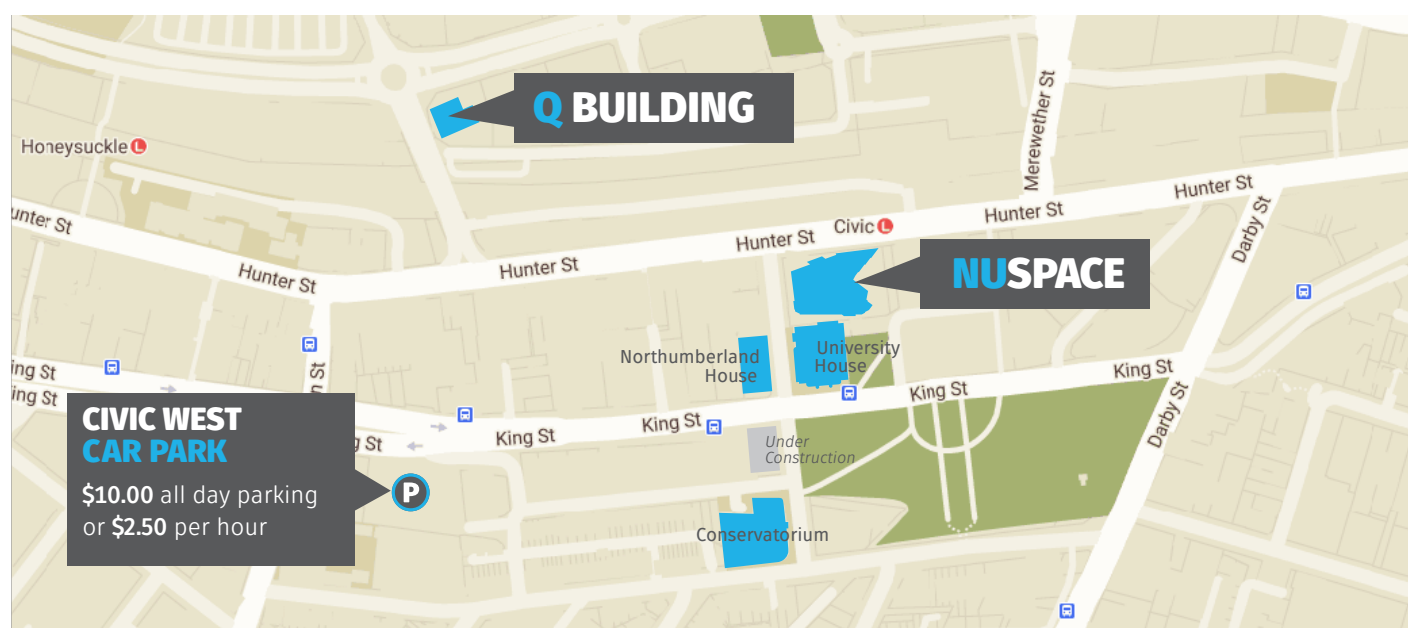
PARKING AT CIVIC WEST CAR PARK



Students and staff of the University of Newcastle can access a discounted parking rate at Civic West car park. Operated by Hunter Parking and Storage, the Civic West car park is conveniently located near buildings within the Newcastle City campus.

Opening hours

The car park is open 24/7, with core operating hours of 5:00am – 8:00pm.



To access the Civic West car park you will need



University staff
or student card



A valid debit
or credit card

Contact Infrastructure and Facilities Services to have access added to your University ID card before your first visit.

If you are issued a new University ID card, please visit Student Central hub or Infrastructure and Facilities Services at Callaghan to have access reapplied. Access does not automatically transfer to replacement cards.

University user rates table

DURATION OF STAY <i>Per parking session</i>	RATE
Up to 15 minutes	FREE
16 minutes - 1 hour	\$2.50
1 hour - 2 hours	\$5.00
2 hours - 3 hours	\$7.50
3 hours - 24 hours	\$10.00



The minimum credit card transaction is \$10

Pay at the ticket machine before you exit the car park if your parking fee is less than \$10 and you do not wish to maintain a parking profile credit. Any balance will remain as parking profile credit.



How to gain entry



To access discounted parking rates at Civic West, **Contact Infrastructure and Facilities Services** to have access added to your University ID card before your first visit. If you choose to, you can add credit to your account for a faster exit at the car park.

At the car park entry, a digital sign will show the number of available University bays within the parking station. You can still park in the car park if the available University bays are zero, however you will be required to pay the standard Hunter Parking and Storage rate.

When you pull up at the boom gate, you will see a University Access Reader on the console (left). Hold your University student or staff card at the reader. When your card has been accepted, the reader will beep.

On entering the car park, the vehicle licence plate will be stored on your parking profile for the parking session. Upon entry you can park in any parking bay in the building, excluding specifically marked reserved bays. If your visit is less than four hours and you don't have credit on your parking profile, you can pay your fee at the ticket machine prior to exiting.

Note: If your card is not accepted, you can choose to either leave the parking station or enter the car park as a casual user by pressing the green button. If you choose to enter as a casual user, you will pay casual user rates not discounted University rates. You have 15 minutes to exit the car park before you are required to pay.

Exiting the car park

When exiting the car park the license plate camera at the boom gate will verify your car as a University registered user.

If you have not paid at the ticket machine and do not have credit on your parking profile, the display reader at the boom gate will show the applicable University rate for the session. Simply tap your chosen debit or credit card to make the payment. You will receive a receipt at your university email for your parking session. If the boom gate does not open, press the intercom to contact Hunter Parking and Storage staff for assistance.

Regular users of the car park

If you use the car park on a regular basis, you can choose to top up your parking profile. Payments to your parking profile are in \$10 increments only. Payments can be made by credit card or cash at the ticket machines within the car park.

To access your parking profile, hold your University ID card at the reader at the ticket machine. Your name and your parking balance details will display on the screen. You will then be given the option to top up your parking balance with a credit or debit card or cash. As long as you have a positive balance, the parking fee will be deducted at the exit boom gate. A transaction email receipt will be sent to you from Hunter Parking and Storage.

After Hours Pedestrian Access

When you drive out of the car park, the boom gate and building roller door will open for you to exit the building.

If returning to the car park outside of the car park operating hours (i.e. between 8:00pm to 5:00am), the main entry doors and vehicle roller doors located on Gibson Street will be locked. You will need to enter the car park via the King Street after hours pedestrian entry door. This door has an after hours reader located on the wall next to the entry door. Simply tap your staff or student card on the reader to gain access to the car park.