

WALNUT CREEK PARKING GARAGE FAQs

Q: How much does parking cost if I am a club member?

A: Club members, excluding hotel guests, will be given 3 hours of complimentary parking, which is automatically applied to the ticket you receive upon entering.

Any time after 3 hours, the following fees apply:

- 4 hours: \$5
- 5 hours: \$10
- Daily max at \$25

Q: When I pull up to the gate, what button do I push to get a ticket to enter the garage?

A: Push the button that says, "Press for Ticket".

Q: If I am a club member and I am under the 3-hour time limit, do I need to get my ticket validated before leaving?

A: No. If you are under the 3-hour time limit, the ticket you took upon entering the gate will be automatically validated and you just need to feed the same ticket into the machine when exiting.

Q: How long does the process of paying for exit at the gate take?

A: Payment should take 30-45 seconds but can take up to a minute.

Q: How do I process my payment?

A: Feed your original ticket into the machine, select your payment type, insert payment card into the system, then remove card and the gate will open.

Q: How long does the gate stay open to let my vehicle pass?

A: You should have enough time to safely exit the gate immediately after payment. Tailgating of any kind is prohibited and will damage your vehicle.



WALNUT CREEK PARKING GARAGE FAQs

Q: How are parking charges applied?

A: If a club member is over the 3-hour complimentary limit, the following fees will be charged to the ticket received upon entering.

Any time after 3 hours, the following fees apply:

- 4 hours: \$5
- 5 hours: \$10
- Daily max at \$25

When you feed that ticket into the parking machine at the exit gate you will be asked to make a payment with a credit or debit card. Cash is not accepted.

Q: If I leave my car overnight, over 24 hours, will it be a max \$25 rate?

A: Leaving your car overnight is prohibited, and additional fees beyond the \$25 max daily fee may apply.

Q: Can we do a club member charge for parking?

A: Club member charging is not currently available.

Q: What payment methods can I use?

A: We only accept a valid credit or debit card.

Q: What happens if I lose my ticket?

A: There is a \$25 fee per lost ticket.

Q: What happens if I get stuck at the gate?

A: There is a call button available at the gate stations that you can ring for assistance.

