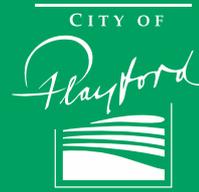


CITY OF PLAYFORD WINDSOR CARPARK – FAQs



NEXT GREAT CITY

The City of Playford's new Windsor Carpark in the Playford CBD will be open for business from November 2018. The new carpark, located on the corner of Main North Road and Philip Highway, will service the parking requirements of our growing CBD and cater for community events around Prince George Plaza and Fremont Park.

Why do we need a multi-level carpark in the Northern CBD?

Car parking space is a critical factor in ensuring the success of the new CBD hotel, retail ventures, medical hub, government offices and Playford Arena – projects that will greatly increase visitation to the CBD, creating the need for parking spaces. The \$7.4 million carpark has received \$1.5 million in State Government funding and created 64 construction jobs during its build.



What is the carpark's capacity?

The 5.5 storey carpark has 361 parking spaces, including a total of eight disability parks throughout the carpark located adjacent to the elevators.

How do I get there?

The carpark entrance is on Prince Charles Street – enter via the new Main North Road slip lane or via Playford Boulevard.

What are the opening times, fees & charges?

Casual Parking Hours	
Mon - Fri	6.00am - 10.30pm
Sat - Sun	6.00am - 11.30pm
Casual Parking Rate	
(Fees are based on 24hr period)	
Monday - Friday	
0-3 hrs	FREE
3-4 hrs	\$1.00
4-5 hrs	\$3.00
5-6 hrs	\$5.00
6-8 hrs	\$7.00
8+ hrs	\$15.00
Saturday - Sunday	
0-4 hrs	FREE
4-5 hrs	\$2.00
5-6 hrs	\$3.00
6-8 hrs	\$5.00
8+ hrs	\$10.00
Lost Ticket Maximum Daily Rate	

Are there any concessions, early-bird deals or free-parking periods available?

Parking is free for the first three hours on weekdays and for the first four hours on weekends.

Grenville Hub Members and Grenville volunteers are eligible for free parking, providing they are attending the Grenville Hub and have their ticket validated (see validation details below).

City of Playford staff and visitors to the new hotel and medical hub are entitled to the normal three hour free period (four hours on weekends). There are no concession card discounts. No early-bird parking deals are currently available.

How do I validate my ticket?

Grenville Hub Members and Grenville volunteers who are eligible for free parking (ie, they are attending the Grenville Hub), must obtain a 'follow-on ticket' from the Grenville Hub before returning to the carpark. The ticket machine located on the ground floor of the carpark will accept your parking ticket and indicate the fee. The follow-on ticket will then discount the fee to nil. It is the responsibility of the ticket-holder to obtain the follow-on ticket. Time limits will apply once the validated ticket is issued requiring you to vacate the carpark within 20 minutes. No refunds will be issued.

What disability access is available?

There are a total of eight disability parks within the carpark, located adjacent to the elevators on each floor. There is a mobility-friendly ramp from the ground floor elevator exit to the road level on Prince Charles St.

How do I pay for my parking?

Take the entry ticket produced at the entry gate as you enter. When you are ready to leave, insert your ticket into the ticket payment machine located on the ground floor. The ticket machine will indicate the payable fee. You can pay the fee with cash or credit/debit card. You can also pay by card at the exit gate.

Will a staff member be onsite?

Smart carparks do not require an operator to be onsite. A voice operator is available 24/7 via the ticket machine. A push button will initiate a call to assist in resolving any ticketing/carpark issues you may have.

What if I lose my ticket?

Loss of ticket requires the payment of the maximum day rate. Follow the instructions at the ground floor ticket machine, using the 'lost ticket' button.

Will there be reserved parking bays or can I purchase a reserved car space?

This facility is currently not offered, but may be offered in the future.

How do I access my car out of hours?

As long as you have entered the carpark during operational hours, have your ticket, and pay the fee required, the exit gate will open to allow you to leave the carpark.

What types of vehicle can use the carpark?

Most types of cars and motorcycles can be accommodated in the carpark. The maximum height clearance of the carpark is 2.4m.

How do I report damage, theft or other security issues?

The City of Playford 24/7 contact service is available on 8256 0333. The carpark has a CCTV system to assist with customer safety and security.

Are there any other parking spaces near to the Civic Centre, Library and Grenville Hub?

There are a number of street-level parking options currently available around the Civic Centre and along Prince Charles Street. With a number of Northern CBD projects now underway, the availability and usage of these spaces will change over the coming 12-18 months. Please check the signs at these locations.

NB: The signed parking spaces for the GP Plus medical clinic next to the Civic Centre are on private property and for use by GP Plus staff and customers only.

What do the carpark's colours represent?

The chosen colours represent the diversity of our City of Playford. The green represents the agricultural regions, the whites and blues point to the mix of white and blue collar workers that make up our workforce. These colours intertwine to represent Playford's diverse, yet connected community.

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