

CITY OF PLAYFORD

WINDSOR CARPARK

Frequently Asked Questions



The City of Playford's new Windsor Carpark in Playford's 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 at 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, Grenville Centre and potential future developments – projects that will greatly increase visitation to the CBD creating the need for parking space. 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 – via the new Main North Road slip lane or via Playford Boulevard.

Casual Parking Hours

Entry	Daylight Hours
Exit	Anytime

Casual Parking Rate

(Rates are based on a 24hr period)

Monday - Sunday

0-2 hrs	FREE
2-3 hrs	\$1.00
3-4 hrs	\$3.00
4-5 hrs	\$5.00
5-6 hrs	\$7.00
7+ hrs	\$8.00
Early Bird	\$5.00

Early Bird

Entry before 9.00am
Exit between 2.00pm and 7.30pm

What are the hourly rates?

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

First two hours free 7 days a week, early bird parking \$5 arriving before 0900 and exiting between 1400-1930.

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).

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 car-park 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 is a total of eight disability parks within the carpark. They are 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 Street.

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. There is 24/7 voice operator available at the ticket machine. A push button will initiate a call to the call centre to assist in resolving any ticketing or carpark issues you may have.

What if I lose my ticket?

Lost tickets will be charged at \$15, follow the instructions at the ground floor ticket machine, using the 'lost ticket' button.

How do I access my car out of hours?

If your car is in the car park after hours, you can access the carpark via the pedestrian access doors using your car park ticket. The gate will raise and roller door open when exiting, after payment has been made.

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

24/7 Reserve parking is available to lease at \$100 per month ex GST.

What types of vehicle can use the carpark?

Most types of vehicles and motorcycles can be accommodated in the carpark. The maximum height clearance is 2360mm.

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. Please note: 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 while 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.

CONTACT

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