

Ticketless Parking

Frequently Asked Questions



Birkenhead Point has introduced ticketless parking, providing customers with the convenient option to park at the centre with ease. Ticketless parking takes away the need for a ticket with the latest in number plate technology, allowing customers to enter and exit the car park quickly.

How will it differ from my current parking experience?

Physical tickets will no longer be issued at entry into the car park. Instead, your number plate will be recognised at entry and exit.

Will I still receive 3 hours free parking?

Parking will continue to remain free for up to 3 hours, with rates applied after the free period. Customers parking under 3 hours will be able to exit the car park with the boom gate lifting automatically.

What happens if I park over 3 hours?

Parking over 3 hours will incur a fee. There are three easy ways to pay for parking if you have parked at the centre for over 3 hours:

1. At any pay station by typing in your number plate details
2. At the boom gate using a credit or debit card
3. Registering on the centre website to choose the option to have fees automatically deducted from your nominated credit or debit card

What are your parking rates?

Parking rates are listed below.

BIRKENHEAD POINT

First 3 hours FREE* parking

0.0 - 3.0 hours	FREE*
3.0 - 3.5 hours	\$5
3.5 - 4.0 hours	\$8
4.0 - 4.5 hours	\$10
4.5 - 5.0 hours	\$12
5.0 - 5.5 hours	\$15
5.5 - 6.0 hours	\$20
6.0 - 6.5 hours	\$25
6.5 - 7.0 hours	\$30
7.0 + hours	\$40

*Once per day unless exit has been over 30 minutes

2.5% surcharge applies to in-centre credit card payments.
Certain areas of the Car Park may operate on varied hours.
Staff must park in designated Staff Parking Area.

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How will I know what I've been charged?

Customers can review and print their statements online at parking.birkenheadpoint.com.au. If you have any concerns about your payment history, please contact our Car Park Management team on (02) 9080 8636.

Why should I register?

Register for Ticketless Parking to avoid pay stations, shop longer and get home faster - simply drive out, and if there are any parking fees due, we'll automatically charge your card. Customers can then access statements and update all personal details as needed online.

How do I register for ticketless parking?

Register with your number plate and credit or debit card online.

Please find instructions below:

1. Visit parking.birkenheadpoint.com.au
2. Select '**Register Here**'
3. Add your personal details to the fields (note: all fields are mandatory)
4. Read and accept the Terms & Conditions
5. Select '**Next Step**'
6. Add your vehicle details and select '**Next Step**'
7. Update payment details by adding your credit or debit card
8. Review your details to make sure they're correct and select '**Complete Registration**'

You will receive a confirmation email shortly after to your nominated email account advising that your details have been approved. Please log into your ticketless parking account to set your password.

Note – online registrations may take up to 24 hours to become active.

If you require further assistance, please visit Guest Services on Level 2, adjacent to Polo Ralph Lauren or alternatively contact our Car Park Management team on (02) 9080 8636 or via email birkenheadpoint@pointparking.com.au.

How do I keep track of how long I have parked?

You can check what time you entered the car park by typing in your number plate into any of the pay stations listed below:

- Ground floor near Flight Centre (Green Car Park Level)
- Level 1 near Chemist Warehouse (Blue Car Park Level)
- Level 3 near Bed Bath N' Table (Gold Car Park Level)
- Level 4 Car Park Lobby (North Car Park Bridge Entry)
- Level 5 Car Park Lobby (Installed April 10)

What if I can't remember my number plate?

It is important to remember your number plate as it will become your ticket.

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I use the car park several times a day, how much will I be charged?

If you exit the centre and want to return on the same day, there must be 30 minutes between exit and re-entry in order to receive another 3 hours free parking. If you enter within this time frame, you will be charged the full daily rate as stipulated on the pay stations.

How do I register for parking with a disability permit?

All disability permit holders are eligible for free parking at Birkenhead Point. To register, please visit Guest Services on Level 2, adjacent to Polo Ralph Lauren with your disability permit.

I work in the centre, how can I find out about parking?

There is a discounted rate for retail staff members, for more information on retail staff parking rates please visit Guest Services on Level 2.

Is my personal information safe? Do you have a privacy policy?

Personal details provided by you are secure and in accordance with the Mirvac Privacy Policy which can be found at birkenheadpoint.com.au or available on request at Guest Services on Level 2, adjacent to Polo Ralph Lauren.

Who do I contact with questions or where can I find out more?

For further enquiries, please contact our Car Park Management team on (02) 9080 8636 or at birkenheadpoint@pointparking.com.au.