

PARKING RULES AND REGULATION AT CHARLOTTE PLAZA

In the Parking Agreement, you agreed to abide by all reasonable rules and regulation, now or in the future pertaining to the use of the facility as may from time to time be prescribed by Parking Operator and further agrees to reimburse Parking Operator for any expenses incurred as a result of violations thereof, including to activation, reactivation fees, boot fees, towing fees, etc.

Access to Charlotte Plaza Parking Garage

- **24/7 Use:** As a monthly parker, you have access 24 hours a day/7 days a week to the Charlotte Plaza parking garage unless otherwise specified by your parking agreement or if the garage closed is for maintenance/repairs.
- **Parking Audits:** Audits of the deck are completed daily to ensure all parking regulations and procedures are being followed.

Parking Account Management

- **Assistance:** For assistance with your parking account or parking needs, please contact Mark McMahan, the Parking Facility Manager, at 704-347-4340 or via email at mmcmahan@spplus.com or Marek Nelson, the Parking Customer Service Rep, at 704-347-4342 or via email at mnelson@spplus.com.
- **Office Hours:** The Parking Office hours are Monday thru Friday, 8am to 5pm. Please call 704-347-4342 and leave a message if no one is in the office at this time. We will get back to you as soon as possible.
- **Changes to Account:** You must notify us of any address, phone or vehicle changes as soon as possible.
- **Convenient On-line Payments:** For your convenience, you may sign up for online payments at www.spplus.com for monthly payments to automatically draft from your credit, debit or checking accounts.
- **Due Dates Individual and Corporate:**
 - **Individual Parking Accounts:** Payments for parking individuals are due on the 1st of the month and considered late after the first and a late fee of \$20 will be assessed on the 5th. Transponders will be turned off on the 6th if payment has still not been received. If transponder is turned off there will be a \$25.00 reactivation fee and the \$20.00 late fee before the transponder can be reactivated.
 - **Corporate Accounts:** Corporate Accounts are due on the 1st of the month and a late fee per each account will be assessed on the 10th. Transponder will be turned off on the 22nd if payment has still not been received.

Cancellation of Parking: Cancellation of parking is required in writing with 30 day notice.

Unreserved Parking: Unreserved parking is located on levels 3 thru 8.

Reserved Parking: Reserved parking is located on levels 1 & 2 of the parking deck, several others are scattered in the garage. All reserved parking spaces are clearly marked. If you are not a Reserved Parker, you must **not** park in a reserved space. Violation of this may result in towing vehicle or boot and a fine of \$50.00.

- If a reserved parker gives you permission to park in their reserved space, the reserved parker must inform the parking office of this arrangement prior to you parking in the reserve space. Failure to do this could result in a boot and a fine of \$50.00.

Transponders

- **Attach Transponders to the Windshield:** Transponders **must** be attached to the windshield for maximum reception and efficiency. Transponders are not to be shared or used with any other

vehicle other than the one registered with Standard Parking. Failure to abide by this could result in a \$25.00 fine or termination of parking privileges.

- **New or Temporary Cars:** If you drive a different car to work (rental car, second vehicle, etc.) that does not have your transponder in it, please pull a parking ticket when you enter the garage. Bring your parking ticket to the parking office to have it validated at a courtesy. We will need to check the database to ensure the vehicle is not in the garage,
- **Additional Transponder:** A 2nd transponder may be purchased for \$25.00 for a separate car under the same account. Please note that only one car may park in the garage at a time if a second transponder is purchased for the same account.
- **Piggy Backing or Tailgating Illegal Entry:** Please note that we have cameras located at the entry and exit of the garage. If you, in the garage staff opinion, allow illegal garage entry/exit via tailgating or another avenue to another vehicle your parking privileges may be terminated, or at the discretion of the garage staff, your transponder may be turned off and you will pay a \$50.00 reactivation fee. By accepting this agreement you should report anyone suspected of entering or exiting under your account via tailgating. We primarily hold the monthly account holder responsible for reporting incidents.

Vehicle Work:

- If you need assistance with starting your car or a low/tire please call the office at 704-347-4342. You will be asked to sign a waiver form so the staff can assist. **For liability reasons, no other work in the garage is permitted.**

Monthly Parkers:

- **Reserved Parkers:** By your agreement you agree to park in the reserved parking space assigned to you. If you park in the parking space other than your reserved parking space your Transponder will be immediately turned off and you will pay a \$50.00 reactivation fee. In addition, your car may be booted or towed. The boot charge is 50.00 and the towing fee is subject to Charlotte area towing rates.
- **Unreserved Parkers:** By your agreement you agree to park in any of the unreserved parking space available to you, including the roof top. If you park in a reserved parking space your Transponder will be immediately turned off and you will pay a \$50.00 reactivation fee. In addition, your car may be booted or towed. The boot charge is 50.00 and the towing fee is subject to Charlotte area towing rates.
- **Rooftop Parkers:** By your agreement you agree to park in any of the roof top parking space available to you. A roof top space is defined as no roof or concrete over the space. If you park in a reserved or unreserved parking space your Transponder will be immediately turned off and you will pay a \$50.00 reactivation fee. In addition, your car may be booted or towed. The boot charge is 50.00 and the towing fee is subject to Charlotte area towing rates.
- **Monthly After Hours Parkers:** By your agreement you agree to park in any of the unreserved parking spaces available. If you park in a reserved parking space your Transponder will be immediately turned off and you will pay a \$50.00 reactivation fee. In addition, your car may be booted or towed. The boot charge is 50.00 and the towing fee is subject to Charlotte area towing rates.

Agreed and Acknowledged: Sign: _____ **Date:** _____

Printed Name: _____

THANK YOU FOR PARKING AT CHARLOTTE PLAZA