



## **Parking for Patients and Visitors - Frequently Asked Questions**

### **GARAGE PARKING**

**Q- How do I pay for parking?**

**A -** You have two options:

**Option 1:** At the entry gate, push the button and take the time stamped ticket. Take this ticket with you, and when you are leaving, visit one of the pay stations to pay for the time you have stayed at the Health Centre.

**Option 2:** If you wish to pay at the gate, you can insert it in the machine when you enter. You will NOT receive a printed ticket when you enter. When you exit, insert the **same** credit card to pay and you will receive a receipt.

**Q- If I choose Option 1, where are the pay stations?**

**A-** In the Sunnyside Garage, there are pay stations in the Garage Elevator Lobbies on P1 or P3. In the OLM Garage, there is one pay station in the Garage Elevator Lobby on P1.

**Q- Who do I contact if I have a problem using the pay stations?**

**A-** Press the Help button on the machine and an attendant will assist you. The Help button connects you to an attendant 24/7.

**Q- Who do I contact if I have a problem paying at the gate?**

**A-** Press the Help button and an attendant will assist you. The Help button connects you to an attendant 24/7.

**Q- What if my credit card gets stuck in the machine at the gate?**

**A-** Back up your car slightly and wait – the machine should sense a problem and eject the card after a few moments.

**Q- Is there a reduced rate if I am coming to the Health Centre for several consecutive days?**

**A-** Yes, there is a weekly rate and a monthly rate. You can purchase the weekly and monthly passes at the pay stations or purchase them from the Parking Office (Mon-Fri from 8am-4pm). If you purchase the weekly or monthly pass, you can use the pass at either garage.

**Q- What are my choices of payment for my daily parking or pass?**

**A-** At the pay station you will be able to pay by cash, debit or credit card. If you used your credit card at the entry gate, you must use the **same** credit card when you exit.

**Q- Can I get a receipt for parking?**

**A-** Yes, upon payment at the pay station, press the receipt button and one will be issued. If you forget to press the receipt button, you may obtain a receipt from the parking office during operating hours. If you pay at the gate, you will be issued a receipt at the exit.

**Q- What happens if I lose my ticket?**

**A-** You will be charged the daily maximum if you have been there under 24 hours or if you have been there longer than 24 hours, verification of the actual length of stay will be determined and you will be charged accordingly.

**Q- Where do I park in the garages?**

**A-** In the OLM garage, patients and visitors will park on the P1 levels. There is no attendant on duty. In the Sunnyside Garage the attendant at the entrance will direct you to a parking level. After hours and on weekends and holidays, there is no attendant and you can park anywhere in the Sunnyside Garage.

**Q- What if I don't find a parking spot in the Sunnyside Garage?**

**A-** Give your keys to the valet and they will locate a spot when one becomes available. There is no additional charge for the valet service.

**Q- Where will I get my key if my car is valeted in the Sunnyside Garage?**

**A-** Go to the level where you have parked and retrieve your key from the valet. After 3:30pm, your car will be relocated to P1 of the garage. After 8:45pm, go to the Security office in the Emergency Department to retrieve your key. Your car will be parked on P1.

**SURFACE PARKING LOTS**

**Q- How Do I Use the Pay by Plate machine?**

**A-** There will be instructions beside the machine explaining how to use it. You will need to enter your license plate number when paying for parking.

**Q- What are my choices of payment for parking?**

**A-** At the Pay by Plate machine you will be able to pay by credit card or **exact** change.

**Q- Who do I contact if I have a problem using the Pay by Plate machine?**

**A-** Call 416-530-6383 and an attendant will assist you 24/7.

**Q-Do I need to place the receipt on my windshield?**

**A-** No. You entered your license plate number when you paid for parking and parking officers have this information.

**If you have any questions or concerns, please contact:**

**The Parking Office (located inside the Sunnyside garage near the entrance)**

**Hours: 8:00am – 4:00pm Monday to Friday**

**Phone: 416-530-6383**

**Email: [parking@stjoe.on.ca](mailto:parking@stjoe.on.ca)**

