

MAKING A BOOKING

HOW DO I MAKE A BOOKING?

There are 5 simple steps to a successful car park booking:

- Select your date and time details
- Select the car park that best suits you
- Complete your personal details
- Complete your payment details
- Print out your confirmation invoice and email

BOOKING ASSISTANCE

How far ahead can I book? You may book up to 12 months ahead of your travel date.

CAN I BOOK AT SHORT NOTICE?

Yes. You can make a booking up to 30 minutes prior to your arrival time.

WHAT PAYMENT METHODS ARE ACCEPTED?

We accept the following cards: Visa, Visa Debit, MasterCard, American Express.

HOW DO I KNOW THAT MY BOOKING HAS BEEN PLACED?

Shortly after placing your order you will receive an email with a booking reference number confirming all your details. You should print this email and bring it with you to the Airport. You can also view your booking by simply clicking on "Manage my Booking" at the top of the homepage. All bookings are made subject to our Terms and Conditions.

HOW CAN I CONTACT YOU?

If you have any queries, please do contact:

Telephone: 0508727533

Email: info@carepark.co.nz

WHAT HAPPENS IF I NEED TO CANCEL MY BOOKING?

You can cancel all bookings, except the non-flexible products. For those products that can be cancelled, you may cancel your booking up to 24 hours prior to your scheduled departure time at no charge. The simplest way is to click on the "Manage my Booking" button at the top of the homepage. In all communication please quote the booking reference number.

WHAT IF I NEED TO AMEND MY BOOKING?

You can amend all bookings, except the non-flexible products. For those products that can be amended, you may amend your booking up to 24 hours prior to your scheduled departure time at no charge. The simplest way is to click on the "Manage my Booking" function at the top of the homepage. In all communication please quote the booking reference number.

WHAT HAPPENS IF I FORGET OR LOSE MY BOOKING CONFIRMATION?

If you do not have your booking confirmation, you can have a new booking confirmation resent by clicking on the "Manage my Booking" button at the top of the website.

WHAT IS "MANAGE MY BOOKING"?

This service enables you to amend or cancel your booking online. You can amend all your details including nominated credit card details and dates for your parking for all products except those that are non-flexible. You can only amend your address details for the non-flexible products.

WHAT IS "DISPLAY PREVIOUS BOOKINGS"?

This allows you to view the recent bookings you have made. You will simply need to enter your email address and postcode from the last booking made.

HOW DO I PROVIDE FEEDBACK?

We are committed to the highest standards of customer care. If you would like to provide us with feedback, please contact us at – contactus@companyname.com

HOW DO I BOOK DISABLED PARKING?

We do not differentiate the car parking product for disabled users. If you require help or assistance by airport staff then please contact the Airport Customer Service Desk on 123-123-1236

FREQUENTLY ASKED QUESTIONS

WHAT DO I DO WHEN I GET TO THE CAR PARK?

- Park your vehicle as instructed by staff,
- Head over to the customer service desk
- State your confirmation number, registration number or last name.
- Customer service rep will check you into the car park
- Hand over keys
- Jump on a bus to the airport

The confirmation email you will receive gives comprehensive instructions on what to do when you arrive at the car park.

WHAT HAPPENS WHEN I RETURN TO THE CAR PARK?

- Head over to the customer service desk
- Customer service rep will check you out, hand over keys and advise what bay your vehicle is parked in.
- Head over to your vehicle and drive away

WHAT HAPPENS IF I ENTER THE CAR PARK PRIOR TO MY CONFIRMED BOOKING TIME OR EXIT THE CAR PARK LATER THAN MY CONFIRMED BOOKING TIME?

If you enter the car park before or after your confirmed booking times, you will be charged the difference. We do offer a grace period either side so you are not caught out and are understanding towards delayed flights.

WHAT IS A NON-FLEXIBLE PRODUCT?

This product cannot be amended or cancelled once the booking has been made. If you need the flexibility to amend or cancel your booking, we recommend you purchase one of our other pre-book car park options.