

Marketown East Ticketless Parking FAQ's

Which carpark is the Marketown East carpark?

Marketown East is the side anchored by Woolworths, Big W & Dan Murphy's and can be accessed from Steel & Ravenshaw Streets.

What are the parking levels on Marketown East and how do I enter/exit?

P1 entry and exit is via Steel Street. Exit is left turn only.

P2 entry and exit is via Ravenshaw Street.

P3 is accessible from the P2 entry with a ramp at the rear of P2. Exit is the same as P2.

What are the parking rates on Marketown East?

Hours	Rate
0 – 2 hours	FREE
2 – 3 hours	\$3.00
3 – 4 hours	\$4.00
4 – 5 hours	\$8.00
5 – 6 hours	\$12.00
6 – 7 hours	\$16.00
7 – 8 hours	\$20.00
8+ hours	\$24.00

What happens if I park over 2 hours?

Charges will apply beyond the 2-hour time limit. Your parking rate will be determined from the time you entered the carpark to the time you exit.

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

You can check what time you entered the car park by typing your registration plate into any pay station during your visit.

Do I have to pay for parking at night?

If you enter the carpark after 5pm and exit before midnight on the same day, you will receive FREE parking on P1 & P2, 7 days a week. If you do not exit before midnight, hourly rates will apply.

What rates apply to people with valid Senior's Cards or Disability Permits

Shoppers who have a valid disability permit or Senior's Card can receive 4 hours FREE parking. Shoppers must pre-register their vehicle with Centre Management on the mezzanine level, Marketown East, Monday – Friday 9am-5pm. Only one vehicle can be applied to each permit or Seniors Card. Identification must be shown and cannot be done over the phone. You will only have to register once to receive 4 hours free, 7 days a week. If you over-stay the 4 hours, rates will apply.

What if I can't remember my registration plate?

It is important to remember your registration plate if you want to check your stay time or pay for your parking at one of the pay stations before you return to your vehicle. If you intend to stay longer than 2 hours and happy to pay upon exiting, you don't need to remember your plate as the technology will recall your plate for you. The same applies if you are staying under 2 hours, as the boom gate will open as you approach the exit because there is no need to pay.

How do I pay for my parking?

If your vehicle is parked over 2 hours, you can pay by either of the following:

1. Enter your registration at the pay-station located on P1 or P2
2. Your rate payable will be displayed on the screen
3. Pay the applicable rate by using the payment options of cash or credit. Visa, Mastercard accepted only. Please note that you can only pay with card at the exit boom gates.

Can I get a receipt for my paid parking?

Yes, receipts can be requested at time of payment.

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

You can use the car park several times a day and will receive 2 hours free parking if there is a 60-minute break between visits. If you exit and re-enter the car park within 60 minutes, you will be charged for the full day's parking.

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

An allocated staff parking area is available. Staff members should liaise with their Store Manager to be included on the staff registration list. Please visit Centre Management on the mezzanine level, Marketown East for further information Monday – Friday, 9am-5pm.

Can I park all day at Marketown if I work in the Newcastle CBD?

You are welcome to park at Marketown, however if you stay for over 2 hours, rates apply with the maximum daily cost of \$24 for over 8 hours. At this stage, there are not permanent or all day parking options available. Refer to the rate card for details.

I previously utilised the all-day parking spaces on P2 & P3 with Care Park, is this still available?

No, Care Park are longer managing the Marketown eastern carpark. Rates apply to any vehicle which stays in the carpark over 2 hours.

What are the other parking options in Newcastle?

Please refer to the City of Newcastle Council for parking options. There is metered and timed street parking surrounding Marketown. The closest alternate large parking facility is the No.2 Sportsground located on the corner of Parry & Smith Streets. Details can be found here: <http://www.newcastle.nsw.gov.au/Living/Transport/Park-and-Ride/No-2-Sportsground-car-park>

Are their discounted rates for Uni students or concession card holders?

Unfortunately, there are no discounts. The same parking conditions and rates apply to everyone. Uni Students should contact the University of Newcastle for parking options available to students & staff in the CBD.

What are the operating hours of the carpark?

The Marketown East carpark is accessible as per the following:

Steel Street entry to P1:

Monday - Saturday	7:00am - midnight
Sunday	7:00am – 10pm

Ravenshaw Street entry to P2 & P3:

Monday - Sunday	7:00am - 9:00pm
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What is the height clearance on Marketown East?

P1 = 2.2m clearance

P2 & P3 = 2.1m clearance

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

For further enquiries, please contact Centre Management on the mezzanine level, Marketown East. Or phone (02) 4929 4448, Monday – Friday 9am-5pm.

Spire Apartments FAQ's

I'm a resident of Spire, do I have to pay for parking?

Spire Apartment residents must park within the garaged parking area. Failure to do so will result in the customer parking rates charged upon exiting.

I have visitors coming to stay with me, will they have to pay?

Visitors to residents of Spire Apartments will be required to pre-register their vehicles details to the Spire Building Manager on 0431 408 700 in advance in order to receive a discounted rate. If your guest is entering the carpark after 5pm and exiting by midnight on the same day, they will receive free parking.

Where is the Spire visitor parking?

All pre-registered Spire visitors must park in the allocated visitor parking on P3. Failure to park elsewhere will result in the full rates being payable upon exit.

Who can I speak to about residential and visitor parking?

Residents of Spire Apartments should contact the Spire Building Manager on 0431 408 700 in the first instance regarding residential parking as Marketown Shopping Centre does not own or manage the Spire Building Complex.

Marketown West – Parking FAQ

Which carpark is the Marketown West carpark?

Marketown West is the side anchored by Coles & Officeworks, with open-air parking.

How do I access the Marketown West carpark?

Entry via Parry, Steel or King Streets for the western carpark.

Steel Street entry and exit is left turn only

Parry Street can be entered from both directions, however is left turn exit only

King Street entry is only available from a left turn only and is NO EXIT.

What are the parking rates on Marketown West?

3 hours free open-air parking is available on Marketown West. Fines apply for parking over the 3 hours and are issued by City of Newcastle Council Rangers.

Can I park in the loading dock?

No, unauthorised parking in the loading dock is not permitted. This area is for delivery and pick up of goods only to Marketown tenants and not for customer or staff parking. Unauthorised vehicles will be towed at owners' expense.

I have a complaint about the western carpark. Who can I speak to?

Depending on the nature of your complaint, please contact Centre Management on 4929 4448 in the first instance. If you have received a parking fine, please refer to your fine for contact information.