

FREQUENTLY ASKED QUESTIONS-CAR PARK BOOKING SYSTEM

Q. What are the advantages of booking?

A. Pre-booking provides the surety of a car park bay and a saving of \$10 (33%).

Q. What do I do if I have made a booking at the event rate and when I enter the car park the rate that is displayed is the casual \$7.50 rate.

A. Enter the car park under your booking, using your nominated credit card for entry and exit. When convenient email Banderson@mopt.vic.gov or call 9286 1575, leaving your contact details and reason for your enquiry. Your email or phone call will be followed up as soon as possible. (Please note the booking system takes into account the time you book for exit, so if you book at the event rate and your nominated time of exit is during the event rate you will be charged at the \$20.00 rate even if you enter the car park during the \$7.50 rate period. Booking a car park gives you surety of a car park bay and should provide piece of mind.

Q. What time should I make the booking for?

A. Bookings can be made at any time of the day or night. However you must arrive and leave within 1 hour of the booking time stipulated or else an additional fee may apply. Bookings can only be made at least 24 hours prior to the entry time required for your event.

Q. What do I do when I arrive?

A. Insert your card at the entry column or tap and go via the pay wave fixture. Your details will be displayed on the entry column. Your card will be returned to you and the entry boom will go up.

Q. What do I do if my details do not show up on the entry column?

A. Your details will not be displayed because you have entered outside the designated times you have stipulated on your booking. When this happens you'll need to contact the attendant or press the help button for further instructions.

Q. What do I do when exiting?

A. At the exit column, insert your card or tap and go via the pay wave fixture and the boom gate should lift for exiting. Remember to retrieve your card before leaving.

Q. What if I have made a booking and left the card at home.

A. Upon arrival please press the help button or speak to the attendant on hand.

Q. What do I need to do if I want to change the entry or exit time of my booking?

A. Log onto the M&OP website and click the link to the car park booking site. If you haven't created an online account you can simply click on "Manage My Booking" in the 'Customer Log in' section. Enter your email address and your booking invoice number which will display your booking details and allow you to amend or cancel your booking.

Q. Can I make a booking for someone else?

A. Yes you can. When making the booking you can use your credit card for payment and nominate another card that can be used at the entry column.

Q. Do I need to print off the confirmation sheet?

A. It is not necessary, but should an issue arise the details of your booking will handy.

Q. Can I make a season booking if I follow the Rugby or an AFL club?

A. You cannot book for a whole season in a single booking. Each game requires a separate booking.

Q. Do I book for a disabled spot when I purchase my tickets or can I use the booking system?

A. No, disabled bays can only be booked for M&OP events. Bookings can be made through Ticketek by calling there special needs number; 03 9286 1208

Q. How do I cancel my booking?

A. Log onto the M&OP website and head to car park booking site. Log in with your customer details and follow the links for cancelling your booking. If you haven't created an online account you can simply click on "Manage My Booking" in the 'Customer Log in' section and simply enter your email address and your booking invoice number which will display your booking details and allow you to amend or cancel your booking.

Bookings cannot be cancelled within 24 hours of your nominated booked entry time.