



SPECIAL PERMIT PARKING

Certain guests of the Hotels and Casino may be eligible to receive discounted or complimentary parking service; please visit this site in the future for updates or contact guest services at Parq Vancouver to obtain more information. Such privileges may be subject to availability. Rates and privileges are subject to change.

SPORTING EVENTS, CONCERTS & SPECIAL EVENTS

During events at Parq Vancouver, peak periods or other special events in the area (such as concerts, sporting or other special events hosted at BC Place Stadium and Rogers Arena), special pricing may apply. Depending on the time, date and type of event, parking rates will range from a flat fee of \$20.00 to \$45.00 per vehicle entry. Generally, the flat event rate provides parking privileges a maximum of three hours prior to the scheduled event and up to two hours past the conclusion of the event. Registered Hotel Guests are not subject to event pricing.

GENERAL PARKING QUESTIONS & ANSWERS

HOW DO I ACCESS THE SELF-PARKING GARAGE?

Parq Vancouver's underground self-parking garage is located directly beneath the Resort. From Pacific Boulevard heading North, past Nelson Street, it can be accessed by turning left onto Smithe Street. Heading South on Expo Boulevard, there is an entry ramp accessible from the left lane prior to the Smithe Street intersection. Please note that the Smithe Street access, from Pacific Boulevard, may intermittently be closed to the public or subject to restricted access, during events hosted at BC Place or Rogers Arena.

HOW DOES SELF-PARKING FUNCTION?

Parq Vancouver's underground self-parking garage operates with a barrier free entry and exit during regular operations. Once the vehicle is parked, proceed to one of the many pay stations available on each level by the elevator lobbies to effect payment. When at a pay station, parking guests must recall their licence plate and choose the length of time they wish to park for, complete the transaction and proceed to your final destination. Please keep your parking receipt with you at all times.

ARE THERE ANY DISCOUNTS AVAILABLE FOR LOCAL RESIDENTS, BCAA MEMBERS, ETC.?

No discounts are offered at this time. Encore members should consult with guest services at Parq Vancouver.





I'M STAYING AT THE RESORT. DO I HAVE TO PAY FOR PARKING EVERY TIME I LEAVE THE PROPERTY?

Registered hotel guests who pay the 24-hour self-parking fee will have in-and-out privileges. Non-hotel guests will be charged for each individual use of the self-park facility or when using valet services.

WHAT HAPPENS IF I LOSE MY SELF-PARKING TICKET?

The garage operates on licence plate recognition technology and the parking ticket purchased from one of the pay stations is a receipt that you keep with you (no need to display proof of purchase in the vehicle).

UPON CHECK-OUT, HOW LONG WILL PARKING REMAIN AVAILABLE IF I REGISTERED MY VEHICLE FOR SELF OR VALET PARKING?

Until 12:59 p.m.

HOW LONG CAN I LEAVE MY VEHICLE IN SELF-PARKING? ARE LONG-TERM PARKING RATES AVAILABLE?

There is no time limit for how long a parking guest can leave a vehicle in the garage; however, the garage is not intended for vehicle storage. Regular rates apply for short and long term stays. Vehicles parking at Parq Vancouver's garage must have valid and current insurance and plating.

DO YOU OFFER VALIDATION FOR LARGE PURCHASES AT A RESTAURANT OR RETAIL OUTLET?

No discounts are offered at this time.

ARE OVERSIZED VEHICLES CHARGED A HIGHER FEE?

The Parking Garage has a height limitation of 2.03 meters (or 6 feet 6 inches) with all vehicles accessing the facility subject to the same parking rates. Vehicles towing trailers or other wheeled carriages are not permitted to enter the Garage.

Parking for larger vehicles, or vehicles towing other items, can be arranged by consulting with the Valet team at the Porte Cochere. There is limited space available and we recommend calling ahead 778.370.8100 to make arrangements. Additional parking fees may apply for oversized vehicles and/or vehicles pulling trailers.

Please note that the Smithe Street entrance has a limited turning radius; motor coaches, buses, trucks and trailers, recreational vehicles and vehicles pulling trailers are not recommended to turn left onto Smithe Street from Pacific Blvd. There is a shoulder lane on far left of Pacific Boulevard next to the Resort, immediately past the Smithe Street intersection providing temporary parking.





VALET PARKING QUESTIONS & ANSWERS

WHERE IS VALET DROP-OFF?

Parq Vancouver's valet parking services begin with the drop-off location in front of the Resort. This area is only accessible from Smithe Street.

HOW LONG CAN I LEAVE A CAR WITH VALET? IS THERE AN EXTENDED RATE?

Reduced rates are not offered for extended valet parking. When the vehicle is picked up, guests are charged based on the number of hours and/or days the vehicle was parked.

WHERE IS VALET PICK-UP?

Parq Vancouver's valet parking services for claiming your vehicle is located on the P1 level of the garage. Vehicles can only be retrieved on the P1 level. At the centre of the garage on the P1 level (using the central stairwell, escalator or elevator lobby), there is a cashier helpdesk. Vehicles will be returned in this area.

WHAT HAPPENS IF A VALET TICKET IS LOST?

The valet system uses barcode technology and also registers every vehicle by its licence plate upon arrival. Guests are charged according to regular parking rates plus a service charge for valet and the system will calculate a charge based on the vehicle's duration of stay. There may be a delay in retrieving your vehicle if your ticket has been lost

I'M A REGISTERED HOTEL GUEST AND HAVE PAID THE OVERNIGHT VALET RATE. WILL I HAVE TO PAY AGAIN IF I RETURN BEFORE MIDNIGHT?

Registered Hotel guests who have paid the overnight fee have unlimited in-and-out privileges until their check-out date (and applicable time of 1 p.m.).

IF I LEAVE AND RETURN THE SAME DAY TO VALET, WILL I BE CHARGED AGAIN?

Non-Hotel guests who use the valet parking services will be charged for each visit, based on the duration of the vehicle's stay in the garage.

I AM A GUEST VISITING PARK WITH SPECIAL NEEDS, IS THERE A DESIGNATED PARKING AREA?

There are several parking spaces on each parking level conveniently located by the elevator lobbies to accommodate guests with mobility challenges. Parking spaces are identified with the international handicap sign and each are painted blue.

I HAVE A SPECIFIC QUESTION OR REQUIRE FURTHER ASSISTANCE, WHO CAN I CALL OR CONTACT?

For questions or additional information regarding parking services at Parq Vancouver, please email us at parq@westpark.com or call 778.370.8100





TAXI CALL AND SHUTTLE BUS SERVICES

IF I REQUIRE TAXI SERVICE, HOW DO I HIRE ONE?

Taxi Call services are located on P1 outside the Valet Helpdesk area. This area can be accessed from the central stairwell, escalator or elevator lobby in the Resort. One of our Parking Hosts will arrange to call up a taxi for pick-up at this location.

I DON'T HAVE A VEHICLE, BUT I AM VISITING THE RESORT, IS THERE A SHUTTLE BUS SERVICE AVAILABLE?

Yes. Shuttle Bus Services operate every 20 minutes and are available at street level on Pacific Boulevard, next to the Honey Salt Restaurant, which is on the North-East corner of the Resort. This is a complimentary service with a stop at the nearest public transportation station connecting with the SkyTrain and onto the Canada Line (which connects with the Vancouver International Airport).

I DON'T HAVE A VEHICLE, BUT I AM VISITING THE RESORT, IS THERE A CAR SHARE SERVICE AVAILABLE?

Yes. ZipCar (www.zipcar.ca/vancouver) offers a limited fleet of vehicles at the Resort, which are available on P2 just before the exit ramp to Pacific Boulevard.

