


Whistler Village Day Lots 1, 2, and 3 – Pay by phone fact sheet November 2010

 Simply park your car, make one short phone call and then head for your destination. You will receive a text message reminder before your time expires. You have the option of calling back and extending your parking session from anywhere. PayByPhone parking is convenient, easy and safe.

Here's how it works...

1. Call **604-905-5559**
2. Enter Location # **4055**
3. Enter Parking Time

How do I sign up?

Registration with for a free Verrus PayByPhone account is required and can be done by phone at 604-905-5559 (the account will be activated immediately and the parking session can be started on the initial phone call) or online at paybyphone.com.

The following information is required to set up an account:

- Mobile phone number *
- Credit card (VISA, MasterCard, AM/EX)
- License plate of car(s)

* If you have used Verrus PayByPhone parking in the Lower Mainland, before you may already have an account.

What are the benefits?

- No need for cash or coins
- Text message reminders
- Extend your time from any phone
- View and print parking receipts online
- Stay warm, pay from the comfort of your car

Where can I park and PayByPhone?

Whistler Village Day Lots 1, 2, and 3

What are parking rates in the Day Lots?

The daily rate for parking (from 7 a.m. to 3 a.m.) during the winter ski season (beginning November 25, 2010) is \$8. During the summer the daily rate is \$12. This rate includes parking during the evening.

The hourly rate for parking in the Day Lots is \$1.00 for the first hour and \$2.00 for each additional hour.

There is an evening rate of \$5.00 to park in the Day Lots from 5 p.m. to 3 a.m. The Day Lots are closed for maintenance and snow clearing from 3 a.m. to 7 a.m.



How does the parking enforcement officer know I've paid by phone?

When you pay for parking by phone, your license plate and parking time are automatically displayed on the device used by the parking officer.

How do I add an additional vehicle to my account?

Visit paybyphone.com and log into your account. You may add up to nine vehicles. Or call the parking line at 604-905-5559 and follow the prompts.

Is it safe to do a credit card transaction on a mobile phone?

Yes. Your credit card number is encrypted when you sign up and is never entered, displayed, or spoken during a transaction.

When will I see the transactions on my credit card statement?

Each time you pay for parking with Verrus, the payment is processed in real-time. The amount of time that elapses before it shows up on your account will vary depending on your credit card company. Your charge will appear as "Pay By Phone Parking" on your credit card statement.

Can I get a receipt?

You can view all your transaction by logging onto your account at paybyphone.com. All parking charges can be printed off in the form of a receipt. E-mail receipts are available; select this optional feature on your profile.

Is overnight parking or camping permitted in the Day Lots?

Overnight parking is not permitted in the Day Lots with the following exceptions:

- Over height vehicles that do not fit in other Village locations may park in Lot 4 against the berm for a maximum of 72 hours.
- Trekkers on multi-day hikes in Garibaldi Park (Singing Pass) may park overnight in Lot 4 next to the berm. No sticker or pass is required.
- Busses may park over night in Lot 6. This is subject to change in the winter.

The Day Lots are closed from 3 a.m. to 7 a.m. If you are parked overnight, you may be ticketed and towed.

Is there other overnight parking available in the Village?

Most hotels offer pay parking for registered guests and visitors.

Pay parking is available for a \$5 flat rate (from 5 p.m. to 10 a.m. the next day) on Levels 1, 2, and 3 of the municipally-owned Whistler Conference Centre underground lot and Whistler Public Library parking lot.

How will parking revenue be used?

Revenue from the parking lots will be allocated to:

- Community transportation initiatives;
- Payment of all operation and maintenance costs;
- Establishment of an operating reserve for the parking lots; and
- Repayment of costs of the parking lot improvements and the debris barrier infrastructure completed in 2009.