

Park Center – Parking Information Packet

**Park Center
236 Perimeter Center Parkway
Dunwoody, GA 30346**



Park Center

Frequently Asked Questions

Park Center – 236 Perimeter Center Parkway

Employee Parking

Q. Who do I contact for monthly parking?

A. Email parkcenterparking@legacyparking.com or call 678.226.0218.

Q. How do I register for monthly parking?

A. Complete the attached monthly parking enrollment form. Email completed form to parkcenterparking@legacyparking.com. The email distribution address will include the on-site parking manager as well as building security. Building security will be responsible for assigning and activating building/parking access credentials for tenants of the building.

Q. How much does monthly parking cost?

A. Parking is currently offered to Park Center tenants at no cost, provided that parkers abide by the rules and regulations set forth in the parking enrollment form. Building/parking access card fees may be applicable at the discretion of Property Management.

Q. What are the usage rules for monthly parking privileges?

A. Monthly parking privileges are contingent on a number of factors, some of which are the parker's adherence to the usage rules as defined below:

- The parking credential (AVI tag, if applicable) must be properly hung in the registered vehicle(s) for each parker
- The parker must keep building security and the parking manager up to date with current and accurate contact & vehicle information
- The parking credential must be used every time the parker enters or exits the facility
- The parking credential is NOT to be used by anyone other than the registered user of the parking credential. Failure to abide by this rule can result in the loss of on-site parking privileges

Q. How do I cancel/terminate my monthly parking?

A. Park Center would request that each tenant/department have an assigned administrator (tenant rep) as the direct point of contact for all matters related to parking. Upon notification that an employee will no longer be working on the premises, the administrator must complete the Monthly Parking Cancellation form and submit to parkcenterparking@legacyparking.com within 24 hours of cancellation.

Q. What do I do if I'm using an alternate vehicle?

A. There are 2 forms of parking credentials available at the Park Center garage – Building Access Proximity Card and AVI hang tag. Each credential is easily transferred from one vehicle to another. As long as all vehicles are registered with Parking & Security, there won't be any issues. If the registered vehicle information has changed (i.e. new purchase, new tag number, etc.), a new parker registration form to include the new vehicle information will be required. If the parker is driving a rental car temporarily, an email

sent to parkcenterparking@legacyparking.com with the name of the parker and temporary rental car information will suffice.

Q. How do I access and exit the garage?

- A. For Proximity Card readers, the driver will present his/her access card and hold it to within a few inches from the reader. Once the card is read, the system will verify privileges and activate the gate arm. AVI hang tags will not require the driver to use the proximity reader. With an AVI hangtag, once the driver pulls up to the entry or exit gate, the system will recognize the hang tag and open the gate automatically (assuming that the usage rules are followed and nothing malfunctions). In general, it should take between 2-5 seconds to read the AVI tag. Please avoid pulling up too far as this may result in a misread and delay the egress process.

Q. Should I request an AVI Tag or continue to use my building access proximity card?

- A. AVI Tags allow the driver to access the garage without having to roll down their window to present an access card. However, you should be aware that for some vehicles (primarily higher end vehicles), an AVI tag may not be the right alternative. With vehicles that contain high metallic windshields, drivers may often encounter delayed or missed reads due to the interference caused by the metals. In addition, drivers who have multiple AVI devices/tag in their vehicles may also encounter delays as the system will need to cycle through all of the devices until the correct one is read and verified. The best alternative to avoid such delays is the Proxy Access card. All requests for AVI Tags must be authorized by the department administrator or tenant rep before submitting to parking & security.

Q. What happens if my access card or AVI tag doesn't work?

- A. Each entry and exit station will be equipped with an intercom which communicates directly with the security desk. In the event that your access card does not function, press the intercom button and provide the officer with your name, card number and department. The security office will have the ability to remote vend the gate. If the problem persists, please contact your department administrator to submit a work order. On-site security and the parking department will be contacted to investigate & resolve the matter further.

Q. Where am I permitted to park in the garage?

- A. Unreserved monthly parkers are permitted to park in any area within the parking structure, so long as the space is not marked reserved. Designated Retail & Visitor sections are strictly off limits to monthly parkers. In addition, the reserved valet section is strictly off limits after 6:00pm daily. ***Any unauthorized parkers utilizing reserved, retail, visitor or valet spaces will receive a warning on their first offense and booted or towed for all future occurrences at the vehicles owner's expense.***

Transient Parking

Q. What are the parking rates?

- A. See below for daily parking rates:
- 0-2 hours \$0.00
 - 2-3 hours \$4.00
 - 3-4 hours \$6.00
 - 4-24 hours \$8.00
 - Lost Ticket \$24.00

Q. Is visitor and/or retail parking located on the premises?

- A. The Park Center parking garage is designed with 2 separate areas for Visitor and Retail parking. Visitor Parking is accessible from Perimeter Center Parkway, just to right of the main lobby. Visitors will be required to pull a ticket to access the lot. Visitor Parking is restricted to only State Farm visitors and will require a validation to exit – no payment method other than validations accepted in this lot.

Retail parking is located under the building on the main level with access from Hammond Drive. Upon entering the garage, retail guests will be directed to stay to the right where they will pull a ticket to access the designated retail parking area (41 spaces). Upon exiting the garage, the driver will insert his/her ticket in the automated exit pay station. If the elapsed time is less than 2 hours, the gate will vend. If it exceeds 2 hours, the driver will be required to pay the posted rate. If a validation has been provided, the validation can be scanned at the pay station and the gate will vend.

Q. Will valet parking be provided on-site for retailer?

- A. Park Center does anticipate having an on-site valet service available for the retailer/restaurant. The valet service will be located inside the Retail parking lot with a dedicated valet drop off lane. Additional information about valet parking is forthcoming.

Validations

Q. What validation options are available at Park Center?

- A. Park Center will be equipped to offer 2 different methods for validating parking: eFlexPrint & eParcVal. With eFlexPrint, the system administrator/facility operator logs into the system to create validations for multiple user groups or tenants whose patrons use the facility. The operator sets the validation value and valid dates and assigns the validations to the different user groups. The User groups simply select the desired validation, and unique barcode validations are printed through the system's QR barcode printer for distribution to patrons to use at the exit terminal. Following the insertion of an entry ticket for fee calculation, patrons scan the validation coupon at the exit terminal where they would receive their discounted parking. If a balance is due, the parker will be required to pay the difference.

The eParcVal option is a web based application whereby the tenant User would log into the iParcProfessional software (login and password required), enter the ticket number, entry date, and entry time from the parker's entry ticket and select the validation(s) that would need to be applied to the patron's ticket. Upon exiting the garage, the patron would simply insert his/her ticket in the exit terminal and the system will automatically adjust the amount due based on the validation applied. Any additional fees would be paid by the patron. The eParcVal option will require that the patron present his/her ticket to the tenant User in order for this process to work.

Q. How do I get set up as a User to issue validations through eParcVal?

- A. The parking manager will be responsible for setting up the initial parameters for each tenant and/or tenant department within the building. Once the initial setup is complete, the parking manager will meet with the tenant administrator and provide the necessary training and support to activate and set up each User group. The tenant administrator will have the ability to assign Users within his/her respective area of control.

Q. How do I obtain validations from the eFlexPrint option?

- A. An email must be sent to parkcenterparking@legacyparking.com from the tenant's administrator requesting the quantity of validations by value. Once received, the parking manager will program the validations and either print or email requested quantities to the individual.

Q. Do validations expire?

- A. Yes, validations can be set to expire; however, validations can also be set to never expire. The time parameters will be determined during the initial set up.

Q. Can the same validation be used multiple times?

- A. Yes. The eFlexPrint validation system can be set up so that the same printed validation can be used for a "set" number of uses. If the tenant is planning to have someone visit the site multiple times over multiple dates, a request for validations with multiple uses should be requested. The parking manager will be responsible for issuing these validations upon request.

Q. What happens if I lose my validation?

- A. Any patron who loses his/her validation will be subject to the rates charged in the parking garage.

PARKING ENROLLMENT & STATUS FORM

Account Type

- Individual Account
 Company Account

- New Parker
 Current Parker – Status Update
 Termination – Effective: _____

Tenant Information *(New Accounts Only)*

Account Name *(Company Accounts Only)* _____
 Billing Address _____ Apt/Suite # _____
 City _____ State _____ Zip Code _____
 Primary Phone _____ E-Mail Address _____

Parker Information

Last Name _____ First Name _____
 Primary Phone _____ E-Mail Address _____

Authorized Vehicle Information *(Required – Access card will not be issued if incomplete)*

	Make/Model	Plate	State	Color
Primary Vehicle	_____	_____	_____	_____
Secondary Vehicle	_____	_____	_____	_____

PLEASE TURN AND READ THE TERMS AND CONDITIONS OF THIS PARKING AGREEMENT.

Park Center reserves the right to terminate or refuse parking to any individual for any reason. I hereby acknowledge that I agree and understand the terms and conditions of this Monthly Parking Agreement.

Parker Signature _____ Date _____

For Office Use Only			
Facility Number		Rate	
Access Card Number		PARIS (Date)	
Reserved Space #		ACCESS (Date)	
Account #		Completed By	

Please submit completed forms to parkcenterparking@legacyparking.com
 and copy home.adsv-pcsecurityteam.589o27@statefarm.com



RULES AND REGULATIONS

1. **TERMS** – This agreement is between Park Center and the named individual (“Parker”). As part of this agreement, the Parker agrees to all Terms and Conditions of the agreement. This agreement is non-transferable and non-assumable. The agreement is effective from the effective date until the end of the month and continuing thereafter on a month-to-month basis until canceled by either party, for any reason.
2. **REGISTRATION** - Registration by telephone will not be accepted. Application must be completed and to the appropriate point of contact. Upon registering, your parking is effective immediately.
3. **CHANGES** – Park Center requests that you keep your account and vehicle up to date and current. In the event that you change your personal or vehicle information, a new form will be required. Check the Current Parker – Status Update box and resubmit your form with updated information. Parkers who fail to notify Park Center management of any vehicle changes may be subject to citations.
4. **PERMIT/ACCESS CARD** – Each employee parking card is a “recycling” card that prevents one user from passing the card back to another user. The card operates gates in conjunction with a computerized software system. The system enables the parking office to cancel or terminate cards that are lost, stolen or discontinued, by reason of violation of the rules. The software system will be used in the control of monthly parkers who violate the rules and procedures established for the facility. A \$50 fee will be assessed to any account de-activated to any monthly parkers who violate the rules and procedures established for the facility.
5. **SIMULTANEOUS USE** - Use of this permit/access card by two or more cars or use after privileges have been canceled will result in enforcement action to include towing or wheel locking.
6. **PARKING SPACES** – Your parking privilege is valid for one space only. Vehicles taking up more than one space will be cited and vehicle information will be recorded. Tenants parking within the garages are restricted from utilizing the area for overnight parking (unless a signed afterhours parking agreement is on file), storage of vehicles: parking in areas not striped for parking or noted as “no parking”; parking in entryways, fire lanes or crosshatched areas; parking in areas that is designated “handicapped only” (vehicle must have proper handicap decal) and “permit parking only” (vehicles must display a park center permit decal). Signs are posted or marked on the parking surface throughout the parking garage. Other vehicles that are restricted from parking are inoperable vehicles, including but not limited to, vehicles excessively leaking oil or other fluids; parking of any trailer, weather connected to a vehicle; parking delivery vehicles in any other area other than the loading dock, and parking delivery vehicles in designated delivery areas longer than reasonably necessary for loading and unloading. Listed below are the procedures and consequences for anyone who may violate the parking rules of Park Center.
 - First Offense—Security will notify building tenants and guest of the violation found. The vehicles make, model, and owner will be recorded into the security violation database and a ticket will be placed on the window of the vehicle notifying them of the violation. **Violators of handicapped and permitted parking will be immobilized (booted) immediately on the first offense.**
 - Second Offense— If a vehicle is found to have violated any parking rule previously, the vehicle will be immediately immobilized (booted) and the owner will be notified. The owner will be required to pay a \$50 dollar fine (cash only) in order to have the boot removed. **No Exceptions. Payment plans for the fee will not be accepted.**
 - Third Offense— If a vehicle is found to have two prior violations then the vehicle will be towed immediately and at the owner’s expense.
 - Fourth Offense— If a vehicle is found to have three prior violations then the owner of the vehicle will have their parking privileges revoked immediately and indefinitely and their management will be notified. Violators will be responsible for paying a fee of \$50.00 per offense. Repeat offenses may result in the loss of parking privileges.

Property Management reserves to right to immobilize (Boot) or tow away any vehicle and equipment (e.g. trailers) that is in violation of these rules and regulations without warning at the vehicle or equipment owner’s expense



7. **OVERNIGHT PARKING** – Any vehicle left in the facility for more than 48 hours without prior arrangements is subject to towing. If you require overnight parking, please notify Park Center management via email.
8. **CANCELLATIONS** - Cancellations are effective upon notification or by designated date submitted on this form. Cancellations must be submitted in writing and include a copy of this form marked accordingly.
9. **RELEASE OF LIABILITY** –_The Operator, its respective owners, affiliates and subsidiaries and their respective shareholders, directors, officers, employees and agents and all other parties, including but not limited to this facility's owner or landlord is not and will not be liable for any losses or damage to personal property, including vehicles and articles. **Please keep personal belongings out of sight and lock your vehicle.**
10. **QUESTIONS & INQUIRES** – For questions regarding your parking access card or for more information about the parking garage at Pack Center, please email parkcenterparking@legacyparking.com.



MONTHLY PARKING CANCELLATION

Parker Information

Parker Name _____

Tenant/Dept _____

Card # _____

Cancellation Details

Date Submitted _____

Effective Cancellation Date _____

Reason for Cancellation _____

I authorize Park Center to terminate parking privileges effective as of the date indicated above.

Parker/Administrator Signature _____ Date _____