

VALET-ASSIST PARKING PROGRAM

What are the hours for valet-assist parking?

7am-4:00pm

How is valet-assisted parking different than valet parking?

Valet parking is a premium service frequently offered by restaurants, hotels, and other business with the intent to replace self-parking. Valet-assist parking, **also known as “stack” parking**, is not a premium service; rather, it is a strategy implemented by various garage and parking lot operators to increase parking capacity during peak hours by “stacking” cars, thereby creating additional spaces for motorists during periods of high demand.

Is it more expensive to use valet-assisted parking?

No. Regular parking rates apply, and there is no additional fee for the valet-assist services.

Is tipping encouraged when utilizing valet-assisted parking?

No. Tipping is neither required nor encouraged for utilizing valet-assist services.

Where do I drop off my car?

A podium will be set up next to the 14th & Race Portal on Level G2. Valet-assist attendant will stop vehicles as they enter Level G2 and will ask motorists their expected length of stay to determine which space their vehicle will occupy. All-day vehicles will be directed to park; shorter-duration vehicles will be issued a valet-assist ticket, and will be parked accordingly.

Am I required to use valet-assisted parking, or can I opt to park normally?

At this time, you are not required to use valet-assisted parking. However, depending on the demand for parking at the time you enter your garage, it is possible that the valet-assist attendant will request that you utilize the valet-assist services, in order to increase capacity for additional parkers.

How does the valet-assist operate?

Valet-assisted customers will receive a 3-part valet-assist ticket; part one goes on the dashboard; part two has the vehicle information and pre-park inspection details noted; part three is issued to the customer as a claim **check for the vehicle’s keys**. **Keys will** then be secured in the locked valet-assist podium until customers return to retrieve vehicle.

Where do I retrieve my car?

Self-Parked Vehicle:

- If no valet-assisted vehicle is stacked behind self-parked vehicle, customer will proceed to exit the garage as normal
- If a valet-assisted vehicle is stacked behind a self-parked vehicle, the valet-assist attendant will move stacked vehicle, allowing the customer to exit garage.

Valet-Assisted Vehicle:

- Customer presents claim check to valet-assist attendant, who directs customer to the vehicle drop-off area. Valet-assist attendant then retrieves vehicle and proceeds to the designated vehicle drop-off area. Customer proceeds to exit the garage.

What if I want to retrieve my car outside of valet-assist hours?

Customers may retrieve their car after valet-assist hours by going to the garage office on G1. Customers will give their claim check to the office attendant. The office attendant will return the keys to the customer and instruct the customer where the car is parked in the facility. Valet-assisted vehicles will have the parking space location marked on the keys. Customer retrieves vehicle and exits the garage.

Where do I pay for parking? (Applies to daily parkers only.)

Take a ticket upon entry to the garage. Automated pay stations allow you to pay for parking in any of the three elevator lobbies before returning to your vehicle. Special Event Rates may apply, depending on neighborhood events. Payment upon arrival is encouraged during Special Event Rates to allow for faster egress. Monthly parking passes are available for \$100/month.