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FAQ

Table 1: FAQ

How can I use this service?	Activate the service in the [third party app] app. Make sure to check if the number plate was entered correctly! From this moment on, the barrier will open automatically when your number plate is recognised.
How can I stop this service?	De-activate the service in the [third party app] app. Next time you park, please take a parking ticket.
How can I delete or change the number plate?	Input from partner
I have a Q-Park season ticket. Can I use this service for other car parks?	Yes, at the barrier a priority check will be performed to see if you have an active season ticket. If so, no parking session starts through [third party app]. If not, a parking session starts with [third party app].
What do I do when the barrier does not open when driving into a Q-Park car park?	It may take up to 5 seconds for the barrier to open. In case nothing happens, please push the black intercom button at the entrance and explain you are user of [third party app] (make sure you have given consent for number plate recognition. In case you do not get an answer quickly and a queue is forming behind you, take a parking ticket and pay via the machine.