CONTENTS

SCENARIOS

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, push the black intercom button (for at least 1 second) at the entrance and explain you are user of [third party app] (make sure you have given consent for number plate recognition before trying to access). In case you do not get an answer quickly and a queue is forming behind you, take a ticket and pay via the machine.
Q-Park	1. Known number plate: manually start the parking session and open the barrier. 2. Unknown number plate: ask the customer to take a paper ticket.
Partner	1. Check whether the customer has given ANPR consent. 2. No consent: ask customer consent, their number plate will be synced. 3. Consent: investigation is needed why there was no sync.

Table 3: Exit

What do I do when the barrier does not open when exiting the car park (accessing was successful)?	Push the black intercom button (for at least 1 second) at the barrier and explain that you parked/entered via number plate recognition via [third party app]. The Q-Park employee will open the barrier and let you exit the car park.
Q-Park	In case of an active parking session, the barrier will be opened and the parking session will be stopped, automatically triggering a check-out. Investigate why the barrier didn't open.
Partner	No action. Refer to aforementioned solution.

Table 4: Access + Ticket

My number plate is recognised but a parking ticket is also presented at the barrier.	You won't need the parking ticket. If the barrier opened, the parking session started correctly. (Throwing the ticket away?)
Q-Park	No action Refer to aforementioned solution
Partner	No action Refer to aforementioned solution

Table 5: Payment

How do I know whether I paid or not?	When exiting the car park, the parking session end will be sent to the [third party app] and the parking session is moved to the activity/history section in the app. It is possible to set various reminders within the app to get an additional reminder/notification of events (start parking, stop parking, reminder every x minutes, etc.).
Q-Park	No action Refer to aforementioned solution
Partner	No action Refer to aforementioned solution

Table 6: Payment disagreement

What do I do when I disagree with the parking amount charged for a parking session?	Contact the [third party app] customer support, they will verify the costs charged and take appropriate actions when deemed valid.
Q-Park	No action Refer to aforementioned solution
Partner	Verify costs charged and take appropriate actions if deemed valid and give explanation to the customer. Compare tariffs in app vs. Q-Park website. ** Make sure we have a disclaimer in our tariff info stating tariff/costs as received from Q-Park are leading and customer should always check the actual tariff with Q-Park.*