

HOW TO USE YOUR TOP-UP CARD

ENTRY

- On arrival at the car park drive to entry and insert your Top-Up Card (do not press for a ticket).
- Value remaining on card will be displayed.
- When your Top-Up Card is returned, remove it and the barrier will rise.
- Drive to any available space and park.

EXIT

- On return, proceed to vehicle and drive to exit.
- Insert card, and value remaining, plus cost of parking for your period of stay will be displayed.
- The cost of your stay will be deducted and the remaining value will be displayed.
- Remove card and exit car park.

HOW TO TOP UP YOUR CARD

- Go to the pay station.
- **Select reload button.**
- Insert card at the pay station.
- Insert payment, from €30 up to €100.
- Value of card will be updated with payment amount and Top-Up bonus.
- Press for receipt if required.
- **Press reload button to end.**
- Remove card and receipt.

IMPORTANT INFORMATION

- Top-Up cards are only for use in the car park for which they were purchased.
- Spaces are not guaranteed and this card does not entitle the holder to priority entry to the car park.
- Credit cards are accepted at the customer service desk only.
- You must be in possession of your Top-Up card to avail of the special price it entitles you to, otherwise normal tariffs will apply.
- If parking fee displayed is greater than remaining value on the card, then the difference must be paid at the automatic pay station to allow exit.
- Each card has an anti-pass back element programmed. This means that the Top-Up card will only operate to allow exit when the preceding use of the card has been to enter. Conversely, it will only allow entry when the preceding use has been to exit.
- Should the Top-Up card fail for any reason, please contact one of our team at Customer Service. The parking host on duty will process an exit ticket to permit you to exit. The card will be retained for investigation and returned to you as soon as the fault has been corrected and the value of your parking deducted from the remaining balance.
- Keep your card in a safe place and do not leave the card in your car.
- Do not store your card in direct sunlight or near a mobile phone as this may damage the card.
- If your Top-Up card is lost, stolen or damaged we can cancel your card and replace it with the remaining value. There is a fee of €10 for this service.
- Q-Park reserves the right to terminate Top-Up cards by service of seven days notice in writing, and the appropriate refund will be made.
- Top-Up card credit will expire after 18 months if not used.

The car park is subject to our current terms and conditions, a copy of which is available on request from the Customer Service desk.