

GOLD COAST AIRPORT PUBLIC CAR PARKS ONLINE BOOKINGS

TERMS & CONDITIONS

Terms and Conditions (Ts&Cs)

Overview:

Please check your Gold Coast Airport - Booking Confirmation email and make sure you pay attention to the booking date, entry and exit time, and which car park you have booked.

Bookings need to be made at least 24 hours prior to the entry time of the booking.

You will be charged up to one full day's parking if you make a cancellation less than 24 hours before the entry time of the booking.

Overstays will attract additional charges in accordance with the rate booked and will be charged to your credit card on exit.

No refund will be made if your stay is shorter than the booking period.

Remember to bring the nominated credit card (under booking details) as it will be your entry and exit to the car park. It may be different to the credit card used for payment, and the nominated card will be needed to use at both the entry and exit gates:

- If you use a different credit card to the one nominated (under booking details), your booking will not be recognised.
- Your booking is valid only for the Car Park specified in your booking details.
- Otherwise you will incur the full parking charge applicable for your length of stay in accordance with the parking rates board posted at the entry to the Car Park.

Introduction

1. These Ts&Cs apply to online bookings for parking at Gold Coast Airport Car Parks and form the basis of agreement between you and Gold Coast Airport once a booking is made and you receive our booking confirmation email.
2. If there is anything you do not understand in these Ts&Cs or do not agree with, please do not complete your booking, and for any queries contact us by phone: 07 5536 9573 or gccarpark@gcal.com.au.
3. When using the Gold Coast Airport Car Park you must comply with the Conditions of Entry. A copy of the Conditions of Entry can be found below. By entering a Gold Coast Airport Car Park to fulfil your booking, you acknowledge that you have read and accepted the Conditions of Entry which apply in addition to these Ts&Cs, please read them carefully. We may vary these Ts&Cs and/or the Conditions of Entry at any time by posting an updated version to our Website and/or an updated notice at the entry to the Car Park.

4. Changes in Ts&Cs will not affect any bookings made before the update is posted; however, it is your responsibility to ensure that you are familiar with the latest version of these Ts&Cs at the time you make a booking.

Online Booking

5. The availability of our online booking service and our Car Parks is subject to our availability, technical, operational and security requirements. This may mean that our online booking service and car parks may not be available from time to time.
6. If in the unusual event we are unable to accommodate you either in the Car Park you booked, we may at our discretion accommodate your parking needs as follows:
 - a) you may be directed to park in another Gold Coast Airport car park at no additional charge.
 - b) If you are directed to use a car park that is cheaper than the car park you purchased, we will refund the difference in your parking fee.
 - c) To attain your refund, please contact us by phone: 07 5536 9573 or gccarpark@gcal.com.au.
 - d) The refund of your parking charge will be the full extent of our liability to you.
7. If in the unusual event we are unable to accommodate you in any of our Car Parks at the time your booking begins:
 - a) We will make efforts to organise alternative arrangements to accommodate your vehicle at our cost; or
 - b) We will provide you with a full refund.
 - c) To attain your refund, please contact us by phone: 07 5536 9573 or gccarpark@gcal.com.au.
 - d) The refund of your Parking Charge will be the full extent of our liability to you.
8. You agree that you will not attempt to transfer or resell any booking, either on its own or bundled with other products or services.
9. We reserve the right to limit the number of bookings at any car park Car Park as specified from time to time on our website.
10. Bookings are only valid when you receive a booking confirmation via email or on the Website. We recommend you check, print and retain your booking confirmation.
11. The online booking system is only available for cars, motorcycles, light utilities and light vans which fit inside the line markings of our standard bays and inside height clearances.

Disabled Spaces

12. We have ample accessible spaces for use by mobility card holders. We are unable to accept bookings specifically for disabled spaces.

Cancelling or Amending a Booking

13. You may cancel or amend your booking, for any reason, at any time, up to 24 hours before the entry time of the booking.
14. If you cancel a booking, less than 24 hours before the entry time of the booking you will be charged up to one full day's parking.
15. You are only entitled to a refund from Gold Coast Airport where you:
 - a) Paid for your Booking using your credit card
 - b) Effectively cancel a booking 24 hours or more prior to the entry time of the booking
 - c) Find we are unable to accommodate your vehicle in accordance with clause 7 of these Ts&Cs

16. For the avoidance of doubt, you are not entitled to a refund from Gold Coast Airport if:
- a) You did not pay for your booking using your own credit card (for example, if you booked via a third party who processed the booking using their own credit card)
 - b) You do not use the whole or part of the booking
 - c) You cancel the booking less than 24 hours prior to the entry time.

Prices and Payment

17. The parking charge that you are quoted on our website includes GST. The parking charge is fixed when you make your booking and overstays will be charged at this rate. Pricing may vary depending on time of booking and availability.
18. You can pay for your booking by using any of the credit cards shown on our website. Credit cards are the only form of payment we are able to accept for online bookings.
19. When you provide your credit card details and complete your booking, you are authorising us to charge your credit card with the amount of the parking charge.
20. If the credit card payment used for your booking fails then your booking will not be processed and will not be valid for use.

Booking period

21. Unless your booking is cancelled in accordance with clauses 14 or 15 of these Ts&Cs, you agree to pay us to use our Car Park during the booking period.
22. If you arrive early or leave late such that your vehicle is parked in a Car Park for any time outside the booking period, you will be charged for that time at the same rate as your parking charge.
23. Please note that the parking rates board will not necessarily reflect car parking rates available on the online parking website.

Arriving at the Car Park

24. IMPORTANT: You must use the nominated credit card (under booking details) as it will be your entry and exit to the car park. It may be different to the credit card used for payment, and the same nominated card will be needed to use at both the entry and exit gates
25. Please contact us: phone: 07 5536 9573 or gccarpark@gcal.com.au if this is not possible (for example, because the card that you used to make the booking has been lost or stolen in the meantime).
26. If you enter the Car Park using a different credit card to the one used to make your Booking, your booking will not be recognised.
27. You will incur the full parking charge applicable for your length of stay based on the parking rates board posted at the Car Park entry. Please contact us phone: 07 5536 9573 or gccarpark@gcal.com.au for a refund of the parking fee you were charged in addition to the parking charge you paid using the online parking system. To receive a refund, you must provide proof of additional charge paid at the car park.
28. Your booking is valid only for the Car Park specified in your booking details.
29. Use of a different Car Park will incur standard charges as displayed at the parking rates board upon exit and you will not be entitled to any refund.
30. Please print and refer to your booking confirmation email for your booking details and for a record of your booking.

Vehicles Permitted in our Car Parks

31. You are responsible for ensuring that your vehicle complies with size and height restrictions at the Car Parks. You are not entitled to a refund if your vehicle exceeds the size limits we impose from time to time. Vehicles other than standard motor bikes, sedans, wagons, SUVs, utes or other light vehicles are not permitted. Trailers or caravans are not permitted.

Airline Check in Time

32. It is your responsibility to meet your airline's check-in time and to allow sufficient time for unexpected delays, traffic congestion at or near Gold Coast Airport, unavailability of Car Park space, accident, road works or delays.
33. We will have no liability to you if you miss your flight for any of the reasons set out in clause 32.

Privacy

34. When you make a booking, you provide personal information to us for the purposes of your booking, managing your booking and to identify you when you enter and exit the Car Park. All personal information you provide to us is dealt with accordance with our Privacy Policy, which is available on our website or via this link <https://www.goldcoastairport.com.au/download/2451/>.

Feedback

35. Any feedback or comments relating to the booking procedure should be made in writing to us at our postal or email address listed below. Please provide us with as much information as possible.
36. If you wish to make a complaint or report an incident, please do so as quickly as possible via the contact us details below.

Contact Us

Email: gccarpark@gcal.com.au

Telephone 07 5536 9573

Mail: Car Park Gold Coast Airport PO Box 112, Coolangatta QLD 4225

Attachment: Conditions of Entry

Parking at Gold Coast Airport is governed by the Airports Act 1996 (Cth) and the Airports (Control of On Airport Activities) Regulations 1997 (Cth).

By entering the car park, the vehicle owner/driver acknowledges that these conditions of use of the car park apply:

1. The owner/driver is liable to pay a parking fee set by Gold Coast Airport Pty Ltd ACN 077 200 821 (Gold Coast Airport) from time to times. A fresh fee is payable on each re-admission to the car park;
2. The owner/driver will comply with all lawful directions and requests by a Gold Coast Airport employee in connection with entry to and use of the car park, including (without limitation) parking only in marked spaces and/or as directed by a Gold Coast Airport employee;

3. Gold Coast Airport may at any time at its discretion and without notice revoke its authority for the owner/driver to enter and use the car park;
4. The vehicle and its occupants enter and use the car park entirely at the risk of the owner/driver, and Gold Coast Airport shall not be liable to any person, including the owner/driver, for any loss or damage to any person or property however caused;
5. The owner/driver in connection with using the car park releases Gold Coast Airport from, and indemnifies Gold Coast Airport against, any loss or damage suffered by Gold Coast Airport or its employees in connection with entry to and use of the car park by the owner/driver;
6. Any notice to be served on the owner/driver shall be sufficiently service if sent by prepaid post to the address of the owner as shown in the relevant State or Territory register of motor vehicles;
7. Unregistered and abandoned vehicles left in the car park will be reported to the Police, and may be moved and/or removed from the car park, and/or subsequently disposed of.