

## FAQ's

**1) When is my payment due?** Payments are due by the 5th of the month. There will be a \$5 late fee per parker if payment is received after the 5th.

**2) How do I receive my \$10 key card deposit refund?** You must provide a 10 business day written notice, pay the account in full, and return the key card to the office.

**3) What do I do if I lose or damage my key card or hang tag?** A replacement will be provided for a \$10 non-refundable charge.

**4) May I terminate my parking over the phone?** You must terminate parking in writing by 5 pm on the last business day of the month. If termination is not received prior to the 1st of the preceding month, you will continue to be charged monthly parking.

**5) May I park anywhere in any PARK Roanoke garage?** You may only park in the garage for which your key card is programmed. Only vehicles identified as reserved parkers are permitted to park in spaces designated as 'Reserved Parking'. Monthly parkers are prohibited from parking in areas designated as 'Daily Parking Only'.

**6) May I use my hang tag to park in any PARK Roanoke lot?** You may only park in the lot that is associated with your hang tag.



**PARK  
ROANOKE**

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# PARKING GARAGE SAFETY TIPS

Here are some helpful tips that may reduce the risk of crime.

## PROPERTY:

1. Always lock your car doors.
2. Do not leave valuables in view inside the car.
3. Do not store an extra key under the car/fender/etc.
4. At night, park in a well-traveled and well-lit area.

## PERSONAL SAFETY:

1. Walk with friends.
2. Be aware of your surroundings.
3. When returning to vehicle keep your keys in hand and walk with a purpose.
4. Check your car before getting in.

Report any suspicious activity immediately to:  
**EMERGENCY 911**

