

Edmonton  
**EXPO**  
Centre

Hello Edmonton Fan Expo,

We are writing to inform you of an exciting parking project that will be implemented in April at the Edmonton EXPO Centre.

In response to feedback provided by our valued guests and clients, the project was aimed to find a system that would decrease ingress and egress wait times to our site as well as provide online options for easy payment.

After a thorough review of options, we selected a gateless, pay by plate parking system. Guests will now be able to purchase parking online in advance or onsite by scanning a QR code. There will also be parking meters onsite in various locations.

We want to ensure you have all the information you need to facilitate a smooth transition to our new parking system for your upcoming events at our venue.

Thank you for your ongoing partnership.

Sincerely,

Olaf Miede  
General Manager, Edmonton EXPO Centre  
Explore Edmonton



## Frequently Asked Questions

### **When will the new parking system go into effect?**

The new system will be operational April 3, 2024.

### **What is the price of parking for guests?**

The parking rate will remain at \$16.50 but will now include in/out privileges. This price is subject to change at the discretion of the venue.

### **Can exhibitors purchase parking passes online?**

Exhibitors can purchase an event parking passes online only. Event parking passes allow for in/out access for the duration of the event including move in/out days. The event parking pass rate is \$15 per event day. (E.g. An event that is open to the public for three (3) days will be \$45.00, this price will include the move in and move out days). A link will be sent to the client that can be shared with the exhibitors like we have done previously.

Note: Exhibitors who have not purchased an event pass will need to pay the daily guest parking rate of \$16.50 for every day they park onsite, including move in and move out dates.

### **Can exhibitors purchase parking passes onsite?**

Exhibitors can purchase the event parking pass online only through the link provided, this pass must be purchased as soon as you park onsite to avoid being ticketed and/or towed.

Note: Exhibitors who have not purchased an event pass will need to pay the daily guest parking rate of \$16.50 for every day they park onsite, including move in and move out dates.

### **Can exhibitors store trailers/additional vehicles onsite?**

Yes, additional vehicles/trailers can be parked on site pending availability. All vehicles/trailers must purchase an event parking pass or pay the daily guest rate. All license plates must be registered to avoid being ticketed and/or towed.

### **Can guests purchase parking online?**

Yes, guests can purchase parking online. Daily, 2 Day, 3 Day and 4 Day rates are available online both in advance and by scanning a QR code onsite. The link to purchase parking is below and will be active once the system goes live.

<https://parking.honkmobile.com/hourly/zones/EXPO>



### **What payment types are accepted?**

All of the parking meters onsite will accept VISA, Mastercard, AMEX, along with contactless (tap) payments for all Credit Cards, Interac tap enabled card, Apple Pay and Google Pay.

### **What is the process for guests entering the site?**

Guests can freely flow into the site and park in the nearest available spot. If they have not purchased parking in advance, they will need to **pay for parking as soon as they park their vehicle.** **Note your license plate- there are two options for payment.**

- Open camera on an iPhone/android device, scan the QR code that will be available on signage throughout the site, go to the link provided to pay for parking. Guests are not required to download the app though it is an option, license plate number required for payment.
- Go to the nearest pay station to pay for parking, license plate number required for payment.

### **How do we validate parking for buyouts?**

Buyouts will be handled on a case-by-case basis depending on the needs of your event as well as other events occurring in the venue. The following options are available in which one or all three can be used:

- Guests/attendees can be emailed a link to register their plate online.
- Guests/attendees can scan a QR code once onsite to register their plate online.
- An iPad/laptop can be used in which a staff member/volunteer can register the plate for the guest as they enter. Note: If an Edmonton EXPO Centre staff member is required standard rate charges will apply.

### **What happens to vehicles parked overnight?**

Parking is purchased as a daily rate until 9:00am the following day. If you are not able to pick up your vehicle by 9:00am the following day you will need to purchase parking for the additional day.



# Edmonton EXPO Centre



 Parking Pay Stations

