



# Port Hedland International Airport Paid Parking FAQ's

## ***Why has paid parking been introduced at the Port Hedland Airport?***

The introduction of paid parking is designed to raise revenue to fund the much needed redevelopment of the airport, including terminal expansion, runway and taxiway upgrades and to ensure the ongoing high level of maintenance of the airport, improved facilities and services for passengers and visitors.

## ***Will I still be able to drop off and pick up passengers in front of the terminal?***

Yes, the two minute drop off and pick up zone has not changed and will still be located at the entrance to terminal.

## ***Will I have to pay if I only want to drop off or pick up passengers in the short term car park?***

No, you will not have to pay for this unless you stay longer than the 'grace' (free exit) period of 30 minutes.

## ***What happens if I am unsure if I have exceeded the 'grace' or free exit period?***

Check ticket at pay station first, if you have already reached the exit barrier gate and you have exceeded the time you can pay with credit card at the exit.

## ***Is there an ATM at the airport to withdraw cash to pay for my parking?***

Yes. There is an ATM located inside the terminal building.

## ***Will it be safe to park my car overnight or when I go away on holiday?***

There will be Paid Parking Officers on the premises during, before and after flight times every day. There will be lighting, security and CCTV cameras installed at locations throughout the carpark which can be monitored from a central control room.

## ***What are the options available to me if I want to leave my car at the airport for a longer period of time?***

You are best to leave you car in the long term carpark see the fee schedule for rates.

## ***What if I require assistance?***

There will be Paid Parking Officers on the premises during, before and after flight times every day. There is an intercom located on each machine that is linked to the Paid Parking office; you can use that for any issues that may arise with the machines. Paid Parking Officers will also be on call after hours.

# Port Hedland International Airport FAQ's continued

## ***Can I park my car outside the airport boundaries on the side of the roads and streets?***

The simple answer is NO. Here are a couple reasons for this:

1. You may receive an infringement under the Town of Port Hedland Parking Local Laws for parking.
2. If your vehicle remains in an area for longer than 24 hours it may be towed and impounded.
3. There is a higher risk of your vehicle being damaged or stolen if left on the verge.

## ***Where can I find out more information about car parking at the airport?***

Please phone Town of Port Hedland on 08 9158 9300 alternatively visit the airport Carpark Rangers offices located at the entrance to the Carpark.

## ***How does the paid parking work?***

- » At the entrance to the Carpark there will be a boom gate and ticket dispenser.
- » Press the button on the ticket dispenser to receive your parking ticket.
- » Keep parking ticket on you, do not leave in car.
- » When you have finished parking and wish to exit, take the ticket to an Automatic Pay Station (located outside the terminal).
- » When you insert the ticket into the Pay Station, you will be told the payment due for parking. You can then pay by cash or credit card. Following payment, you will receive your ticket back.
- » When you drive to the exit, you will be required to insert your ticket into the exit station, the boom gate will lift and you can exit the car park.

Please note you have 30 minutes to leave the car park after paying at the Automatic Pay Station.

## ***How do I pay for my parking fee?***

You have the option to pay with either cash or credit card at one of the Automatic Pay Stations outside the terminal. Please note there is an ATM located in the terminal if you require money out.

## ***Do I get a Tax Invoice receipt when I pay?***

Yes, you can request a Tax Invoice after payment has been made by pressing the receipt button

## ***What do I do if I have problems on entry, exit or at the pay stations?***

Press the intercom button at the entry, exit or pay stations for assistance.

# Port Hedland International Airport FAQ's continued

## **What are the fees for the Carpark?**

Short Term Parking	
0 – 30 minutes	Free
30 minutes – 1 hour	\$2.00
Per hour there after	\$2.00
Long Term Parking	
Per day or part thereof	\$15.00
More than 7 days	10% discount
Damaged ticket fee (plus standard parking fee)	
During staffed hours	\$10.00
After hours	\$75.00
Lost ticket fee	
Upon assessment to determine if parking fees can be calculated	\$120.00 max (no parking fees)

## **What happens if I'm arriving on the last scheduled flight and it is delayed do we still have access to car park?**

As the Paid Parking Officers are based at the airport they will have access to all the flight schedules so will be aware of any flight delays.

## **How much time should I allow to arrive at the Airport before I need to check in due to paid parking?**

The Automatic Paid Parking system is quick and easy so you will only have to allow an extra few minutes to organise your ticket before entering the car park.

## **What are the hours of operation?**

The airport car park is open 24/7.

## **Can I still access my car outside of flight times?**

Yes, Paid Parking Officer will be on premises 1.5 hrs before and after all scheduled flight times. The Officers will be available on call outside these times.

## **Is there a discount for disabled/pensioner card holders?**

Our prices are as per vehicle.

## **How can I check how long I have been parked for?**

You can check the length of time you have been in the car park by using one of the automatic paid parking machine located outside the terminal.

## **What do I do if my ticket gets stuck in the machine?**

There is an intercom located on each machine that is linked to the Paid Parking office; you can use that for any issues that may arise with the machine.

## **What if I lose my ticket?**

You will need to report to the Paid Parking office with evidence of your stay (eg. flight ticket, itinerary etc). If you're unable to provide evidence of length of stay you will then be charged the maximum lost ticket fee of \$120.

## **What if the boom gate doesn't open when I put in my validated ticket?**

There is an intercom located on each machine that is linked to the Paid Parking office; you can use that for any issues that may arise with the machine.



# Port Hedland International Airport FAQ's continued

## ***What if the pay machine does not register my payment?***

There is an intercom located on each machine that is linked to the Paid Parking office; you can use that for any issues that may arise with the machine.

## ***What if the machine does not give me my change?***

There is an intercom located on each machine that is linked to the Paid Parking office; you can use that for any issues that may arise with the machine.