

University of Canberra Stromlo Forest Park (UC Stromlo)

Dave Mc Innes Road - Carpark terms and conditions

○ General –

- Entering the UC Stromlo carpark is an acceptance of the terms and conditions in this document.
- The use of the carpark is at the risk of the customer. UC Stromlo carpark customers are required to take care to avoid damage to yourself, other persons, and UC Stromlo and third-party property.
- UC Stromlo and ACT Government does not take responsibility for any damages or loss to vehicles or other property
- Any general feedback and complaints, or parking pass feedback and complaints can be sent to stromloforestpark@act.gov.au.
- Disabled parking is free of charge, you must have a disability parking permit clearly displayed when using the disabled parking.
- Infringement fees to be paid by the customer.
- UC Stromlo may change/update these Terms and Conditions at any time by posting the updated version to our website <https://www.stromloforestpark.act.gov.au/>.

○ Annual parking pass –

- When purchasing an annual parking pass, you will be asked to provide some personal information. This information will be entered in the Sticky Tickets online purchasing system. Non-payment information is filed by UC Stromlo for the purpose of creating/distributing parking passes and direct communication with you. Information will not be shared to third parties.
- We will use, store, and disclose personal information in accordance with the standard ACT Government Privacy Policy (<https://www.cmtedd.act.gov.au/legal/privacy>) and the sticky tickets policy (<https://www.stickytickets.com.au/privacy>).
- UC Stromlo annual parking passes can be collected from the National Arboretum Canberra, Forest Drive, Weston Creek, Village Centre (main building) front information desk, between 9am-4pm Monday-Sunday (except for December the 25th). The annual parking passes can also be posted to your supplied postal address with an additional payment to reimburse Australia Postal costs.
- UC Stromlo registered volunteers who volunteer onsite for trail maintenance a minimum of 4 x sessions per year, are entitled to a free annual parking pass for one vehicle per volunteer. (This does not include external events or sporting clubs and their volunteers).

- There are many varied visitation peaks at the park and obtaining an annual parking pass does not guarantee an available parking space at the chosen visitation time.
- The use and application of the carpark pass stickers is at the risk of the user.
- UC Stromlo reserves the right to cancel annual parking passes at its own discretion.
- Unauthorised replica or use of UC Stromlo carparking passes is ACT Government theft, and relevant actions will be undertaken.
- Only one parking pass per vehicle is required matching the vehicle registration number.
- UC Stromlo does not issue refunds, unless required under Australian Consumer Law.
- We only accept online payments – there is no cash version for annual carparking passes.
- The annual parking pass must be current/in date range and clearly adhered to the vehicle's front bottom window screen. Parking passes not adhered to the screen/clearly visible may attract an infringement notice.
- Motorbikes may park free of charge, in the dedicated motorbike parking zone.
- The annual car parking pass is valid only for the time, date, price and vehicle registration identification supplied at the time of purchase.
- The annual parking pass is non-transferable between different vehicles and cannot be resold or leased to anyone else.
- Any annual parking pass purchase is subject to review and approval by UC Stromlo.

Casual parking

- Casual parking is available through the EasyPark app. This app enables visitors to easily increase or decrease your carparking time through the online app. This is especially handy if you are taking longer out on the trails than expected you can update your parking through the EasyPark app on your phone.
- You can also pay with cash into the carparking meters.

Period	Fee
15 minutes	Free
15 minutes to 3 hours	\$1.80
3 hours to 6 hours	\$2.80
6 hours+	\$3.90

Annual pass	\$87
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3. Frequently asked questions –

Can I request an extension or contraction of time on my annual carparking pass?

- Each annual carparking pass is only available for a set 12-month period, regardless of when you purchase the pass throughout the calendar year.

What if I have accidentally displayed my parking pass incorrectly?

- UC Stromlo parking is based on a 'pay and display' parking ticket/pass method. This means you are required to display your parking pass properly or risk an infringement/fine.
- Please follow the instructions on the infringement notice if you wish to dispute your fine. UC Stromlo is not directly involved with parking inspectors or infringement notices.

How much are parking infringements?

- Costs will vary depending on the car parking infringement, please see Access Canberra for more details. <https://www.accesscanberra.act.gov.au/driving-transport-and-parking/traffic-and-parking/traffic-and-parking-fines-infringements>

Can I purchase a membership that can be used for multiple vehicles?

- No, each annual pass is registered against a vehicle's individual registration. We suggest if you are a household with more than one car that regularly visits UC Stromlo you either purchase two annual passes, or carshare.

Can I request a refund?

- You can request a refund, but unless it fits under Australian Consumer Law, we will not be refunding annual car parking passes. An annual \$87 car parking pass works out at approximately \$1.67 per week, and all revenue helps to support maintain and improve UC Stromlo site. Car parking revenue is not repaying the carpark facility upgrade.