

City of Tampa Parking Division
Monthly Parking Garage
Rules & Regulations

Office Address: 107 N. Franklin Street, Tampa, FL 33602 (Fort Brooke Garage- NW corner of Florida & Whiting)

Office Hours: Monday – Friday: 8:00 a.m. to 5:00 p.m.

Office Phone: (813) 274-8179 Website: <http://www.tampagov.net/parking>

RESPONSIBILITY FOR DAMAGE, THEFT, OR INJURY:

The City of Tampa is not responsible for damage to or theft of your vehicle or the contents of the vehicle. The City of Tampa will not be responsible for any personal injury occurring at City-operated parking facilities. All City of Tampa Parking Division Policies and Procedures are subject to change. Please consult the Parking Division website at <http://www.tampagov.net/parking> or contact the Parking Division Administrative Offices for a copy of the current Parking Division Policies.

ACCESS CARD USE:

Use of the parking garage access card shall be solely restricted to the applicant-approved, access-card customer. Any attempt to resell or transfer the use of the garage access card to a third party is strictly prohibited. Any such case of fraudulent activity may result in termination of access card privileges.

1. The access card is programmed for single entry and exit use. Any attempt to use the card out of sequence will place the card status in pass-back mode and render the card inactive. Any such card status will require the customer to report the card use failure to the Parking Division Office for re-activation.
2. When entering or exiting through the parking facility gates, please allow the vehicle in front of you to clear the gated system. Failure to do so will prohibit the gate from completing its proper gate-cycling function. If a customer chooses to enter or exit by tailgating a vehicle through the gated system, the customer's access card may run the risk of being improperly read by the card-reader system. Any such activity will place the card status in pass-back mode and will require the customer to report the card-use failure to the Parking Division Office for re-activation.

ACCESS CARD FEE:

A **\$10.00 non-refundable card fee** will be charged for each access card at all City of Tampa parking facilities. The nonrefundable card fee must be paid in advance, prior to the card being issued. If there is a gap in parking payments, customers will be required to purchase a new access card/permit. No reinstatements will be accepted.

TEMPORARY DAILY PARKING:

If a current monthly-parking customer experiences a problem with his/her access card when entering a facility, he/she may temporarily park his/her vehicle at any City of Tampa visitor-parking facility. If the access card problems are due to operational or administrative oversight, the daily parking fees will be validated at no additional charge to the customer. It is important to notify the Parking Division Administrative Offices **immediately** when experiencing a problem with the parking equipment while entering or exiting the facility. **FAILURE TO NOTIFY THE PARKING DIVISION MAY RESULT IN A FEE BEING CHARGED TO EXIT THE FACILITY.**

If monthly patrons are required to come to the Fort Brooke Administrative Office to resolve access card problems due to operational or administrative oversight, parking will be provided free of charge at the Fort Brooke garage. Parking fees will not be reimbursed for parking at a non-City of Tampa parking facility.

LOST/DAMAGED/STOLEN CARDS:

There will be a \$10.00 charge to replace any lost or stolen cards. If lost, damaged, or stolen cards are replaced on the same day, the access-card customer will be eligible to have his/her hourly-parking fee validated at the Fort Brooke Garage (if exiting within less than 1 hour of new card sold). Otherwise, the new access card is set to neutral and may be used to exit. Please bring your dispensed hourly parking ticket to the Parking Division Administrative Office when you are requesting a new card. You must show a photo I.D. in order to replace lost, damaged, or stolen cards.

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MONTHLY PATRONS WITHOUT ACCESS CARDS MUST PAY THE HOURLY VISITOR PARKING RATE:

If an access card customer temporarily misplaces or forgets his/her access card for any reason, he/she will be required to pay the hourly visitor rate for that facility. Under no circumstances will an access-card customer be granted access without the use of his/her access card.

PAYMENT DUE DATE:

Monthly-parking payments are due on the 1st of the month, regardless if the 1st is on a weekend or a City holiday. Monthly-parking payments not received by the 1st of the month will be subject to immediate cancellation of parking privileges and will require payment of a \$5.00 late fee per each access card. Payments received via US Mail must be received in-office by the 1st of the month, regardless of postal delivery delays.

METHOD OF PAYMENT:

Payment of monthly parking fees may be made by use of the following options:

1. On-line, via use of credit/debit card at <http://www.tampagov.net/parking>. Customers may also utilize an auto-debit payment option with any major credit/debit card, if desired. This may be set up online or in-office.
2. In person at the Parking Division Administrative Office located at 107 North Franklin Street, floor 1 of the Fort Brooke Garage. Office hours are 8:00 a.m. - 5:00 p.m., Monday through Friday. Individual customers paying by check must present a driver's license to process payment.
3. After hours by use of the Parking Division Administrative Office drop box located on the exterior office wall, to the right of the administrative office entrance doors (check/money order/cashier's check payments only – no cash accepted).

SPACE AVAILABILITY:

The Parking Division policy states that monthly parking spaces will be leased on a monthly, auto-renewed basis. Spaces are sold on a first-come, first-served basis. Payments must be received on a monthly basis or the access card will be deactivated and the space will be sold to the next available customer.

ACCESS CARDS VOIDED DUE TO LATE PAYMENT:

Access-card customers failing to make their monthly payment by the due date will have his/her card turned off for non-payment. Any such activity places the card status in "void" mode and will require the access-card customer to pay online or come to the Parking Division Administrative Office for payment of monthly parking and card-reactivation fees. The access card customer will be required to pay the hourly parking fee for each day parked, until the monthly payment and late fee have been received.

MONTHLY PARKING REFUNDS:

Access-card customers will be eligible for a 31-day monthly prorated refund, provided he/she has parked with the City of Tampa for a minimum period of 30 days. This is regardless if the cancellation occurs in a 31, 30, 29 or 28-day month. Please allow 30 business days for refunds to be processed and mailed.

CANCELLATION POLICY:

Customers may cancel his/her active permit online by logging into his/her account. Once logged in, from "View Your Permits", click on the permit to cancel. Scroll to bottom of page and click "Return Permit". Follow the prompts to complete the process. If the permit is expired, the online option will not be available. Otherwise, the Parking Division requires written cancellation (provided in-person or US mail) to properly update customer accounts and remove outstanding balances. If permit was not returned online and written cancellation was not received, the customer will be responsible for paying all outstanding balances remaining on his/her account to resume monthly parking.