



## Rules and Regulations



Listed below are the rules and regulations of Nexus Parking Systems. These rules have been created for the safety of the customer, their vehicle, and the parking facility. If there are any questions or concerns with the rules below please email us or contact our customer service representative.

1. Monthly permit payments are due by the 25th of each month or the current payment cycle. If payment is not received by the due date, the system will automatically de-activate your access card. If your access card has been turned off due to non-payment, you will have to surrender the access card to our parking staff until payment is made or received. If access card is deactivated, the monthly customer must take a daily parking ticket and pay for daily parking until payment is received. Daily parking fees are not refundable.
2. Monthly deductions are typically scheduled on or after the 25<sup>th</sup> of each month for customers who have enrolled in our ACH Direct Debit payment system. If you wish to cancel your monthly account, the customer must provide Nexus Parking Systems 2 weeks' notice to avoid the next scheduled auto deduction payment from occurring. Once this deduction has occurred it is not refundable. All ACH cancellations must be completed and confirmed on the cancellation form which can be obtained on our website at [www.nexusparkingsystems.com](http://www.nexusparkingsystems.com) or via e-mail from our customer service representative at your parking location.
3. Cash is not accepted for monthly payments. Forms of payment may include the following: Check, money order, cashier's check, credit card and direct debit from a checking or savings account. In some cases, debit cards with a VISA or MASTERCARD logo from any participating commuter tax saver program are accepted. Check with your parking facility customer service office for specific forms of payment accepted.
4. A fee of \$35.00 will be assessed if any payment is returned for any reason. If a customer has a history of returned payments, parking management reserves the right to require payment by money order or certified check from that point forward, or if offered at parking facility, through our Direct Debit Payment System.
5. Monthly parkers, who are cancelling their account, must turn in their access card or permit along with a monthly cancellation form, by the last day of the current paid month. Nexus will not refund any payments once the next monthly cycle has begun. Cancellation forms and access cards can be returned to the customer service office located on the ground floor of the parking facility. Return receipts are available.
6. If you do not receive your regular billing statement for whatever reason, you are still responsible to make your payment by the due date. Please check with your Parking Facility Customer Service Office for availability of email invoices and receipts. The Customer Service Parking Office will also provide a copy of your invoice if needed.
7. Access cards are not transferable! If any card is found to have been transferred to an unauthorized parker, the access card will be confiscated and the account will be permanently closed. If any card is lost, stolen, or damaged, management must be notified and there will be a replacement fee of \$25.00. This fee will also be invoiced to the customer if access card is not returned at account closing.
8. Only one vehicle per access card is permitted in the Parking Garage at any given time! **DO NOT USE CARD** for any other vehicle but yours. If an access card is used incorrectly, the system automatically deactivates the access card. Depending on type of unauthorized use, a fee may be charged or the card may be confiscated and account closed. Fee amount depends on type of unauthorized use. See customer service office for any assistance.



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9. If a customer does not have their access card at entrance or exit gates, they are required to take a daily parking ticket and pay the required fee before exiting. This fee is non refundable and the fee amount depends on the length of stay.
10. Access Cards are leased and are the property of the parking garage. Upon request, customers must surrender the leased access card to parking management or any authorized employee of the parking management company.
11. All monthly customers who have been issued a permit or hang tag are to have their permit/hang tags visible. If the permit/hang tag is not visible you will be subject to wheel locking and a fine for this violation. You will also be subject to a wheel lock removal fee. See posted violation fine rates in the customer service office and online at [www.nexusparkingsystems.com](http://www.nexusparkingsystems.com).
12. All vehicles must follow the specified traffic flow pattern and signs within the garage. The posted speed limit is **5mph/8kph**. First time offenders will be given a warning and the violation will be noted on their account. Further infractions will result in a violation fine (see garage for violation fine rates) or termination of your monthly parking privileges for a serious offense.
13. Do not park in reserved spaces, fire lanes or hash marked/gridded lanes. Park parallel to and between the lines. Violators will be cited and these vehicles will be towed at the owner's expense, or wheel locked and subject to a \$20.00 fine and a \$20.00 to \$40.00 de-booting fee.
14. Verbal or physical abuse against any parking employee will not be tolerated and is subject to account suspension or termination.
15. **Vehicle storage or extended monthly parking past 21 days is not permitted** in our parking facilities for both security reasons and garage cleanliness. Garage use is for daily parkers, commuters or temporary visitors only.
16. Remove all valuables from your vehicle. Do not leave items such as cellular phones, radar detectors and electronic music devices visible in your vehicle, as these items could only invite problems. Lock your car! Take your keys! This is a self-park facility.
17. This contract licenses the holder to park one vehicle in the parking facility at the ticket or permit holder's risk. Parking charge is for use of parking space only. The management specifically disclaims any liability or responsibility for damage or loss due to fire, theft, collision, vandalism or otherwise to the vehicle and its contents, however caused.

*Parking management staff thanks you for adhering to the policies and hopes your parking experience is an enjoyable one!*