PARK SJ
VALIDATION ✔

Parking Validation Programs
Frequently Asked Questions (FAQs)

Q: What are the different types of validations offered?
A: Downtown, Cinema and Tech Museum validations.

Q: Which garages participate in each validation program?
A: The table below highlights where each type of validation is accepted:

Garage	Downtown	Cinema	Tech Museum
Convention Center	X		X
Fourth Street	X	X	
Market/San Pedro Square	X	X	
Pavilion Garage	X	X	
Second/San Carlos	X	X	X
Third/Santa Clara	X	X	
Third Street	X	X	

Q: When are the validations accepted?
A: Generally, all validations may be used for parking every day.
Some exceptions exist: Validations are <u>not</u> accepted at the Market/San Pedro Square Garage during major events at the SAP Center (such as Sharks games) or at the Convention Center Garage when a flat rate at entry is collected.

Q: What is the maximum validation time a customer can receive?
A: <u>Downtown Validations</u> provide up to **2 hours FREE** parking, and

12 hours FREE parking Monday-Friday, 6pm – 6am, and
24 hours FREE parking Saturday or Sunday 6am – 6am at:
- Market/San Pedro Square Garage
- Second/San Carlos Garage
- Third Street Garage
- Fourth Street Garage

<u>Cinema Validations</u> provide up to 3-1/2 hours free parking.

<u>Tech Museum Validations</u> provide up to 24 hours parking for $5.

Q: Can customers combine validations from two or more merchants?
A: No.

Q: What happens if the customer stays longer than the validation provides?
A: The customer is responsible for the time parked beyond the validation period.

Q: How is the validation to a customer calculated?
A: <u>Downtown and Cinema Validations</u>: Validation is based on time not cash value. Customers are validated for their length of stay, not the amount of the parking charge.
<u>Tech Museum Validation</u>: With Validation, customers pay a maximum of $5.

Q: How does a flat parking rate affect the validation program?
A: Validations are <u>not</u> accepted at the Market/San Pedro Square Garage or the Convention Center Garage during special events when a flat rate on entry is collected. In addition, if a flat rate at exit is in effect at the Convention Center Garage, validations and validated tickets are limited to only two hours. If the length of stay exceeds two hours, then the flat rate at the facility will be charged.

Q: How does the business validate for parking?
A: A business will either issue ONE validation coupon to be used in conjunction with your parking entry ticket, or the business will encode the parking entry ticket with a validation machine.

Q: How does the customer use the validation coupon or the validated ticket?
A: <u>Using a Validation Coupon:</u> Customers issued a validation coupon will proceed to the Payment Machine. The parking entry ticket is inserted first in the machine followed by the validation coupon. If the length of stay is covered by the validation coupon, the machine will return the entry ticket to be used by the customer at an exit lane. If the length of stay is not covered by the validation coupon, the customer will need to pay the amount due using cash or a credit card. After payment is made, the entry ticket will be returned to the customer for use at an exit lane. Entry tickets should be used by the Customer at an exit lane within 10 minutes.

<u>Using a Validated Entry Ticket:</u> Customers with an entry ticket that has been encoded with a validation by a participating business will proceed to the Payment Machine. The validated entry ticket is inserted in the machine. *The remaining process is the same as described above.*

For additional questions, contact the San Jose Downtown Association (408) 279-1775 or visit parksj.org.