

## What is Park Charge?

- Park Charge is an online self-management software which Ground Transport Operators will use to sign up to gain access to the Mackay Airport Ground Transport Areas.
- You will apply for and be issued an access card. This access card will need to be put in the windscreen of your vehicle, so the boom gate reader can open the boom gate into the Mackay Airport Ground Transport Areas.

## Why do I need to sign up?

- So we can issue you an access tag. You will then self-manage your account.
- This will allow you to operate on Mackay Airport and gain access to the Mackay Airport Ground Transport Areas.

## Can I pick up and drop off without signing up to Park Charge?

- You will not be able to enter the Mackay Airport Ground Transport Areas without an access card to raise the boom gate.

## Can I pick up and drop off somewhere other than the Mackay Airport Ground Transport Areas?

- Pick-Ups and Drop Offs are only allowed in designated areas. Individuals found to be using non-designated areas for any reason will be referred to their Licensee and also dealt with under the authority of the Airport Notices/AARDA

## What do I need to sign up?

- A Visa/Mastercard credit card or Visa/MasterCard powered debit card.
- 2 different email addresses. (1 x email address for your Licensee Account and 1 x email address for you Driver Account)
- A Mobile phone if you want to receive SMS on your account balances. Fees apply to you for SMS.
- You will need access to the Internet (this can be done on a mobile device)

## What if I don't have a credit card?

- A credit card is required to set up a Park Charge account.

## What do you need my credit card for and are my card details secure?

- A credit card is required to set up a Park Charge account.
- This credit card is linked to your Park Charge account and will only be charged once your account has been approved. Your credit card will be debited the minimum auto top up fee of \$20.00. This fee is then transferred to your access account ready for you to use.
- Your credit card information is covered by the systems security controls, which are PCI DSS Level 1 compliant, which is the industry's highest level of certification.
- Mackay Airport does not have access to your credit card information.

## Account Top Up Options?

- Once your account is set up you can choose to allow your credit card to be deducted for the top up fees or you can top up with cash at the Car Park Service Kiosk (located in the Terminal) Monday to Friday 10:00am – 1:00pm and 2:00pm – 5:00pm and Saturday and Sunday 9:00am – 1:00pm.

**\*Please note the cash top up incurs an admin fee of \$4.50 per load regardless of quantum. (\$20.00, \$50.00 or \$100.00)\***

## How do I sign up?

- Follow this link <https://www.mackayairport.com.au/gtppu>
- Click on the box **“Click Here for Park Charge”** which will take you to the Park Charge log in
- For Instructions on how to complete the sign up process there is a User Guide located on <https://www.mackayairport.com.au/gtppu> then click on **“User Guide”**
- Copies of the User Guide, Terms and Conditions and FAQ’s will be available upon request.

## What if I don’t have an email?

- There are many e-mail service providers available and the sign up process is very simple.
- Some examples of these are:  
[www.gmail.com](http://www.gmail.com) Click create an account  
[www.yahoo.com.au](http://www.yahoo.com.au) Click mail then sign up

## Who do I speak to if I have a problem with my park charge access card?

- If you are having a problem with your access card at a Mackay Airport Ground Transport Area boom gate, you can press the intercom help button and one of the Car Park Service Kiosk staff will assist you.
- You can email your query to the Car Park Service Kiosk Staff at [park@mackayairport.com.au](mailto:park@mackayairport.com.au)
- Or park at the Ground Transport Operators Holding Area and you can come and see the staff in the Car Park Service Kiosk (located in the Terminal) Monday to Friday 10:00am – 1:00pm and 2:00pm – 5:00pm and Saturday and Sunday 9:00am – 1:00pm.

## Who do I speak to if I have a problem with my park charge account?

- Login to your account and check your balance and access status.
- Email the Car Park Service Kiosk Staff at [park@mackayairport.com.au](mailto:park@mackayairport.com.au)
- Or park at the Ground Transport Operators Holding Area and you can come and see the staff in the Car Park Service Kiosk (located in the Terminal) Monday to Friday 10:00am – 1:00pm and 2:00pm – 5:00pm and Saturday and Sunday 9:00am – 1:00pm.

### **What happens if my credit card has no funds?**

- You can log into your account and do an instant top-up with an alternate Credit Card. Or you can top up with cash at the Car Park Service Kiosk (located in the Terminal).

**\*Please note the cash top up incurs an admin fee of \$4.50 per load regardless of quantum. (\$20.00, \$50.00 or \$100.00)\***

### **What happens if my card is damaged or if I lose my Access Card?**

- You can get a new access card from the staff in the Car Park Service Kiosk (located in the Terminal). Please note there is a fee of \$80.00 unless Mackay Airport says otherwise for a new access card that has been damaged or lost.
- The balance that was on your damaged or lost access card will be transferred to your new access card.

### **What happens if I forget my Access Card?**

- If you forget your access card the Car Park Service Kiosk will allow a one off Drop Off Access only and manually deduct the access fee from your Park Charge account.

### **What happens if I deliberately avoid or don't ensure my account has money on it to enter the Ground Transport areas?**

- A fee will be charged for the pick up or drop off anyway
- Your access to the Mackay Airport Ground Transport Areas maybe stopped or limited
- The matter will be reported to the Licensee that you drive for, for further action in line with their complaints procedure.

### **Is there a Pick Up and Drop Off Fee?**

- Yes. This is called the Ground Access Charge. (see table below)

**Ground Access Charge**

<b>Passenger Service Vehicle User Type</b>	<b>Drop Offs (Departures) Terminal Transport Departures (This is a Stop, Drop Off and Go Only Area)</b>	<b>Pick Ups (Arrivals) Terminal Transport Arrivals (This is a Stop, Pick Up and Go Only Area)</b>
Limousines	\$2.40	\$2.40
Courtesy Bus <18 Seats	\$2.30	\$2.30
Courtesy Bus 19-25 Seats	\$3.30	\$3.30
Courtesy Bus >25 Seats	\$4.70	\$4.70
Charter Bus <18 Seats	\$3.30	\$3.30
Charter Bus 19-25 Seats	\$4.10	\$4.10
Charter Bus >25 Seats	\$4.70	\$4.70
Ride Share	\$2.50	\$2.50

**\*\*Above fees are inclusive of GST\*\***