

# PARKING FREQUENTLY ASKED QUESTIONS

**Q: DO I NEED TO PURCHASE THE PERMIT NOW?**

**A:** Some parking options are limited, and permits are issued on a first-come, first-served basis. Get your permit as soon as possible to ensure you get the parking pass you need.

**Q: I HAVE READ THE PARKING RULES AND REGULATIONS. IS THERE A GRACE PERIOD AT THE START OF THE SEMESTER BEFORE THE RULES ARE IN EFFECT?**

**A:** No. The rules and regulations are in effect on the first day of the semester to maintain security. No grace period is allowed.

**Q: I DO NOT HAVE A CREDIT CARD. HOW DO I USE THE WEBSITE?**

**A:** A credit or debit card is required to purchase a parking permit on the website. For students who do not currently have a credit card or debit card, cash transactions can be accepted during regular business hours (8 am – 5 pm) by Campus Operations.

**Q: I PREFER NOT TO USE THE WEBSITE; CAN I PURCHASE THE PERMIT ON CAMPUS?**

**A:** Yes. Permits can be purchased in the Campus Operations office.

**Q: I DO NOT KNOW MY VEHICLE INFORMATION (PLATE, MAKE, YEAR, ETC.). CAN I GO ONLINE AND PURCHASE A PERMIT?**

**A:** No, you will need to have your vehicle information to complete the process.

**Q: I ONLY ATTEND CLASSES AT NIGHT OR ON WEEKENDS, OR I AM AN ONLINE STUDENT. DO I NEED A PERMIT ON CAMPUS?**

**A:** Yes, all vehicles on campus must have a permit.

**Q: CAN A RESIDENTIAL STUDENT PARK IN THE PARKING GARAGE?**

**A:** Only residential students with the Orange decal may use the Halo Garage (lot 10). Students with Black decals may use the Grove Garage (lot 80). The parking garage at the front of campus can only be used by commuter students, employees and evening students.

**Q: IF I DO NOT PURCHASE A PERMIT, WHERE CAN I PARK?**

**A:** All vehicles coming onto campus must have a permit. Any vehicle on campus that does not have a permit may be issued a citation and/or may have a wheel lock device installed.

**Q: MY PARENTS MAY VISIT ME ON CAMPUS. WHERE DO THEY PARK?**

**A:** Visitor parking is available on floors 2 through 5 of the Camelback garage. Check in with the security officer at the 33rd Avenue entrance to obtain a visitor's pass.

**Q: I HAVE A DISABILITY PLACARD FOR MY VEHICLE. DO I HAVE TO PURCHASE A PERMIT? IS THERE ANYTHING I NEED TO DO ONCE I GET TO CAMPUS?**

**A:** Student Disability Services will verify that the placard (or plate) is in your name as the individual who will be parking on campus. They will issue you a specific parking permit that opens all handicapped spaces around campus for you to use, regardless of lot designation. For any questions, contact Student Disability Services at 602-639-6342.

**Q: WHERE ARE HANDICAPPED SPACES LOCATED?**

**A:** Accessible parking is available throughout the GCU campus. Once you have the special parking permit from Student Disability Services, you will be able to use any of those spaces regardless of the lot designation.

**Q: WHERE DO I PLACE THE DECAL?**

**A:** The decal should be affixed to the inside lower corner of the windshield on the driver's side of the vehicle. A citation may be issued if the decal is not visible.

**Q: IF I RECEIVE A CITATION, HOW DO I PAY IT?**

**A:** Pay or appeal a citation at [gcu.thepermitstore.com](http://gcu.thepermitstore.com). Enter the notice number from the citation and follow the prompts.

# PARKING FREQUENTLY ASKED QUESTIONS

**Q: I UNDERSTAND THAT THERE ARE VEHICLES AVAILABLE FOR RENT ON CAMPUS. HOW CAN I LEARN ABOUT THAT?**

**A:** Visit our Self-Service Car Share page at <http://www.gcu.edu/campus-resources/about/self-service-car-share/> for more information.

**Q: ONCE I HAVE COMPLETED THE PURCHASE PROCESS ONLINE, HOW LONG WILL IT TAKE FOR THE DECAL TO ARRIVE AT MY LOCATION?**

**A:** It typically takes seven to 10 business days for the decal to arrive. Please print the temporary permit on the confirmation page after you purchase the decal. If the decal does not arrive prior to the temporary permit's expiration date, contact Campus Operations at 602-639-6527 for assistance.

**Q: I OWN MORE THAN ONE VEHICLE. CAN I GET EXTRA DECALS?**

**A:** It is not necessary to purchase multiple decals. You can register multiple vehicles on your account and remove the decal from the primary vehicle and place it in the secondary one when it is driven on campus. The decal does not permanently affix to your windshield, and can easily be peeled off and reapplied to another vehicle.

**Q: IF I HAVE A CAR COVER FOR MY VEHICLE, CAN I USE IT WHILE PARKED ON CAMPUS?**

**A:** As long as the permit is visible at all times, a car cover is allowed.

**Q: I RIDE A MOTORCYCLE WITH NO WINDSHIELD. WHERE DO I PLACE THE DECAL?**

**A:** It is important that the decal be visible at all times while the motorcycle is on campus. For suggestions, contact Campus Operations.

**Q: WHERE DO MOTORCYCLES PARK ON CAMPUS?**

**A:** There are dedicated motorcycle spaces on the first floor of the garages. They are available for resident and non-resident students who have purchased a campus permit. Motorcycles are also allowed to park in any open space in a lot designated by their permit.

**Q: I AM A STUDENT WORKER. CAN I GET AN EMPLOYEE PARKING PERMIT?**

**A:** No, the employee parking permit is only available to full-time employees or faculty.

**Q: WHEN I WENT ONLINE TO PURCHASE A PERMIT, THE SYSTEM ONLY SHOWED NON-RESIDENT PERMITS AVAILABLE. I AM A CAMPUS RESIDENT. WHAT DO I DO?**

**A:** Call Campus Operations at 602-639-6527 for assistance.

**Q: I SOLD MY VEHICLE AND DID NOT REMOVE THE DECAL. WHAT DO I DO?**

**A:** You need to have the old decal canceled, purchase a replacement decal and add the new vehicle to your account. For assistance, contact Campus Operations.