



## GROUND TRANSPORT OPERATORS - FAQs

### GETTING STARTED

#### Who can use the ground transport carpark?

Our carpark is for ground transport operators who provide a commercial service to our passengers and have been registered and approved by Ballina Shire Council.

#### How do I get registered?

There's a two step process. First, fill out our [Ground Transport Operator application form](#) so Council can approve you. Then create an account in [Parki](#), where you'll manage your vehicle details and payments.

#### How does the Parki portal work?

You'll need to set up a username and password, register one of your vehicles, and add credit card details for carpark access charges. Once your application is created, you can add the rest of your fleet at any time.

#### I'm a rideshare driver (e.g. Uber). Do I still need to register?

Yes, all operators using our carpark need to be registered. For questions about how charges are managed, please contact your rideshare company directly.

### CHARGES AND PAYMENT

#### How much does it cost?

Charges follow Council's Fees and Charges document and are GST inclusive. You're only charged on departure from the carpark:

- Taxi, rideshare and chauffeured limousine: \$3 per airport precinct departure
- Shuttle bus, courtesy vehicle and tour coach (under 25 seats): \$5 per airport precinct departure

#### Are there any other charges, like an administration fee?

No, the only charge is per departure from the ground transport carpark.

#### When am I charged?

As you exit the carpark, your licence plate is read and matched to your online account. Your credit card is debited the applicable charge based on the operator category you registered under.

#### How do I get a tax invoice?

When you set up your account, you'll provide an email address. As you depart the carpark, your card is debited and your tax invoice is emailed to you.

#### What if I don't receive my tax invoice, or want a reprint?

You can log into the Parki portal at any time to see the amounts charged and resend a tax invoice.

### **What happens if my credit card expires, is stolen, or has reached its credit limit?**

The payment system relies on a valid credit card being debited on departure. You'll need to keep your credit card details current in your Parki account at all times.

## **MANAGING YOUR ACCOUNT**

### **What if I change vehicles or licence plates?**

You can update your account at any time, including adding or removing licence plates linked to your account.

### **What if my drivers change?**

The Parki portal registers vehicles, not drivers, so there's no need to notify a change of drivers.

### **What if my company name changes?**

You can manage your account through the Parki portal at any time to update or amend details. You can also download the Parki app on your phone to manage your account on the go.

### **What if I don't use the carpark for an extended period?**

Your account stays valid until you choose to remove it.

## **USING THE CARPARK**

### **How does carpark access work?**

As you approach the boom gate, your licence plate is read automatically. If it's registered to your approved account, the boom gate raises to let you in.

### **Are there designated parking spaces?**

Yes, there are designated zones for each category of ground transport, including rideshare, taxi, chauffeur, minibus, coach and shuttle bus. Please see the carpark map.

### **What is the maximum parking period?**

Two hours at a time.

### **Can I leave my vehicle unattended?**

Yes, you can leave your vehicle unattended while you collect passengers from inside the terminal.

### **Can I use the drop-off and pick-up area at the front of the terminal?**

No, all registered ground transport operators must use the ground transport carpark to drop off and pick up passengers.

### **How do my passengers find me?**

Wayfinding signage directs passengers to the ground transport area. Operators are also welcome to share the carpark map with passengers to show them where to go.

### **Where do I drop off or pick up passengers with mobility needs?**

There's a designated drop-off and pick-up area for passengers with mobility needs, marked on the carpark map. This zone is for drop-off and pick-up only. If you're staying in the carpark afterwards, please move to the designated space for your operator category.

