

Spot4U Frequently Asked Questions

Booking a Spot4U

Pre-book a parking space before you leave home or office in three easy steps:

1. Select a car park, date and time, and your parking product.
2. Pay securely online using your credit card. Upon completing your Spot4U booking, you will receive a confirmation email which includes a 4-digit PIN and a Parking Reference.
3. Arrive at your nominated car park on your selected day and time. Enter your 4-digit PIN at the Spot4U Icomm Touch Screens installed at the entry lanes to enter the car park. To exit, simply enter your PIN again at the Spot4U Icomm Touch Screens at the exit lanes of the car park.

Where is my Spot?

You can park in any available bays at your selected Spot4U car park and as indicated by signage or as directed by staff; EXCEPT FOR bays marked as Reserved, Disabled Bays or Loading Bays.

Do I need to keep my Spot4U booking confirmation?

Unless otherwise stated in your booking confirmation, you are not required to present your booking confirmation at the car park. You will be required to memorise your 4-digit PIN to enter / exit the car park. Your booking confirmation also provides you with a Parking Reference which can be quoted when you contact our customer service team on 1300 734 959, from 8.00am to 5.00pm Monday to Friday or by email at info@greencoparking.com.

I do not have an email; will I be able to book a space on Spot4U?

The Spot4U booking system requires an email address to complete the booking online.

Will I be able to enter the car park if I arrive earlier than my booking start time?

For all Spot4U online bookings, you will be allowed a grace period of 15-minutes prior to your elected start time to enter the car park. If you stay longer than your booking period, you may be charged the standard casual parking fees as published at the car park in addition to the online parking fee you have already paid.

How soon can I redeem my Spot4U online booking?

You can book a space on Spot4U up to one (1) hour in advance of your selected booking period. However, if you book within one (1) hour of your start time, you will be unable to amend your booking.

How do I amend or cancel my Spot4U booking?

Log into your Spot4U account using your email address and password to amend or cancel your booking. You are able to amend or cancel your booking up to one (1) hour prior to your selected start time of your booking period. You will be charged a fee of [\$1.50] for each booking cancelled.

What happens if I park for less than my selected booking period?

If you do not park for the entire selected booking period, you will not be entitled to any refund of the Spot4U online parking fee and booking fee paid.



What is a booking fee?

Spot4U charges a [\$1.00] fee for each successful booking made through our online booking system. The booking fee is non-refundable.

What do I need to know about the car park and parking product before I complete my Spot4U booking?

It is important to click on the Info & Map link at the time of selecting your parking product to review the height restrictions, location, access to and from the car park, opening hours or terms and conditions of the car park you wish to book your spot in. Spot4U cancellations due to height restrictions will not be refunded.

If you require further information, contact our customer service team on 1300 734 959, from 8.00am to 5.00pm Monday to Friday or by email at info@greencoparking.com.