



RULES AND REGULATIONS

Nexpass App Permit Holders

NexPass rules and regulations are listed below. If further assistance or interpretation is required, please go to the website of www.nexusparkingsystems.com and click on the [Customer Service Support](#) button and submit an email to our customer service representative.

1. CANCELLATIONS: If your permit is set to auto-renew and you do not want to be charged again, turn off auto-renew in the app at any time before the permit expires. Here's how: Launch the Nexpass app, press the 3 horizontal lines (Menu) in the top left-hand corner of your mobile device phone screen, choose "parking pass", scroll down, and select "auto-renew" and toggle the button off (gray is off/green is on). If you fail to turn off auto-renew, a non-refundable automatic payment will be made. If your payment is not set to auto-renew, the pass will expire and you will not need to take any further action.
2. If the customer is unable to scan the QR code at the entrance, check your camera settings to confirm the camera is enabled for the Nexpass app. If a ticket is taken due to user error, the ticket must be paid to exit the garage. Customer service can be made aware of issues to avoid additional charges like this.
3. Credit/debit card payments will be automatically processed on the Nexpass app. If payment is declined, the permit will be disabled until payment is made through the app. The monthly customer is then considered to be a daily customer and charged the daily rate until the fee is satisfied.
4. Customers self-manage their payments on the Nexpass app using a debit or credit card offered by American Express, MasterCard, Visa, and Discover. Nexpass / Nexus Parking Systems also participates in commuter pre-tax savers programs offered by [Health Equity /WageWorks/TransitChek](#), [Commuter Check/Edenred](#), and [Beniversal \(BRI\)](#). Remember the credit card must be funded for parking or parking/transportation.



5. Receipts are sent automatically via email and available in the app. They can be accessed and resent or forwarded. If auto-renew is not activated or payment is declined for any reason, the monthly version of the app will not work and you will be charged the daily rate until the fee is satisfied.
6. Permits are not transferable! If any permit is found to have been transferred to an unauthorized parker, the permit will be deactivated and a fee will be charged. The permit will remain inactive until the fee is paid.
7. Only one vehicle per permit is allowed to park at any given time! DO NOT USE THE PERMIT for any other vehicle but yours. If the permit is used incorrectly, the system automatically deactivates the permit. Depending on the type of unauthorized use, a fee may be charged.
8. If a customer does not have their mobile phone and cannot scan the QR code at the garage entrance/exit, the

customer is required to take a daily parking ticket and pay the required fee before exiting. This fee is non-refundable and the fee amount depends on the length of stay. Customer Service can assist you in charging your phone if you have time to wait and do not have a charger in your vehicle.

9. All vehicles must follow the specified traffic flow pattern and signs within the garage. The posted speed limit is 5mph/8kph.
10. Do not park in reserved spaces, fire lanes, or hash-marked/gridded lanes. Park the vehicle parallel to and between the yellow, white, or blue lines. If another parker parks over the line, do not park next to that vehicle if it causes you to park over the line. You will be issued a violation. Violators will be cited and will be towed at the owner’s expense, or wheel locked and subject to the fines listed below. The violation fees can be paid by scanning the QR code on the Meter Feeder ticket or at www.meterfeeder.com. If another type of ticket was issued, follow the payment instructions or contact customer service for assistance.

Violation	Amount + Fee
No Parking Area/Drop-Off Area/Fire Lane/Curb/Grid-Hash Marked Area/Blocking Driveway or Access Area:	\$ 20.00
Parked in two (2) spaces:	\$ 10.00
Parked in Reserved Space:	\$ 20.00
Illegal Turn:	\$ 20.00
Driving Against Traffic Flow:	\$ 20.00
Exceeding Speed Limit:	\$ 20.00
Other: _____	\$ 20.00
Boot Removal:	\$ 40.00
Parked in Handicapped Space:	\$250.00

11. Verbal or physical abuse against any parking employee will not be tolerated and is subject to account suspension or termination.
12. **Vehicle storage or extended monthly parking past 21 days is not permitted** in our parking facilities for both security reasons and garage cleanliness.
13. Remove all valuables from your vehicle. Do not leave items such as cash, cellular phones, radar detectors, GPS devices, and electronic music devices visible in your vehicle. Lock your car! Take your keys! This is a self-park facility.
14. This contract licenses the holder to park one vehicle in the parking facility at the ticket or permit holder’s risk. The parking charge is for the use of a parking space only. The management specifically disclaims any liability or responsibility for damage or loss due to fire, theft, collision, vandalism, or otherwise to the vehicle and its contents however caused.

Nexus Parking Systems thanks you for adhering to our rules and regulations.

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