

Arts Centre Melbourne Car Park

Important Information for MTC Members



MTC Members receive a 15% discount on valet parking and a 20% discount on general parking at Arts Centre Melbourne car park from 1 January 2015 – 31 December 2015.

Valet Parking Discount

The standard valet fees are \$50 for un-booked (drive-up on the night) or \$45 if booked in advance. MTC Members are entitled to a 15% discount off these prices making it \$42.50 if un-booked or \$38.25 for advance bookings. The discount is subject to members quoting their membership number when booking in advance or by showing their members card to the Valet Captain on arrival if they have not pre-booked.

The valet service operates Monday to Saturday from 5.30pm, however the service usually does not operate if there are no Arts Centre Melbourne performances. Reservations are recommended and can be made up to midday on day required. Bookings and information by phone 1300 182 183, or visit our Box Office. Payment is due at the time of booking.

General Parking Discount

The general parking discount is obtained by using a car park Stored Value Card issued by Arts Centre Melbourne. The 20% discount will apply to all standard parking fees which are indicated on the rates board at each entry and in the car park foyer, and on the Arts Centre Melbourne website. All car park fees are subject to change without notice.

Stored Value Cards

Please follow the instructions below and overleaf to top up your card so you can start using it. Please retain this information for future reference.

Using the Stored Value Card

The cards are proximity cards so they are held up to the card readers (yellow ticket mouth) at entry, pay machines and exit gates. They are not inserted into the machines.

The Stored Value Card must be used at entry and exit to obtain the discount and the parking fee is deducted from the account at the exit gate. Cards with nil value will allow car park entry but there must be sufficient funds on the card to enable exit. If there are insufficient funds on the card at the exit gate the customer will need to return to a pay machine to top up their card.

The Stored Value Card does not guarantee entry if the car park is full.

Topping Up

Topping up the Stored Value Card is done at the car park pay machines and the maximum limit is \$100. New members will need to top up their card on first entry and thereafter as required. Card balance is displayed at the entry and exit gates as well as the pay machines.

Topping up instructions are at each pay machine. Car Park staff are available to assist and assistance is recommended particularly when first topping up.

Lost Stored Value Cards

A \$15 fee is charged for lost or replacement cards. Customers are to advise the car park if they have lost a card and arrange for a replacement. Any balance on the account is automatically transferred to the replacement card.

Cancelling

MTC will advise if any members discontinue their membership. Members must contact the car park office to arrange a refund if they have any balance on their card.

General Customer Information

Arts Centre Melbourne car park is open 24 hours, 7 days a week. The Customer Service Desk is staffed 8am to 11pm Monday to Saturday and 9am to 5pm Sundays, later if performances dictate.

The car park is busiest in the evening when there are multiple precinct events and performances. Advice to customers is always to arrive early to avoid the disappointment of not getting into the car park. Customers are welcome to contact the car park office for advice about busy periods or any other parking information.

Arts Centre Melbourne Car Park Contact Details

Car Park Supervisors, phone 9281 8012 or email carpark@artscentremelbourne.com.au

Website: www.artscentremelbourne.com.au/your-visit/car-parking