

Downtown Parking Validation Program

Frequently Asked Questions (FAQs)

Q: What are the different types of validation?

A: Downtown Parking and Cinema validations.

Q: Which lots/garages accept Downtown Parking Validations?

A: Downtown Parking Validations are accepted at the following locations:

- Central Place Garage
- Central Place Lot
- Convention Center Garage
- Fountain Alley Lot
- Fourth Street Garage
- Market / San Carlos Lot
- Market & San Pedro Square Garage
- Pavilion Garage
- San Fernando & South Second Street Lot
- Second & San Carlos Street Garage
- Third / Santa Clara
- Third Street Garage

All lots and garages accept Cinema Validations except the Convention Center Garage and the Market / San Carlos Lot.

Q: When are the Downtown Parking Validations accepted?

A: The Downtown Parking Validations may be redeemed seven days a week. Some exceptions exist: validations are not accepted at the Market & San Pedro Square, Convention Center and Third Street garages when a flat rate on entry is collected (typically after 6 p.m. on nights of big events.)

Q: What are the different validation amounts?

A: Downtown Parking Validations are available in one- and two-hour increments. Some 20-minute stamps remain. Cinema Validations are valid for 3-1/2 hours.

Q: What is the maximum validation a customer can use?

A: The maximum for Downtown Parking Validation is two hours. The maximum for the Cinema Validation is 3-1/2 hours.

Q: Can customers combine validations from two or more merchants?

A: Two one-hour validations from two different businesses can be used, to the maximum two hours of validation. Downtown Parking Validations cannot be combined with Cinema Validations.

Q: What happens if the customer stays longer than the validation?

A: The customer is responsible for the time beyond the validation period. During the day, time is charged at 20-minute increments. After 6 p.m. on evenings and weekends the charge is a flat rate.

Q: When is parking free?

A: The following locations offer FREE Parking on Saturday and Sunday from 6 a.m. - 6 p.m., and no validation is needed during these times.

- Central Place Lot
- Fourth Street Garage
- Market & San Pedro Square Garage
- Pavilion Garage
- San Fernando & South Second Street Lot
- Second & San Carlos Street Garage
- Third Street Garage

Q: Will a customer need validation if they park on a Saturday or Sunday before 6 p.m. but exit the garage or lot after 6 p.m.?

A: Yes. The validation begins at time of entry so, if the customer leaves after 6 p.m. on Saturday or Sunday and the amount of time stayed exceeds the amount of validated time (typically 1-2 hours), then they are required to pay for the time parked after 6 p.m. and would need validation.

Q: On weekends, does the validation period begin when the customer enters the facility or at 6 p.m., when the facilities begin to charge?

A: On weekends, the validation period begins when the customer enters the facility.

Q: How is the validation to a customer calculated?

A: The Downtown Parking Validation is based on time not value. Customers should always be validated for their length of stay, not the amount of the parking charge.

Q: How does a flat parking rate affect the validation program?

A: There is no change in the Downtown Parking Validation Program whether the lots and garages charge for each 20 minutes or when they charge a flat rate. Customers receive up to two hours of free parking under the Downtown Parking Validation Program; and 3-1/2 hours of free parking under the Cinema Validation Program. Customers are responsible for any fee incurred for stays longer than their validation period.

Q: How much validation should I give to my customers?

A: Below are a few examples of Downtown Parking and Cinema Validation customers and the amount of validation they would need and any possible amount due from the customers.

<u>Downtown Parking Validation</u>						
<u>Day</u>	<u>Entry</u>	<u>Exit</u>	<u>Total Stay</u>	<u>Hours of Validation</u>	<u>Fully Validated</u>	<u>Customer Pays</u>
Monday	11 p.m.	11:30 p.m.	0:30	1:00	Y	\$0
Tuesday	12 p.m.	1:45 p.m.	1:45	2:00	Y	\$0
Wednesday	12 p.m.	2:01 p.m.	2:01	2:00	N	\$.75 - \$1.25
Thursday	5 p.m.	6:30 p.m.	1:30	2:00	Y	\$0
Friday	6:15 p.m.	8:45 p.m.	2:30	2:00	N	\$3-5 Flat Rate
Saturday	4 p.m.	6:30 p.m.	2:30	2:00	Y	\$3 - 5

Cinema Validation						
<u>Day</u>	<u>Entry</u>	<u>Exit</u>	<u>Total Stay</u>	<u>Hours of Validation</u>	<u>Fully Validated</u>	<u>Customer Pays</u>
Tuesday	5 p.m.	8:25 p.m.	3:25	3:30	Y	\$0
Saturday	7:30 p.m.	11:20 p.m.	3:50	3:30	N	\$3 – 5 Flat Rate
Saturday	1 p.m.	8 p.m.	7:00	3:30	Y	\$3 - 5

Q: How do the validations work?

A: Simply verify the time on the parking ticket and give the customer either a one-, two- or (for cinema customers) 3-1/2-hour stamp, allowing for their time to get back to the facility and exit. The lots and garages validate only up to two hours for retail and 3-1/2 hours for cinema. Any amount owed in excess of the validated time is the customer's responsibility. Customers insert or present the tickets with their parking ticket and then exit.

For additional questions, please visit www.sjdowntownparking.com or contact Gretchen Knight Baisa at the San Jose Downtown Association at (408) 279-1775 or Elias Khoury with the Department of Transportation at (408) 975-3707.