

## Paid parking lots of "Rzeszów - Jasionka" Airport Ltd.

### Questions and answers

Questions and answers are divided into three groups according to the category:

- I. **General information (rates, terms and conditions, legal issues and location of the parking lot).**
- II. **Payment methods, invoices, currency, subscriptions, VIP areas.**
- III. **Other (assistance with payment/parking devices, problems with entry/exit to the parking lot, services for people with disabilities)**

- I. **General information (rates, terms and conditions, legal issues and location of the parking lot)**

1. **Q: Where can I find the parking rates?**

A: The rates are available on our website [www.rzeszowairport.pl](http://www.rzeszowairport.pl), in the Parking Office, on information boards around the parking lot and in the Terminal building.

2. **Q: Where can I find current terms and conditions?**

A: The terms and conditions of the Parking Lot are available on information boards around the Parking Lot, on the website as well as on paper in the Parking Office (located in the Parking Lot) and the Passenger Service Centre in the Terminal building.

3. **Q: Is the parking lot attended and monitored?**

A: Airport parking lots are unattended, but they are monitored.

4. **Q: What is the maximum stay for a vehicle?**

A: The Parking Lot terms and conditions provide for a stay up to 180 days. After that period, the vehicle may be towed away (cost: PLN 500) and stored (cost: PLN 50 per day) at the expense of the vehicle owner. The fees for Passengers/Customers are calculated proportionally to the parking time of the vehicle - according to the given rates.

5. **Q: What if I enter the Parking Lot before the fees are adopted, and exit after they have been enforced?**

A: Each person who entered the Airport Parking Lot before **August 21, 2019**, will have the right to exit without incurring charges until **September 5, 2019, on the condition that they present their boarding passes, which will allow the Airport to verify whether they are passengers using the airport services.** Persons who have left their vehicle in the Parking Lot for purposes not related to airline travel from or to Rzeszów - Jasionka Airport will be liable to parking fees, which will be charged from the date the parking fees are enforced, according to respective rates.

6. **Q: What documents should I present in order to prove that I used the airport services and be allowed to exit the Parking Lot without incurring charges in the period from August 21, 2019 to September 5, 2019?**  
A: The required documents are a boarding pass and an ID card or a passport.
7. **Q: Is it possible to leave the vehicle for over 14 days without incurring charges (e.g. in case of a business trip lasting 3 weeks)?**  
A: The parking fee for leaving the vehicle in the Parking Lot will be calculated according to applicable rates, unless it concerns the situation described in point 5.
8. **Q: Is the parking lot safe?**  
A: The Parking Lot is monitored and illuminated. Airport parking lots are unattended.
9. **Q: Is it possible to insure the car for the duration of its stay in the Parking Lot?**  
A: There is no additional car insurance as part of the parking service.
10. **Q: What if you lose my parking ticket?**  
A: In the event of losing a parking ticket, the parking fee will be calculated according to applicable rates and an additional fee of PLN 25 will be applied for issue of duplicate ticket.
11. **Q: Are there long-term and short-term parking zones?**  
A: The airport parking lot has been divided into long-term (P2) and short-term (P1) parking zones - see: {map}
12. **Q: Can I rent a car at the Airport and, if so, where is the car rental area?**  
A: In the terminal building there are offices of a number of companies offering car rental services - {link}. They are located opposite the Passenger Terminal - see {map}
13. **Q: Are there any restrictions on vehicle weight and height?**  
A: There are no restrictions on vehicle weight and height. It is assumed that the parking lot will be used for passenger cars, vans and buses.
14. **Q: What if my vehicle is damaged while it is parked in the Airport Parking Lot?**  
A: You should report the vehicle damage to the Parking Office (if it has not been reported earlier by the Airport Security), which will, in turn, report it to the police. The police will take appropriate actions provided by law to determine the perpetrator.

## II. **Payment methods, invoices, currency, subscriptions, VIP areas\_**

### 1. **Q: How can I pay for my parking?**

A: **The parking fees should be paid at the ticket machine located in front of the Passenger Terminal**, where both cash and payment cards are accepted. When exiting the parking lot, **only cashless payments are accepted (with payment cards)**.

### 2. **Q: What if I have trouble at the entry/exit barrier or at the ticket machine?**

A: On each pay-on-exit-machine at the barriers as well as on the ticket machines, there are buttons that activate two-way communication system with the Parking Office or with an employee of the parking operator's central office (between 1.00 am to 4.00 am), who will provide assistance.

### 3. **Q: What currency can I use to pay for my parking?**

A: The only currency accepted for payments is **Polish zloty (PLN)**.

**4. Q: Does the parking ticket machine print a confirmation of payment:**

A: The parking ticket machine issues a payment confirmation on the customer's request.

**5. Q: Can I request a VAT invoice? How can I do it?**

A: VAT invoices can be issued by an employee of the Parking Office on behalf of the Airport. The Parking Office is located in the Parking lot.

**III. Other (assistance with payment/parking devices, problems with entry/exit to the parking lot, services for people with disabilities):**

**1. Q: Is it possible to book a parking space online**

A: As of today, it is not possible to book parking spaces in the Airport Parking Lot. An online booking system is planned in the future.

**2. Q: Are there any discounts for booking more than one parking space?**

A: As of today, it is not possible to book a parking space.

**3. Q: Is there emergency assistance if my vehicle breaks down?**

A: Emergency assistance is provided at the customer's request by the Parking Office employees.

**4. Q: I have physical disabilities. Will I be provided with assistance to reach my boarding gate?**

A:

- 1) A Disabled Person (hereinafter DP) that has an appropriate disability confirmation document (a valid parking card issued by a competent authority) or his or her caregiver (who is using a valid DP parking card), when entering the Parking Lot requests DP assistance from the Parking Office through the two-way communication system,
- 2) The Parking Office immediately notifies relevant Airport staff,
- 3) The vehicle of the DP or his or her caregiver is directed to the VIP zone located in front of the Parking Office with designated places for DP {map - link}, where the DP will be assisted by the Airport staff,
- 4) During the stay of the vehicle in the Parking Lot, the parking card should be visible, placed behind the windshield so that its number and expiry date are legible.