

Centre Place Car Park

What time does the car park open and close?

Monday to Friday: 6.00am – 12.30am

Saturday: 7.00am – 12.30am

Sunday: 8.00am – 12.30am

What are the costs?

Type	Notes	Cost (inc GST)
Casual	First 60 mins free	\$2 per ½ hour or part thereof up to \$50 per day
Early bird	Level 5a & above only Must pay via the P360 website prior to leaving your vehicle	\$10 per day
Monthly	Unreserved (M-F) Subject to availability	\$205
	Reserved (M-F) Subject to availability	\$245

How does the car park operate?

The parking system is frictionless with no barriers and uses License Plate Recognition (LPR) to determine how long your vehicle has been parked and if payment is required. If you exit without paying you may be issued a breach notice.

Who are Park360 and how do I contact them?

Park360 manage the online parking booking system for Centre Place.

For more parking info – centreplace@park360.co.nz

For booking info/help (e.g. change car registration) – centreplace@park360.co.nz

Who are Atlas Enforcement and how do I contact them?

Atlas Enforcement manage the enforcement for Centre Place.

For breach notice info email support@atlasenforcement.co.nz (please do not email appeal requests)

How do I know if I have received a breach notice?

Atlas Enforcement will post breach notices to the address registered under the owner of the vehicle. Breach notices will **NOT** be placed on the vehicle's windshield.

How do I appeal a breach notice?

Please follow the instructions on the bottom of the breach notice.

How do I pay for parking?

For casual parking you can pay at the paystations

For monthly parking this is paid via direct debit. Please contact support@park360.co.nz if you wish to open an account.



CENTRE PLACE

For early bird parking you must book and pay before you leave your vehicle (early bird may be sold out) You can book y our parking [here](#)

Where are the paystations located?

Paystations are located inside the centre, on the ground floor near Customer Service and on Level 1 near the lifts. Our pay stations accept credit and debit payments only.

I've been to the cinema?

Cinema patrons must use the validation terminals located in the cinema lobby on arrival and pay at the kiosk if you exceed 4 hours. You can check at the paystation if you are unsure how long you have been.

I just witnessed suspicious activity. What should I do?

Contact Centre Place security immediately on [021 378 518](tel:021378518)

1.0 Casual Parking FAQs

What are the parking rates?

All customers of the shopping centre receive 1-hour free parking. It is then \$2 per half hour or part thereof, with a maximum charge of \$50 per day.

What level and bays can I park in?

You can park in any unoccupied car park not marked "Reserved". Other areas for Mobility, Parent & Child and EV Charging are for eligible users only.

How do I pay for casual parking using the paystation?

1. Go to the paystation before you return to your vehicle
2. Type in your registration number
3. Pay for the duration you were parked

The paystation does not have a record of my license plate what should I do?

Please contact support@park360.co.nz if you are unable to find your license plate. You may leave the car park.

I forgot to pay for my parking what should I do?

Please contact support@park360.co.nz in the first instance.

My car is missing. Who do I contact?

Please contact Centre Place Security on [021 378 518](tel:021378518). They will advise if you have been towed and will supply you with contact details.

Is there a surcharge for booking a casual carpark and do Park360 charge anything in addition to this?

There is no surcharge or additional cost to the agreed casual carpark rate. All prices also include GST.

2.0 Early Bird Parking FAQs

What is the early bird parking rate?

Early bird parking is available Monday to Sunday - \$10 per day.

What time do I need to enter the car park and where can I park?

Early bird parking is available from level 5A and above, numbers are limited. There is limited availability and you must pay before you enter the car park.

How do I pay for the early bird parking online?

1. Go to cp.retailparking.kiwi
2. Select 'Level 5A above'
3. Select the correct date and entry/exit time
4. Pay for the early bird parking

Will I be guaranteed a space on arrival?

Whilst we cannot guarantee a space on arrival, there is almost always spaces available before 10am. After 10 am we cannot guarantee a space on arrival - if there are no spaces available after 10am you may have to wait.

Can I book more than one day at once?

Yes, you can book consecutive or non-consecutive days in one booking by using the Add Another Booking feature. You can add up to 10 days.

What happens if I need to come and go during the day?

If you have paid for a park then you can come and go as many times as you like between your selected Start & End Dates/Times.

Is there a surcharge for booking a casual carpark and do Park360 charge anything in addition to this?

There is no surcharge or additional cost to the agreed casual carpark rate. All prices also include GST.

3.0 Monthly License FAQs

What are the monthly permit options available?

- Premium Reserved - \$245 per month including GST. Usage is Mon – Fri only. These are allocated spaces on the ground floor of the car park building, near the entry & exit terminals.
- Standard Reserved – \$205 per month including GST. Usage is Mon – Fri only. These are unallocated spaces on levels 4 and above of the car park building.

All payments are due on the first of the month, for that month. To enquire about availability please email cpmonthlyparking@park360.co.nz.

How many registrations plates are allowed on one monthly license?

A maximum of 3 vehicle registration plates are allowed per monthly permit. Registered vehicles cannot park at the same time unless you have multiple monthly licenses. Failing to do so will result in a Breach Notice being issued.

I have purchased a new car. How do I update my registration plate?

If you have purchased a new vehicle or have changed your vehicle, please email support@park360.co.nz with the details of your new registration & monthly permit details and your permit will be updated accordingly.

How do I cancel my monthly permit car park?

Please email support@park360.co.nz and give at least 20 working days' notice to cancel.

4.0 HOW CAN I QUICKLY ACCESS THE CENTRE PLACE PARKING WEBSITE?

You can easily add a link to the car park booking website on your phone to make it just like an “app” without the need to download. If you have never placed a button link on your mobile phone you may find the below instructions useful:

How to place a button link on an iPhone/iOS device

Open Safari browser

Open cp.retailparking.kiwi

Click on the 'share' icon at the bottom of your screen. The one that looks like a square with an arrow pointing up coming out the top of it. You may need to swipe the share selector to the left.

Click 'Add to home screen' the + icon.

Click 'Add'. This will add a shortcut icon to your device.

In future click this icon to go directly to this page.

How to place a button link shortcut on an Android device

Launch Chrome

Open cp.retailparking.kiwi

Tap menu button (3 vertical dots in top right corner) and tap 'Add to home screen'

You will be able to add a name for the shortcut

Chrome will now add it to your home screen

The icon will appear like any app and you can drag it to where you want it

How to add to home screen using Chrome for Google Phones

Open Chrome

Click on Settings button present in the toolbar

Select "Tools > Create application shortcuts" option

You will get options to create shortcuts.

Select your desired option and click the Create button

How to Pin to the Start Screen when on a Windows Phone

Open Internet Explorer

Open cp.retailparking.kiwi

Tap more, on the bottom right side of the screen

From the list of options displayed, tap 'pin to start'

A tile will be created on the start screen, which you can now use to quickly open the website to book parking in the future