

Frequently Asked Questions on Calgary Parking Authority Partnership



GENERAL INFORMATION

Q: Why is a new parking system being introduced?

A: The new system is designed to help manage traffic flow and improve parking availability during peak hours. With ongoing construction and high facility usage, this change ensures fair and efficient access for everyone.

Q: When does the new parking system take effect?

We anticipate launching the system in August, we will confirm the exact date closer to implementation.

PARKING RULES & TIME ALLOWANCE

Q: What are the free parking time limits?

Monday–Friday, 4:00 AM – 4:00 PM:

2.5 hours of free parking, then \$8.00/hour applies to a daily max of \$24.00.

Monday–Friday, 4:00 PM – Close:

2 hours of free parking, then \$8.00/hour applies to a daily max of \$24.00.

Weekends (Saturday & Sunday, 4:00 AM – Close):

2 hours of free parking, then \$8.00/hour applies to a daily max of \$24.00.

Q: Why don't Members get a longer time period?

A: We are encouraging all parking lot users, including members, to explore alternative ways of accessing the facility, such as transit, cycling, or carpooling. This change ensures fair and equal access to limited parking for everyone. Members continue to receive free parking within the allotted timeframes, and while we recognize the timing may not suit everyone, the approach aims to be fair and consistent.

Q: Why don't Members get free parking anytime?

A: Due to limited space and high demand, we are not able to offer unlimited free parking to any group. This ensures a level playing field and encourages regular turnover so that more people have access throughout the day.

Q: I usually work out for 3 hours. Does this mean I have to pay for the last 30 minutes?

Yes. If your visit exceeds the free time, you will be required to pay for the additional time at the posted rate. We understand this may not work for everyone, but the system is designed to balance fairness across all users.

PARKING LOGISTICS

Q: Do I need to register my vehicle every time, or only if I stay beyond the free period?

A: Vehicle registration is only required if you plan to stay longer than the free period (2.5 hours during weekdays before 4 PM, or 2 hours at other times). If you are within the free window, you do not need to register. Registration needs to happen before you leave the parking lot.

Q: What happens during high impact events?

A: During high impact events, we ask spectators and sport partners to use the Indigo Parking Lot at the Elbow River Casino to help manage congestion and preserve space for regular facility users.

Q: Can I leave and come back later in the day and still get free parking again?

A: Yes. Guests may receive another free parking window if at least 4 hours have passed between sessions.

TICKETS & CONCERNS

Q: I got a ticket—what do I do?

A: All parking violations and concerns, including incorrect ticketing, must be directed to Calgary Parking. They will manage the enforcement and appeals process.

Q: I got a ticket but I paid for parking—what should I do?

A: Please contact Calgary Parking directly with your proof of payment. They can investigate and resolve any ticketing discrepancies.

Q: Who can I speak to if I'm unhappy with the new system?

A: Concerns can be directed to our Director of Guest Services. We are committed to listening and making adjustments where necessary to support the majority of users.

FUTURE PARKING IMPACT

Q: Now everyone can park here—how will that help reduce congestion?

A: By shortening the free parking period and implementing a higher rate than nearby lots, we aim to encourage shorter stays and increase turnover. This strategy has been effective at other facilities in Calgary. The system remains flexible, and we are committed to reviewing and adjusting it to meet the needs of our community.

TRANSPORTATION ALTERNATIVES

Q: Are there other ways to get to the facility without parking?

A: Yes. We strongly encourage carpooling, cycling, walking, or using Calgary Transit to reduce parking demand and support our sustainability efforts.

For any other questions, please contact guestservices@mnpcentre.com.

