Frequently Asked Questions

Am I guaranteed a parking space?

Purchasing a vPermit provides permit holders with permission to park on campus however this does not guarantee a place to park. When arriving after 8:30am drivers may have to park on the periphery of campus and walk to their destination.

If you are unable to find a vPermit parking space you will need to pay for parking in either a Pay & Display parking space or Pay As You Go (PAYG) parking space on level 4 or 5 in Baldessin parking station (eligible ANU staff & students only).

Drivers may wish to consider purchasing a permit to park in one of the four parking stations on campus. A space in these stations is reserved for the parking station permit holder 24 hours a day, seven days a week. If the parking station of your choice is not available send an email to parking@anu.edu.au asking to be added to the waiting list.

Alternatively you may wish to consider catching a bus, cycling or walking to campus .

How much does parking cost?

Parking fees are available here.

Where can I park?

Please refer to ANU designated parking areas map.

Where can visitors park?

Please refer to the visitors parking map (Pay as you go and Vouchers map).

Where can I park with my vPermit?

Please refer to the ANU designated parking areas map. More details about how to park on campus can be found in this guide.

Where can I park with CellOPark?

CellOPark is valid in Paid Parking zones where the sign at the entrance to the car park states "Pay As You Go". CellOPark is not valid in:

- Permit only parking areas
- Resident, Authorised, Reserved or Disability parking zones
- Pay & Display/Voucher car parks
- Multi-storey car parks, unless advised otherwise on the sign at the entrance to the parking station;

and does not allow you to park in contravention of the ANU parking and Traffic Statute or Australian Road Rules.

CellOPark is not valid if your session has expired, not been started or if the incorrect vehicle is set as active at the time the vehicle is parked on campus.

More details about how to park on campus using CellOPark can be found in this guide.

What are the hours of operation for parking on campus?

Parking restrictions apply as follows:

- 8:00am-5:00pm Monday to Friday
  - Paid Parking (permit, pay as you go and pay & display/voucher parking zones)
  - Time Limited parking
  - Baldessin parking station
- 7:00am-7:00pm Monday to Friday
  - Childers Lane (corner Marcus Clarke Street and Barry Drive)
- 24 hours a day, 7 days a week all year round
  - Authorised/Reserved parking
  - Disability parking
  - Resident parking
  - Dickson, Acton Underhill and Kingsley Street parking stations
  - Loading zone (where a loading zone sign does not mention a time limit, the maximum time a vehicle may be parked in the zone is 30 minutes)
  - Motorcycle parking

Vehicles parking in contravention of the ANU Parking & Traffic Statute or Australian Road Rules may result in an infringement notice being issued.

Can I pay over the phone if I don't have time to come to the Parking Office?

Yes. Please phone (02)61250179 and payment will be processed by credit card payment using Visa and/or Mastercard.

What do I do if a pay & display/voucher machine is out of order?

Please phone (02)61250179 and provide the machine number, the fault and your vehicle registration number.

How can I request the On Campus Night Bus?

Information regarding the On Campus Night Bus can be found here.

How can I organise conference parking?

Please contact the department organising the conference you are attending. Alternatively, contact the Parking Office at parking@anu.edu.au.

How can I organise parking for a visiting tour or school bus?

Contact the Parking Office at parking@anu.edu.au. Please include the dates of your visit, number and type of vehicles requiring parking on campus and area of campus you are visiting.

Are Authorised official visitor permits virtual permits?

No. Authorised official visitor permits are held by Division, Colleges, Departments and/or Schools. Official visitor permits are issued annually and must be displayed on the dashboard of the vehicle using the appropriate official visitor bay. They are only valid in the area stated on the permit and are not

for use by ANU staff and Students. If a permit is not displayed a parking infringement notice may be issued.

vPermit

How do I obtain a vPermit?

Go to https://www.vpermit.com.au/anu and follow the prompts.

Please Log In or Register using your University email account i.e. u0000000@anu.edu.au, this assists vPermit to determine your eligibility to hold a permit.

For more information please refer to parking options on Acton campus.

Why can't I log in to my vPermit account?

There are a number of reasons you may not be able to Log In to your account. You may have registered two email address (work and personal), creating a duplicate account. Please contact the Parking Office and they will delete one of the accounts.

How do I reset my password?

Log in to your vpermit account, select My Profile on the right side of the heading bar and click on Change Password.

What do I do if I have forgotten my password?

Go to https://www.vpermit.com.au/anu, enter your email address and click on Re-set Password. An email will be sent to you, click on the link in the email and follow the prompts.

How can I pay for my vPermit?

You can pay online, using a credit or debit card. Staff may also nominate payment via payroll deduction (subject to eligibility). Alternatively you may pay in person at the Parking Office using credit card, EFTPOS, cash or cheque. You may also phone (02) 6125 0179 to pay using credit card. **Please note** permits are not active until payment has been processed. On-line payments usually take three (3) working days to clear. If you need to park on campus please email your receipt and permit number to parking@anu.edu.au.

What happens if my credit card payment isn't processed?

If you have concerns that your on-line payment has not been processed, check your vPermit account to see if your permit status is 'active'. If it isn't please contact the Parking Office for assistance on (02) 61250179.

How can I tell when my vPermit expires?

Log in to your vpermit account, click on My Permits in the heading bar. The expiry date for your permit is included in your permit record.

vPermit holders are sent a courtesy email seven days prior to their permit expiring reminding them to renew their permit. **Please note** it is the permit holder's responsibility to ensure they renew their permit in a timely manner.

Permits paid for by payroll deduction will continue until they are cancelled.

If you do not have an active permit a parking infringement notice may be issued.

What can I do if I have more than one car?

You may have up to three vehicles registered against your vPermit. Only one vehicle can be active and parked on the campus at any given time and it is the permit holder's responsibility to ensure the correct vehicle is set as active when parking on campus.

If you have more than one vehicle parked on campus at a time, you will need to pay for additional vehicles using CellOPark or Pay & Display parking.

You can change the active vehicle using the vPermit app. Alternatively you may log in to your vPermit account from any location, at any time of the day or night, Click on My Permits in the heading bay, then select "Manage My Vehicles" and set the correct vehicle as active. When active the vehicle details will be highlighted green. Please find more details here.

If the correct vehicle is not set as active a parking infringement notice may be issued.

How do I change my vehicle registration details?

You can manage your vPermit account online at https://www.vpermit.com.au/anu, from any location at any time. To edit (add or remove) vehicles click on My Vehicles in the heading bay, add or remove vehicles as required and Save your changes. The active vehicle will be highlighted green.

Parking Office staff are unable to make changes to your vehicles.

If the correct vehicle is not included on your account and set as active parking infringement notices may be issued.

How do I cancel my permit?

Log in to your vPermit account online at https//www.vpermit.com.au/anu, click on My Permit in the heading bar and Request Cancellation. **Please note** cancellation is instantaneous. Do not cancel your permit prior to leaving campus for the final time.

Can I get a refund if I cancel my vPermit?

If you have paid for your permit up front you are entitled to a pro-rata refund. Refunds are made to a credit or debit card in person at the Parking Office or by phone (02)61250179. Please note your bank may take several days to debit the refund to your account.

Permits paid for by payroll deduction are paid in arrears and no refund will be processed.

How long can I buy a permit for?

The minimum period a permit may be purchased for is 90 days.

Can I suspend payment for my vPermit if I go on leave?

vPermits cannot be suspended, they are only able to be cancelled. If you wish to retain a space in one of the parking stations while you are on extended leave you will need to pay for it either by continuing your payroll deduction or paying for the period you will be absent up front before you leave. Parking Office approval is required before a permit can be re-instated within two weeks of cancellation.

I have cancelled by vPermit in error. How can I get it reinstated?

Please contact the Parking Office on (02)61250179 or at parking@anu.edu.au.

How does vPermit work for those with an Australian Mobility Permit?

You can either use your Australian Mobility Permit or apply for an ANU disability permit. To be eligible for a disability permit you will need to attach letter from WEG (staff members) or Access & Inclusion (students) to your application. The permit is issued at no charge and a physical permit will be issued for display on your dashboard. An ANU disability permit is only valid at the Acton Campus.

What happens if I cannot find a vPermit parking space on campus?

A vPermit is permission to park on campus, not guarantee of a space. You will need to pay for parking in either a Pay & Display/Voucher parking space or a Pay As You Go (PAYG) parking space on level 4 or 5 in the Baldessin parking station (eligible ANU staff & students only).

CellOPark/Pay As You Go (PAYG) parking

Is it free to register and use CellOPark?

CellOPark is a free service, however, there is a premium option available which, for a small monthly fee, includes SMS reminders that your parking session is due to end.

How does CellOPark work?

Register – Online at www.cellopark.com.au

Download the App or

Call 02 85999747

If you are registering by phone you will hear a recorded message advising "We have been unable to recognise your number in our system". *Do not hang up.* You will be asked to press the "*" key on your phone and you will be re-directed to the call centre who will assist you in registering and starting your parking session.

If you are using the App you can:

Scan the QR code on the sign which will take you directly to the CellOPark site and allow you to start your parking session.

If you have registered on line you can log on to the website, enter the zone number e.g. 1200700 and start your parking session. Please wait until you see the clock start before exiting the App.

NB: University ID numbers should to be entered when registering particularly if you wish to park in zone 1200130, 1200140, 1200230, 1200330, 1200410, 1200490, 1200500 and 1200630 – only eligible ANU staff and students may park in these zones.

How do I download the CelloPark App and is it free?

The CellOPark app can be downloaded from the Apple App Store or Google Play, and it is free to download and use.

Do I need a smart phone to use CellOPark?

No. You can register for CellOPark and start or stop a session from any computer, landline or standard mobile phone. Calls to CellOPark are charged as a local call. However be aware that until you start your parking session you are open to the possibility of being issued an infringement notice.

I don't have a mobile phone – can I still use CellOPark?

Yes. You can log in via computer or call from a landline. However be aware that until you start your parking session you are open to the possibility of being issued an infringement notice.

What if I select the wrong zone?

It is the driver's responsibility to select the correct zone. If you are parked in a zone without a valid parking session for that zone you may receive a parking infringement notice.

Can I park any car when using CellOPark?

You may only park the vehicle set as active in your CellOPark account when paying to park using CellOPark. It is the driver's responsibility to ensure the correct vehicle details are entered and the correct vehicle is active.

I forgot to end my parking session what should I do?

Your session will continue until you press STOP on your app, or you call CellOPark or your pre-paid credit runs out, whichever happens first. Parking sessions automatically end at 5:00pm Monday-Friday.

For more FAQs and Terms and Conditions please go to www.cellopark.com.au.