



CITY OF SAN ANTONIO

P. O. BOX 839966
SAN ANTONIO TEXAS 78283-3966

Date _____

Dear Customer,

We welcome you as a valued customer of the City of San Antonio, Parking Division. The following are general conditions and guidelines for the issuance and utilization of a Monthly Magnetic Access Card (MAG CARD) for the One Alamo Parking Facility.

Monthly MAG CARD # _____ is issued for your personal use only. **Your MAG Card is not transferable to any other person.** You are requested to observe and obey posted speed limits and all other signage, occupy one parking space only, and display common courtesies to other customers and parking employees. This card may be used during your work schedule only and not for special events. Abuse of parking privileges such as those outlined in this document may result in the termination of your parking contract.

To gain access to the parking facility, position the front of the MAG CARD 2 to 4 inches in front of the sensor. When your valid card is verified, the gate will open. The scan system is programmed for anti-pass back, which means you must use the card in sequence (enter, exit, & enter, exit, etc.) in order for it to work properly. **Only one vehicle can be parked at one time through the use of your card.** If you do not have your MAG CARD to present when exiting the facility you will be charged the maximum daily rate, and it will not be refundable.

Regrettably, your designated parking facility may, at times, be full due to special event activities. As a monthly parker you are assured of available parking at another City of San Antonio Parking Facility at no expense. When you exit the alternate parking facility alert the attendant to your situation and they will validate your free parking.

There is an initial \$28.00 Magnetic Card Activation Fee which is non-refundable. Replacement cost for a lost, damaged, or stolen magnetic card will be \$28. An additional \$20.00 will be charged to the customer if magnetic card is not returned to Parking Division upon termination of their parking privilege.

The monthly parking rate for this facility is **\$105.00**.

Your invoice will be mailed to you a week before the end of each month, and payment is due by the 1st of the following month. **There is no grace period, and any payment not received by the 1st of the month will result in your card being "keyed-out" of the computer system, and you will be assessed a "key-in" fee of \$8.00 to cover reinstatement to the access list.** If payment is not made by the 5th of the month we will assume you no longer require the card, and will offer the parking place to the next person on the waiting list. Please mail your payments to **City of San Antonio P.O. Box 60 San Antonio, TX 78291-0060.**

Your compliance with the above conditions and guidelines will assist us in providing a safe and efficient Parking Facility for your convenience. If you encounter any problems or difficulties with our service, please do not hesitate to call Parking Administration at 207-2261.

Jonathan Featherston
Parking and Enforcement Manager
Downtown Operations, Parking Division

Acknowledged: Signature _____ Date _____