Revised 8/5/2013

Monthly Parking Regulations

Mailing Address: 228 S Massachusetts Avenue, Lakeland, FL 33801
Office Location: 314 E Main Street (Main Street Garage)
Office Hours: Monday - Friday (8:00 A.M. to 5:00 P.M.)
Office Phone: (863) 834-6303

ACCESS CARD USE:

Use of the parking garage access card shall be solely restricted to the applicant-approved, access card customer. Any attempt to resell or transfer the use of the garage access card to a third party is strictly prohibited. Such case of fraudulent activity may result in termination of access card privileges.

1. The access card is programmed for single entry.

2. When entering or exiting through the parking facility gates, please allow the vehicle in front of you to clear the gated system. Failure to do so will prohibit the gate from completing its proper gate cycling function. Should a customer choose to enter or exit by "tailgating" a vehicle through the gated system, the customer's access card may run the risk of being improperly read by the card reader.
   Should a current monthly parking customer experience a problem with their access cards when entering a facility, please contact Parking Services.

LOST/DAMAGED/STOLEN CARDS:

There will be a $10.00 charge for access cards or $35.00 charge for remote gate opener to replace any lost or stolen cards. You must show a photo I.D. in order to replace lost, damaged, or stolen cards.

MONTHLY PATRONS WITHOUT ACCESS CARDS MUST PAY THE HOURLY VISITOR PARKING RATE:

If an access card customer temporarily misplaces his/her access card for any reason, he/she will be required to pay the hourly visitor rate for that facility. Under no circumstances will an access card customer be granted access without the use of their access card.

PAYMENT DUE DATE:

Monthly parking payments are due on the 1st of the month, no later than end of the month. If the 1st falls on a City holiday or weekend, access card customers will have the next business day to make payment. Monthly parking payments that are not received within 30 days will be subject to immediate cancellation of parking privileges.

METHOD OF PAYMENT:

Payment of monthly parking fees may be made by use of the following options:

1. On-line via use of credit card by entering http://secure.lakelandgov.net/parking/.

2. In person at the City Hall – Tax Business Office - 228 S. Massachusetts Avenue between 8:00 AM and 5:00 PM – Monday through Friday.

3. After hours by use of Lakeland Electric drop box. (Check payments only – no cash accepted) Please be mindful that Parking Services is not responsible for payments that are mailed and not received by the end of the month. Customers will only be issued receipts for "in person" transactions. Cancelled checks will serve as receipts for check payments.

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LATE PAYMENTS AND SPACE AVAILABILITY:

Parking Services policy states that monthly parking spaces will be leased on a 30-day basis, ***first come, first served***. Payments must be received on a monthly basis or the access card will be deactivated and the space will be sold to the next available customer.

ACCESS CARDS VOIDED FROM LATE PAYMENT:

Access card customers failing to make their monthly payment by the due date will run the risk of having their card turned off for non-payment. Such activity places the card status in "void" mode and will require the access card customer to visit the Parking Services Administrative Office for proof of payment and card reactivation. The access card customer will be required to pay the hourly parking fee for each day parked until the monthly payment and late fee has been received.

REQUEST FOR LEAVE OF ABSENCE:

Under no circumstances will a monthly parking space be reserved for absences that are 30 days or longer. Any absences that are less than 30 days will require full payment for that month. In the event that an access card customer elects to take a leave of absence, the customer must complete a leave of absence request prior to going on leave of absence. All requests must be completed in person at the Parking Services Administrative Office.

Upon completion of the request, the customer will be required to turn in their access card and their account will be placed on hold. If a credit is due to the account, the refund will be calculated from the effective date of the leave of absence. While the current Parking Service policy states that parking spaces may not be reserved, we will do our best to accommodate your parking needs upon your return.

Should the customer not be able to return on the expected date of return, they must submit a written request for an extension of their lease.

MONTHLY PARKING REFUNDS:

Access card customers will not be eligible for a refund during the first 30 days of service. Access card customers will be eligible for a refund upon 30-day written notice of cancellation. Upon Parking Services receipt of the written notice cancellation, a check request will be submitted to the City of Lakeland Accounts Payable Office. Please allow 10 to 15 business days for refunds to be processed and mailed.

RESPONSIBILITY FOR DAMAGE, THEFT, OR INJURY:

The City of Lakeland is not responsible for damage to or theft of your vehicle or the contents of the vehicle. The City of Lakeland will not be responsible for any personal injury occurring at City operated parking facilities.

All City of Lakeland Parking Services Policies and Procedures are subject to change. Please consult the Parking Services web site at www.lakelandgov.net/publicworks/Parking.aspx or contact the Parking Services Administrative Offices at 314 E Main Street for a copy of the current Parking Services policies.

The City of Lakeland reserves the right to cancel this contract with a 15 day notification to the contract holder. The City of Lakeland will make every effort to accommodate parking elsewhere.

The current Lease rates are as follows:

MAIN STREET GARAGE	**$70.00 + $4.90 = $74.90**
MAIN ST GARAGE (ROOF)	**$35.00 + $2.45 = $37.45**
BAY STREET LOT	**$35.00 + $2.45 = $37.45**
LOT B (S TENNESSEE AVE)	**$35.00 + $2.45 = $37.45**
LOT M (MASS. / MAIN ST.)	**$35.00 + $2.45 = $37.45**
LOT C (N TENNESSEE AVE)	**$35.00 + $2.45 = $37.45**
PETERSON GARAGE	**$35.00 + $2.45 = $37.45**