

**1. I've heard that there isn't any enforcement during the first two weeks of school. Is this true?**

It is not true. All rules and regulations are enforced at all times unless otherwise noted.

**2. I'm visiting the campus. What options do I have for parking?**

You have the option to park in the visitor areas of any of the three parking garages (Mason Pond, Shenandoah, or Rappahannock River) at the Fairfax Campus or Founders Hall Garage at the Arlington Campus for these rates.

- 1hrs = \$3.00
- 2hrs = \$6.00
- 3hrs = \$9.00
- 4hrs = \$12.00
- All day = \$15.00
- Garage weekend: \$8
- Resident students may purchase discounted weekend validations at: <http://parking.gmu.edu/New%20folder/studentvalidations3-2014.pdf>
- Complimentary passes for weekend parking in Lot K can also be purchased online at [parking.gmu.edu](http://parking.gmu.edu).

**3. How do I get a permit?**

You can obtain a parking pass by going to the Parking Services website, [parking.gmu.edu](http://parking.gmu.edu) and clicking on Purchase Your Permit. If you are a student or faculty/staff you will need to login using your Mason Net ID and Patriot password. If you are a guest, you will need to create an account. Visa, MasterCard, and ACH (electronic check) are acceptable payment methods online.

Individuals who wish to pay for their permit with cash or Mason Money can stop by the Parking Services office located near the Shenandoah Parking garage, adjacent to the Sandy Creek Transit Center. Those who are purchasing a parking pass from Mason Parking for the first time will need to bring in their vehicle registration.

Faculty and staff who are looking to sign up for a parking pass via payroll will need to come into the Parking Services office and speak with the Payroll Deductions Coordinator.

#### **4. I just bought my permit. Now what?**

You can print a ten day temporary permit to use immediately while you're waiting for the permanent permit to be mailed to the address you specified. On the final page when you print your receipt, there will be a link underneath the permit description that says "Print Permit." Click on that link to print your 10 day temporary permit. Displaying your receipt in lieu of the temporary permit is not allowed and may result in a citation.

I've never received my permit in the mail. What should I do?

Please come into the Parking Services Office and fill out a lost permit form to declare the original permit as lost in the mail and thus invalid. Once you've done that, we will be able to issue you a complimentary replacement permit in person. Should you receive your original permit later on, you must bring it into Parking Services. The use of a parking permit that is declared to be lost or stolen will result in a \$375 fine and possible referral to Judicial Affairs

#### **5. I would like to switch permits.**

Switching permits is permissible based on permit availability. If you would like to switch your permit, please bring your current pass along with your Mason ID to the office. Depending on which lot or garage you will be switching to, you may have to pay a fee. For switching to permits at the same price, a \$15 fee is charged. If upgrading, one will pay the difference in price.

#### **6. What are my permit options?**

If you are a freshman resident student, your parking options are limited to Lot I, Lot J, West Campus and Rappahannock River Deck reserved (Levels 4/5).

If you are an upperclassman resident student, you can purchase any pass, based on availability, except for a lot M/P permit.

All other students and faculty/staff have the option of purchasing the full range of student or faculty/staff permits available to them.

In order to purchase an Arlington Campus permit, one must be enrolled in a class at the Arlington Campus or that is their primary work location.

Adjunct faculty and non-student wage employees have special options available. See <http://parking.gmu.edu/PDF2016/NonStudentWageFAQdraft101816.pdf> for info.

**7. I just bought a Parking Deck permit. Is that everything I need?**

You also need an access device which is unique to each deck. For example, you won't be able to use an access device from Rappahannock River Deck to enter Shenandoah Deck. If you are purchasing the same Parking Deck parking permit for 2017-18 that you had in 2016-17, your current access device will be reactivated. If needing an access device, you will need to visit the appropriate Parking Services Office (Fairfax office is located next to the Shenandoah Parking Deck and is open Monday - Thursday, 8:30am-7pm and Friday from 8:30am-5pm. Arlington office is located in Room 219 of the Founders Hall Building and is open Monday -Thursday, 8:30am-6pm and Friday from 8:30am-3pm). Please allow 2 business days to obtain access device.

**8. I forgot my parking permit at home. What should I do?**

Please come to Parking Services prior to parking your vehicle. Once we have verified that you have a permit on your account we will issue you a Daily Complementary Permit good for the same date as your visit. You are only allowed two Daily Complementary Permits per semester for this reason.

**9. I need to get a daily/weekly/ monthly permit.**

Daily, weekly and monthly permits can be purchased online by going to [parking.gmu.edu](http://parking.gmu.edu) and clicking on Purchase Your Permit. When choosing a daily, weekly, or monthly permit, one will need to select the dates they wish to use the permit and include their license plate. Upon purchasing the permit, one will need to print their permit and place it on the dashboard to be displayed with the front side facing up.

Printable permits can be used for daily (\$8), weekly (\$25), and monthly parking (\$60).

- Go to [parking.gmu.edu](http://parking.gmu.edu) and click on Purchase Your Permit
- Create a guest account
- Follow the prompts and select the permit you need to purchase\*\*
- Select the date that you need and be sure to verify the dates each step of the process
- Once you get to the receipt page make sure to hit the print permit link just below the permit description

\*\*Permits are non-refundable

For parking at the Field House (\$4/day) and in the Occoquan, Discovery, and Tower Lots at the SciTech Campus (\$6/day), besides paying at the meter, one may purchase a daily permit

online and print out the permit to use. Parking for \$2/day at the West Campus lot is only available via the printable permit option online.

*Please note that at times due to parking density Daily, Weekly, and Monthly permits may restrict you to parking at the Field House lots of M, O, and P. The permit itself will note where the permit is valid. These permits are not valid at the Arlington campus without prior approval from Parking Services.*

#### **10. I lost my access card, where can I get a replacement?**

Replacements for lost access cards/transponders are issued at the Parking Services Office, to the original purchaser. There is a \$25.00 replacement fee charged for the replacement of a lost access card/transponder. Refunds will be issued in cases where the lost access card/transponder is found and returned within 30 days.

#### **11. My access card is not lifting the gate.**

Are you using your access card in the correct garage and floor? For example, in Rappahannock Deck, level 3 is reserved for Faculty/Staff and Level 4 & 5 is for students.

All three of our garages have different access devices, so make sure you're not accidentally using, for example, a Mason Pond access card for Rappahannock River Deck.

Lastly, make sure you are using your access device correctly. If you park in Shenandoah, the sensor is above your vehicle; therefore place and secure your device in the center of your dashboard or right above your rear view mirror.

After you've followed all the steps and your access device is still not working, please stop by the Parking Services office and we will either reset it for you or issue you another one, at no cost.

#### **12. What are my disabled parking options?**

Parking in any campus disabled space requires a valid disabled placard or license plate issued from the DMV along with a valid Mason parking pass or visitor payment.

Individuals with General or reserved permits needing closer access may park in the disabled spaces located in Mason Pond or Shenandoah Decks. One will need to stop by the Parking Services office with their class schedule and their DMV issued disabled ID. Once the necessary requirements have been fulfilled, an access device to either one of the garages will be issued.

Effective August 28, 2017, disabled placards belonging to faculty/staff, and students will be required to be registered with Parking Services. Check

<http://parking.gmu.edu/ADAParkingRegulationsFall2017.pdf> for details.

**13. Is there a waiver for senior citizens?**

Yes. Individuals who are taking classes at Mason and qualify for the senior tuition waiver are eligible for a complimentary semester General parking permit. To redeem your complimentary semester General parking pass, please bring in your financial summary from the Cashier's office, your Mason ID and your vehicle registration to the Parking Services office.

Complimentary 30 minute parking is available on the 1<sup>st</sup> level of Shenandoah Parking Garage.

**14. I'm an adjunct faculty. What are my parking options?**

Adjunct faculty have the option of purchasing discounted Adjunct validation blocks and permits. Adjunct faculty/staff members also have the full range of faculty/staff parking permits available to them as well.

Please look at the table below for a complete list of discounted adjunct parking options.

<b><u>Permit Type</u></b>	<b><u>Cost</u></b>
Adjunct Faculty Permit – Semester (only valid in Lot K, PV Lot, and the Field House Lots, M, O, & P)	\$52.50
Adjunct Faculty Permit – Annual (only valid in Lot K, PV Lot, and the Field House Lots, M, O, & P)	\$97.50
Block of 15, 24-Hour Parking Deck Validations for Mason Pond & Shenandoah Parking Decks (only valid for adjunct faculty teaching one day a week)	\$56.00
Block of 15, 24-Hour Parking Deck Validations for Rappahannock River Parking Deck (only valid for adjunct faculty teaching one day a week)	\$56.00

**15. Types of refund:**

- Returned permit: Permits may be refunded when returned per the approved refund schedule posted at: <http://parking.gmu.edu/permitfinerefundrates.html>.
- Lost/Stolen Access card-if an access card/transponder is found and returned within 30 days the replacement fee will be refunded back to the original purchaser.

- Lost/Stolen Permit-if a permit is found and returned within 30 days, the replacement fee will be refunded back to the original purchaser minus a \$15.00 admin fee.
- Overcharge of transient/visitor parking- Refunds for overcharge of transient/visitor parking will be issued via check. The customer will have to present a receipt showing proof of an overcharge as well as their credit card/bank statement.

## **16. How do I file an appeal/ pay my citations?**

Appeals can be filed online, at no cost, within 7 calendar days of the issue date of the citation. If one wishes to file an appeal after the seven calendar days have passed, a written appeal can be submitted in person, at the Parking Services office. A late appeal fee of \$15 will be assessed. No appeals will be considered more than thirty calendar days after issuance of the citation.

To submit an appeal online please follow the instructions below:

- Go to [parking.gmu.edu](http://parking.gmu.edu)
- Click “Appeal Your Citation” in the page header
- Scroll down, enter your citation number & your license plate information into the appropriate fields, then click “Search Citations”
- Click the “Appeal” button next to the citation you wish to appeal
- If you are a Mason student or faculty/staff, click “Affiliated Login,” then login with your Net ID and password. Otherwise use “Guest Login” and create your own unique id and password
- Verify the citation information, click the “I... Understand” checkbox at the bottom of the page, then click “Next >>”
- Verify that your personal information is correct. Scroll down and in the larger field explain the reason you are appealing your citation; make sure to attach any relevant pictures and/or documents
- Click “Submit”

\*\*\*You will be contacted via e-mail within 3-5 business days once a decision has been made.

If you wish to make a payment on a citation please do so by going to [parking.gmu.edu](http://parking.gmu.edu) and clicking on Pay your Citation or by stopping by at one of our offices during our busi-

ness hours. Payment made be made by Visa, MasterCard, and ACH electronic check online, and by cash or Mason Money in person. Payments made within five days of issuance for citations that have not been appealed will receive an early-bird discount.

**17. My vehicle got booted/ towed. How do I retrieve it?**

A vehicle may be booted/ towed for violation of certain restrictions. If your vehicle has been booted/ towed, you will need to come to the Parking Services office to resolve the matter.

**18. Where are short-term/drop-off/pick-up spaces located around the Fairfax Campus?**

30 minute spaces can be found in various locations throughout the Fairfax Campus including in front of Merten Hall, in front of the NE Modules, along Chesapeake River Way, on Mason Pond Drive, in Finley Lot, on Aquia Creek Lane near SUB I and Student Apartments, in front of the Eagle Bank Arena ticket office, in Lots T, D, R, I & O, and in the Desktop Support Lot off Buffalo Creek Court off Rivanna River Lane. Additional 30 minute spaces can be found in the Presidents Park lot off Shenandoah River Lane and in the southeast corner of Level 1 permit area of the Rappahannock River Deck.

There are also 20 minutes spaces outside the HUB off Rivanna River Lane and 15 minute spaces behind the Art & Design Building.

Additionally, the first 30 minutes of parking is complimentary in the visitor areas of Shenandoah Parking Garage (level 1) and Mason Pond parking garage (Levels 1 & 2). If one stays longer than 30 minutes, prevailing hourly rates apply.

**19. Can I park overnight/ on the weekend?**

Parking overnight is not permissible in the General permit parking area of the Rappahannock River Deck between 2am-5am Monday through Friday. Otherwise parking on campus with a valid George Mason parking pass in your designated area is permitted overnight and on weekends. Complimentary weekend Lot K permits may be purchased at no cost online at [parking.gmu.edu](http://parking.gmu.edu).

For a complete list of Mason parking rules and regulations please visit <http://parking.gmu.edu/permitsandregulations.html>

**20. How do I get parking validations?**

Validation request forms can be filled out online and e-mailed to [separk12@gmu.edu](mailto:separk12@gmu.edu) for all Fairfax Campus requests or [arlpark@gmu.edu](mailto:arlpark@gmu.edu) for all Arlington Campus requests.

Validation request forms can also be completed in person. Once your request has been fulfilled, you will be notified via e-mail. Please allow 24 hours for processing.

The necessary forms can be found at [parking.gmu.edu/forms.html](http://parking.gmu.edu/forms.html).

Validation tickets are issued for Mason Pond/Shenandoah Decks, Founders Hall Garage, and for the Rappahannock River Deck, validation codes are issued instead.

**21. I'm coming for an event. Where do I park?**

During events at the Eagle Bank Arena lots A, C, K, L are exempt from permit requirements or other parking areas as directed by event staff. Lots are exempt beginning two hours before doors open.

For events at the Center for the Arts, Lot K is exempt from permit requirements. Otherwise, the Mason Pond Parking Deck is conveniently located adjacent to the Center for the Arts. Event parking for Friday evening and weekend events is \$8.00 and is paid upon entry via MasterCard, Visa or cash.

In case of large events, where additional parking might be deemed necessary, Parking Services will open up other reserved lots and/or garages for overflow parking.

17. I lost my visitor parking ticket.

If you have misplaced your parking ticket we can issue you a lost ticket. Please approach any of our attendants and we will be glad to assist you. Please keep in mind that the rate of a lost ticket is \$15/day.

18. Can I make mobile payments for metered parking?

You can download the Park Mobile app or go to [parkmobile.com](http://parkmobile.com) and use that to pay for your parking in select areas. Please find the appropriate zone numbers below.

<u>Zone Number</u>	<u>Lot/Area</u>
4901	Rappahannock River Deck (Visitor Area)
4902	Finley Circle
4904	Field House

For parking at the Field House (\$4/day) and in the Occoquan, Discovery, and Tower Lots at the SciTech Campus (\$6/day), besides paying at the meter, one may purchase a daily permit online and print out the permit to use.



**22. I have a dead battery/flat tire or am locked out.**

If you have a dead battery you can call the 24-hour number at 703-987-4991 and someone can assist you through the Motorist Assistance Program.

We unfortunately do not handle flat tires and lockouts. However, you can contact Fairfax Towing at 703-273-1104 and they can assist you for a fee if you don't have coverage through AAA or a similar service.

**23. Where is motorcycle parking and is a permit needed?**

Motorcycles and mopeds require motorcycle permits to park at Mason. Motorcycle permits can be purchased for \$100/year or \$30 if buying in addition to a vehicle permit to park in the following motorcycle parking areas: Lot C, Lot J, NE Modules, Finley Lot, and 1st Level of Rappahannock River Deck. Parking deck reserved motorcycle permits are also available for purchase to park in Mason Pond or Shenandoah Decks.

One may also use their vehicle permit with a motorcycle and park in a regular vehicle space. Parking Services sells locking hangtag sleeves that can be used to lock the permit on the motorcycle.

**24. How do I get back and forth to the West Campus Lot?**

A West Campus shuttle operates in fall and spring semesters from 7am-12am Monday-Friday and 2pm-12am on Sundays, stopping at West Campus Lot, Field House, Rappahannock River Ln, Mason Pond Drive, and Presidents Park. Access to West Campus Lot is now via Braddock Road and Campus Drive.

Mason Pond and Shenandoah Decks both cost \$725 annually while Rappahannock River Deck is only \$630. Why does Rappahannock River Deck cost less?

Rappahannock River Deck price was lowered in 2013 to entice demand as the reserved area had more capacity than other parking decks on campus. Mason Pond and Shenandoah Decks are in higher demand, more centrally located, and normally sell out quickly.

**25. What carpooling options does Mason offer?**

There are several carpool options at Mason.

1. Carpool Zones in Lot A and the 1st level of Rappahannock River Deck permit area. Simply show up between 6am-11am Monday-Friday with a parking permit and 2 or more people in your vehicle and there are priority parking spaces available (first come first serve).

2. Premium Carpool Rebate Program: Get between a 20%-40% rebate at the end of each semester on your reserved Lot I, J or reserved deck permit each semester based on size of your carpool. Only one person in the group can own a parking permit. Others in the group can receive 2 free daily general passes per month and can buy a discounted block of 5 additional passes or parking deck validations each semester. See <http://transportation.gmu.edu/studentpool.html> and <http://transportation.gmu.edu/employeespool.html> for more information.

3. Faculty/Staff Preferred Carpool Program: Faculty and staff can sign up as a carpool group and receive a supplemental permit allowing them to park in preferred carpool spaces around campus. Members of the group not owning a parking permit may receive 2 free daily general passes per month and can buy a discounted block of 5 additional passes or parking deck validations.

**26. Where can I park when it snows?**

If Mason is open while it is snowing or after it snows, normally regular parking rules will be in effect. However, in advance of snow storms, Mason may require all vehicles to be cleared from surface lots and parked in garages which will be opened to accommodate everyone. Not moving one's car in such a situation will lead to being cited and towed. It is important to pay attention to emails from Parking & Transportation as well as Mason Alert.

**27. How do I contact Parking & Transportation or keep up with announcements, construction, and events?**

Most information can be found at [parking.gmu.edu](http://parking.gmu.edu), [transportation.gmu.edu](http://transportation.gmu.edu), and [shuttle.gmu.edu](http://shuttle.gmu.edu).

You can email us at [parking@gmu.edu](mailto:parking@gmu.edu), [pwcpark@gmu.edu](mailto:pwcpark@gmu.edu) (for SciTech Campus questions), and [arlpark@gmu.edu](mailto:arlpark@gmu.edu) (for Arlington parking questions), [shuttle@gmu.edu](mailto:shuttle@gmu.edu) for shuttle specific emails, or [transportation@gmu.edu](mailto:transportation@gmu.edu) for anything transportation related (or you don't know who to ask!)

You can follow us on Twitter @MasonParking and @MasonShuttles or on Facebook at [facebook.com/MasonParkingTransportation](https://facebook.com/MasonParkingTransportation).

Also, check [building.gmu.edu](http://building.gmu.edu) for updates on campus construction and events that may cause traffic and parking impacts.