



YYC Parking | FAQ

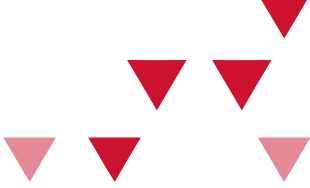
Dear Suncor Employees,

We are excited to present to you this detailed Q&A list, tailored specifically for you as part of an exclusive partnership with YYC Airport. We hope this information will assist you in utilizing your exclusive benefits effectively and enhance your overall experience with us.

- 1. Online Reservation Timing:** How long in advance do I need to reserve my parking online?
 - *Reservations can be made up to 30 minutes prior to your arrival time.*
- 2. Reservation Changes:** How much in advance do I need to make changes to an existing reservation?
 - *Changes to your arrival time must be made at least 30 minutes prior to the start of your reservation.*
 - *Changes to your exit time must be made at least 30 minutes prior to the end of your existing reservation.*
- 3. Discount Application:** Does the discount apply to a single day or an entire week?
 - *The discount applies to your entire parking transaction (up to 60 days in Long term and Over height Lots, up to 30 days in Short Term Lots.)*
- 4. Automatic Discount:** Is the discount automatically applied when I make a reservation?
 - *To receive the discount, you must click the "Book Now" link on the Suncor parking page found at : <https://sunlink.suncor.com/flights/airports>*
- 5. Discount Eligibility:** Is the discount available for both employees and contractors of Suncor, or just for employees?
 - *The discount is for both employees and contractors of Suncor/Syncrude.*
- 6. Two-Week Shift Coverage:** Does our discount cover the full two-week shift period, as most here do 2-week shifts?
 - *Yes. The discount applies to your entire parking transaction (up to 60 days in Long term and Over height Lots, up to 30 days in Short Term Lots)*
- 7. Tech Issues:** What should I do if I encounter technical issues?
 - *For assistance while booking call 403-735-1500, 24/7/365. For non-urgent issues email parking@yyc.com*
 - *For issues scanning your QR code at the entry or exit station, push the HELP button located on the entry or exit station for immediate assistance.*
- 8. Third-party App:** Can I get the discount through using a third-party app?
 - *No, the link works with most recent versions of Google or Safari browsers. You might update your IOS or Android versions to work appropriately.*

[yyc.com/parking](https://www.yyc.com/parking)





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9. **Reservation Amendments:** Can I make changes to my reservation once it's been made?

- Yes. Any changes to your entry or exit date must be at least 30 minutes prior to your booking times.
- If you do not adjust your exit date and you overstay, the additional time will be charged at the gate and payable by credit or debit card. Gate prices can not be discounted.

10. **Discount Rates for Extended Stays:** What are the discounted and non-discounted rates for 1-week parking period?

Discounted rates effective January 15, 2024, compared to the regular drive-up rates for a one-week stay:

- Overheight Parking Lot: \$70.89 (Regular: \$141.75)
- Domestic Terminal Parkade P1: \$78.76 (Regular: \$157.51)
- Short Term Parking (P1 & P2): \$102.38 (Regular: \$204.75)
- International Terminal Parkade P2: \$78.76 (Regular: \$157.51)

11. **Cancellation Policy:** What is the process if I need to cancel my parking reservation?

- If the reservation has not yet started, it can be managed online with the "Manage my reservation" link on the booking site. If the reservation start time has already passed, please call 403-735-1500 for assistance.

12. **Vehicle Pickup by a Friend:** Can a friend come and pick up my vehicle from the parking lot?

- As long as they have the booking confirmation with the QR code, they can pick up your car and scan it out.

13. **Badge Requirement:** Do I need to show my Suncor badge at any point during parking?

- You may be required to show your badge if you require in-person help from parking staff.

14. **Ticket Necessity:** Is it still necessary to take a parking ticket?

- No. You must scan your QR code at the entry only. Do not take a ticket.

15. **Comparative Pricing with Edmonton:** why is the discount and pricing in Edmonton different?

- Each Airport runs independently and makes their own decisions based on the local market.

16. **Usage of Discount Link:** Can the discount link be used only for work-related parking?

- The discount is available for both business and leisure use. Feel free to use it for family vacations as well.

17. **Applicable Parking Lots for Discount:** Which parking lots can I use the discount at?

The discount is applicable in the following lots:

- Overheight Parking Lot
- Domestic Terminal Parkade P1
- Short Term Parking (P1 & P2)
- International Terminal Parkade P2

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