



Monthly Parking - Frequently Asked Questions

Q. What is Unit Park's contact information?

- A. Unit Park
1 Yonge Street, Suite 1510
Toronto, Ontario M5E 1E5
General Email: info@unitpark.ca
Monthly Parking Department: monthyparking@unitpark.ca
Office: (416) 366-7275

Q. How do I apply for parking?

- A. Parkers must register and provide the payment information.
Register by clicking on the link below and then choose one of the payment options.

STEP 1

Mandatory Registration Form Link: <https://unitpark.info/UP-Government-New-Parker-Registration/>

STEP 2

Choose your payment option and click on the link to fill out the payment form

1. **Credit Card Payment Form** Link: <https://unitpark.info/UP-Payment-Credit-Card/>
or
2. **Direct Deposit (EFT) Payment Form** Link: <https://unitpark.info/UP-Payment-PAD-Form/>

Contact Unit Park via email monthyparking@unitpark.ca or phone (416) 366-7275 if you have any questions or require further information.

Q. How do I make changes to my personal information?

- A. To change or update your personal information, vehicle information or account type, submit the online Information Change/Update Form
Information Change/Update Form Link: <https://unitpark.info/Monthly-Government-Change-Form/>

Changes/Updates will be processed within 7 days

Q. How do I make changes to my payment information?

- A. To change or update your payment information, select one of the following links and submit the online form

Choose your payment option and click on the link to fill out the payment form

1. **Credit Card Payment Form** Link: <https://unitpark.info/UP-Payment-Credit-Card/>
or
2. **Direct Deposit (EFT) Payment Form** Link: <https://unitpark.info/UP-Payment-PAD-Form/>

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Q. What is the access card deposit?

A. All new parkers will be charged a refundable deposit for parking passes (where applicable):

- \$25 for Hang Tag Refundable Deposit
- \$25 for Access Card Refundable Deposit
- \$80 for FOB Refundable Deposit
- \$80 for Transponder Refundable Deposit

A lost or stolen parking pass must be reported to Unit Park immediately for a new parking pass to be issued. An additional deposit will be required for the new parking pass. A damaged parking pass will be replaced free of charge.

Q. How do the parking charges work?

A. Parking charges are due and charged on the fifteenth of every month for the following month. If the fifteenth falls on a weekend or a holiday, charges are processed on the following day.

Note: parking charges are not prorated.

Q. How do I get my name on the waitlist for parking?

A. Follow the links below to register for parking. As soon as we receive your registration, your name will be added to the waiting list based on the date and time of your submission of the registration form.

You will be notified via email once your name comes up for parking.

Mandatory Registration Form Link: <https://unitpark.info/UP-Government-New-Parker-Registration/>

Q. How do I cancel my parking?

A. Parkers are required to provide a 30-day notice in advance, by email to monthlyparking@unitpark.ca to request a cancellation with a subject line "Cancellation".

Parker must provide the following information in the email:

- Contact information
- Location where you park
- Date of Cancellation

To reinstate parking after cancellation, the parker will be treated as a new parker.

Q. How do I suspend my parking?

A. Parkers are required to provide a 30-day notice in advance, by email to monthlyparking@unitpark.ca to request a suspension with a subject line "Suspension".

Parker you must provide the following information in the email:

- Contact information
- Location where you park



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- Start Date of Suspension
- End Date of Suspension

Please note:

- The minimum suspension period is one calendar month; the maximum remains 18 months.
- A minimum 12-month period (one calendar year) is required between the end of one suspension and the beginning of a subsequent suspension.