

## Ice Haus Parking FAQ

Q: What is the name and location of the garage?

A: This garage is named the Arena Garage located at 365 Brodbelt Ln., Columbus, Ohio 43215. Please go to <http://arenadistrict.com/parking/> for a copy of the parking map.

Q: What lane do I use to enter?

A: Please use the far right lane when entering the garage.



Enter Here

Q: When exiting the facility which lane do you use?

A: The far right lane (North)



Exit Here

Q: How does the new system work during a hockey game or an event?

A: The garage will allow access to a limited number of Ice Haus coaches, referee's, players and parents.

- At the entrance, the parker will provide his or her name to the ambassador to be verified by the list of names provided by Chiller staff
- Once the name is verified, the ambassador will scan a prox card that will dispense a bar code ticket to the parker
- The ticket provided will give provide 2 hours and 15 minutes "or" 4 hours and 15 minutes of free parking as allocated and approved by the Chiller staff.
- Ice Haus parking is based on a first come first served basis. The equipment enhancements allow for a monitored system of Ice Haus patrons specific entrances and exits in order to consistently accommodate the allotment provided.
- **If you depart after the free allotted time of 2 hours and 15 minutes or 4 hours and 15 minutes the customer will be charged \$50 to exit the facility and must pay the pay in lane station by cash or credit card**

Q: Why will it cost \$50 if you stay longer than the allotted free time of 2 hours and 15 minutes or 4 hours and 15 minutes?

A: We are encouraging patrons of the Ice Haus to be mindful of the limited space we have and encourage parking space turnover for the next team, players, and coaches. We have also experienced patrons using the free Ice Haus parking accommodation to attend a CBJ game.

Q: What do customers do on a **non-event day/night**?

A: On days/nights that the Arena does not have a conflicting event, the Ice Haus Patron will pull a ticket from the machine and enter the parking garage.



The patron should take the bar coded ticket with them to the front desk of the Ice Haus and they will

validate the ticket for up to 2 hours and 15 minutes “or” 4 hours and 15 minutes of free parking depending on what event or group you are with. If you depart after the free allotted time, you will be charged the daily max of \$9.00. As you depart, you will insert your ticket at the exit and the gate will open if you have left within the allotted free time provided.



**Q: What if my ticket is not scanning?**

**A: Push the call assistance button on the top right of the pay in lane machine and a 24/7 command center staff member will be available to assist you while you are being monitored on an IP camera.**



Assistance

Q: What type of payment does the new equipment accept?

A: Cash or credit card (VISA, MC, Discover, AMEX)

Q: What if the garage is full?

A: You will need to utilize one of the other parking facilities and pay the daily rate. Please go to <http://arenadistrict.com/parking/> for a copy of the parking map.