

To cancel a parking booking, open the parking app and navigate to the "My Bookings" section, typically found in the main menu or dashboard. Locate the active booking you wish to cancel, which is usually listed with details like date, time, and location. Tap on the booking to view its details, then select the "Cancel Booking" option, often represented by a button or link. Confirm the cancellation when prompted, as most apps require verification to prevent accidental cancellations. Once confirmed, you'll receive a notification or email confirming the cancellation, and any applicable refund will be processed based on the app's refund policy, which may depend on the time of cancellation and the parking provider's terms. If you encounter issues, check the app's help section or contact customer support through the app's chat or email feature.

When making a new parking reservation, start by entering your desired location, date, and time in the app's search bar. The app will display available parking spots, often with filters for price, distance, or amenities like EV charging or accessibility. Select a spot that suits your needs, then proceed to confirm the booking by entering payment details if not already saved. Review the booking details carefully before finalizing, as some apps may not allow changes after confirmation. Once booked, you'll receive a confirmation with a QR code or booking ID, which you may need to access the parking facility. Save this information, as it's often required for entry or validation.

If you need to extend your parking duration, check if the app allows modifications to existing bookings. In the "My Bookings" section, select the active booking and look for an "Extend Time" or "Modify Booking" option. Choose the additional time needed, ensuring the parking spot is available for the extended period. Confirm the change and pay any additional fees, which will be calculated based on the extended duration. Be aware that not all parking facilities allow extensions, especially during peak hours, so plan accordingly. If the option isn't available, you may need to book a new slot or contact the parking operator directly.

To locate your parked vehicle, many parking apps offer a "Find My Car" feature. After parking, mark your vehicle's location in the app, which may use GPS to save the exact spot. When returning, open the app and access the saved location, which may display a map or directions to guide you back. Some apps also allow you to add notes or photos of the parking spot for extra clarity, especially in large lots or multi-story garages. If the app doesn't have this feature, consider taking a screenshot of your parking location or noting the level and section manually.

For payment issues, such as a failed transaction or double charge, first check the "Payment History" or "Transactions" section in the app. If the issue isn't resolved, contact customer support through the app's help menu, which may offer live chat, email, or a phone number. Provide details like the transaction ID, date, and amount to expedite resolution. Most apps process refunds for erroneous charges within a few business days, but this depends on the payment method and the parking provider's policies. To avoid future issues, ensure your payment method is up-to-date and has sufficient funds before booking.

If you receive a parking violation notice while using the app, verify that you followed the app's instructions, such as displaying a digital pass or QR code if required. Check the booking details to confirm the correct license plate, date, and time were entered. If everything matches, contact the app's customer support immediately with evidence of your booking, such as the confirmation email or screenshot. The support team can liaise with the parking operator to resolve the issue. If the violation was due to an error on your part, such as parking in the wrong spot, you may need to pay the fine or appeal it through the parking authority's process.