

TERMS OF SERVICE

Once the user sign up they are entering a contract between you and GoValet.

PAYMENT POLICY

Payment is to be made prior to the commencement of parking term. Overtime without adding more time will be charged at a rate of 1.5x the parking rate for the parking lot.

SAFETY POLICY

All Parking Users and Rental Partners are responsible for helping to maintain the safety of the parking area (space and general lot) and reporting ANY and ALL safety concerns to GoValet for immediate correction. These include:

- Broken or missing parking lighting
- Broken glass in the parking space
- Nails or other dangerous debris
- Potholes in the parking area

CLEANLINESS POLICY

All Parking Users and Rental Partners are responsible for helping to maintain the cleanliness of the parking area (space and general lot) and reporting ANY and ALL concerns to GoValet for immediate correction. These include:

- Dumping of garbage in the parking space, area or yard is not permitted. If caught, you will be fined a minimum of \$100 and you will be warned once. After the second offence you will be banned from the use of any GoValet Parking properties.

The Rental Partner is responsible for providing a garbage can accessible to the Parking Users.

ABUSIVE CONDUCT

Zero Tolerance. There is NO acceptable limit for abusive behavior. This includes both the Rental Partner and the Parking User. Any abusive behavior on the part of the Rental Partner will result in the address being barred from renting and using the GoValet Parking Services. Any abusive behavior on the part of the Parking User will result in the Parking User being banned from using any GoValet Parking Services and may result in removal of the vehicle from the Rental Partner's property (at the discretion of the Rental Partner). NO refunds will be allowed for abusive conduct. When your loved one is sitting in the ER waiting for treatment, or you're sitting and getting treatments like chemotherapy, the last thing you need to worry about is costly parking. The GoValet Parking service connects you with compassionate people who live near clinics and hospitals to help you get free parking.

DISCRIMINATION POLICY

Zero tolerance. Discrimination of any kind for any reason will not be tolerated. By using the GoValet Parking Services, you agree that you will be interacting with people of different faiths, genders, cultures and lifestyle. You agree to do so in a respectful manner that is conducive to a peaceful working relationship. Any allegations of discrimination will be investigated, and if found culpable, you will be barred from using any and all GoValet Parking Services. If a Parking User is removed from a Rental Partner's parking property for discriminatory behavior, NO refunds will be allowed.

DISTINCT STALL LABELS

Rental Partner is required to designate, clearly outline and label each stall available for use or non-use by Parking Users. For clarity, each space identified in the Rental Partner account must be accompanied by a photo in order to help prevent confusion and incorrect parking.

SINGLE STALL PARKING POLICY

Single stall parking is parking so as NOT to obstruct any other vehicle from parking in a neighboring spot – i.e. parking over the line.

- Parking Users must park within the confines of the designated space which they have rented and must NOT prevent others from parking in adjacent spaces. Anyone caught parking in a manner which prevents others from parking will be fined, removed and charged for the full parking time specified.
- NO refunds will be allowed.

REFUND POLICY

The following refund policy affects your business interactions with us and our Rental Partners. By using the GoValet Parking services, you are agreeing to these terms and conditions without exception.

- If a cancellation of a pre-paid parking space occurs more than 24 hours before the reservation start time, 100% of the parking fee will be refunded
- If a cancellation of a pre-paid parking space occurs within 24 hours of the reservation start time, then zero parking fee will be refunded
- **No-show policy:** Failure to cancel a pre-paid parking space will result in a zero refund. The parking space will be reassigned if the original Parking User fails to check-in after 1 hour from the reservation start time.