Parking Terms and Conditions

Coffs Harbour Airport Pty Ltd. Effective 6 November 2026.

Please find below the general terms and conditions associated with parking at Coffs Harbour Airport:

Important Information:

- Reservations must be made at least 2 hours prior to the parking period.
- Full charges will apply if a Booking is not cancelled at least 24 hours before the start of the Booking Period, except where clause 5.8 applies.
- If your plans change after you have parked, you can extend your Booking once online before you exit, subject to online capacity being available.
- Whilst there is a small exit grace, overstaying your Booking Period without extending will attract additional charges. You will be charged for the additional time upon exit at the standard fees and charges as displayed at the Car Park entry at day one again.
- No refund will be made if your stay is shorter than the Booking Period, except where clause 5.8 applies.
- The same QR code issued at the time of Booking must be used for entry and exit at the Car Park. If you enter the Car Park using a different method, your booking will not be recognised and you will incur the full parking charge applicable for your length of stay in accordance with the standard fees and charges as displayed at the Car Park entry.
- Your Booking is valid only for the Car Park specified in your Booking details.

1. Introduction

1.1 Please read and understand these Terms before completing your Booking. They apply to Bookings for parking at Coffs Harbour Airport (CHA) Car Parks and will form the basis of our agreement with you once a Booking is made and you receive our email confirmation.

1.2 If there is anything you do not understand in these Terms or do not agree with, please do not proceed with your Booking. You are welcome to contact us at parking@coffsairport.com.au with any questions you may have.

1.3 When using the Car Park you must comply with the Conditions of Entry. These can be found displayed upon entry to our car parks.

1.4 By entering a Car Park to fulfil your Booking, you acknowledge that you have read and accepted the Conditions of Entry, so please read them carefully. We may vary these Terms and/or the Conditions of Entry at any time by posting an updated version to our website and/or an updated notice at the entry to the Car Park.

1.5 Changes in Terms will not affect any Bookings made before the update is posted; however, it is your responsibility to ensure that you are familiar with the latest version of these Terms at the time you make a Booking.

2. Definitions

When reading these Terms the following words or phrases have the attributed meanings:

2.1 “Booking” means any online booking made through our Website (or through a CHA Authorised Reseller) for the parking of a Vehicle at a Car Park.

2.2 “Booking Confirmation” means the details of your Booking provided on your booking confirmation sheet that is made available at the time of booking on our Website.

2.3 "Booking Period" means the period covered by your Booking, as specified in your Booking Confirmation.

2.4 "Car Park" or "Car Parks" means the terminal public car parks at Coffs Harbour Airport.

2.5 "Claim" means an action, claim, proceeding, expense or demand.

2.6 "Conditions of Entry" means the conditions for use of the Car Park as displayed at the Car Park entry.

2.7 "Parking Charge" means the parking charges payable in relation to your Booking, as specified in your Booking Confirmation. The Parking charge will include parking fees, booking fees and credit card fees determined by CHA or a CHA Authorised Reseller, only if applicable and only when specified.

2.8 "Privacy Policy" means our privacy policy available at coffsharbourairport.com.au/privacy-policy/

2.9 "CHA" means Coffs Harbour Airport Pty Ltd ABN 49 319 667 954 its employees, agents and independent contractors.

2.10 "CHA Authorised Reseller" means a person (or company) expressly authorised by CHA to sell Bookings.

2.11 "Terms" means these terms and conditions.

2.12 "Vehicle" means any vehicle driven and/or parked, or intended to be driven and/or parked by you into this Car Park.

2.13 "We, us, our" means Coffs Harbour Airport Pty Ltd ABN 49 319 667 954 its employees, agents and independent contractors.

2.14 "Website" means our website www.coffsharbourairport.com.au with its home page or Coffs Harbour Airport's parking home page, parking booking engine pages and other parking information pages.

2.15 "You, your" means you, the person making a Booking, an agent making a booking for you (if applicable), and (if applicable) any other person who uses a Car Park for the parking of a Vehicle via that Booking.

2.16 The headings are for information only and do not affect the interpretation of these Terms.

2.17 References to "including" and similar expressions are not words of limitation.

3. Our Booking Service

3.1 While we will make our best efforts to provide this service to you continuously, we do not guarantee that our online booking service will be available at all times, or that we can provide access to our Car Parks at all times. Availability of Car Parks is subject to our technical, logistical, operational and security requirements.

3.2 If in the unusual event we are unable to accommodate you in the Car Park you booked, we may accommodate your parking needs as follows at our discretion:

> **(a)** you may be directed to park in any bay in another Coffs Harbour Airport Car Park at no additional charge: i. If you are directed to use a Car Park that is cheaper than the Car Park you booked, we will refund the difference in your parking fee.
>
> **(b)** if in the unusual event we are unable to accommodate you in any of our Car Parks at the date your booking begins: i. we will make efforts to organise alternative arrangements to accommodate your vehicle at our cost; or ii. we will provide you with a full refund, unless you purchased your booking from any person other than CHA. To obtain your refund, please contact us at the details noted in clause 16 for a refund request form. You will need to complete this and return it together with proof of booking and payment.

3.3 The full refund of your Parking Charge will be the full extent of our liability to you.

3.4 You agree that you will not attempt to transfer or resell any Booking, either on its own or bundled with other products or services.

3.5 We reserve the right to limit the number of Bookings per Car Park or person, as specified from time to time on our Website.

3.6 Bookings are only valid when you receive a Booking Confirmation via email or on the Website. We recommend you print out and retain your Booking Confirmation.

3.7 The online parking system is only available for cars, motorcycles, light utilities and light vans.

3.8 The Booking is not transferable and must not be offered for resale, except by a CHA Authorised Reseller. The Booking must only be used by you or someone authorised by you. Note clauses 5.6(a) and 5.7(a) below in relation to the credit card used to make the Booking.

4. Accessible Spaces

4.1 We cannot accept bookings specifically for accessible spaces. Our Car Parks include accessible spaces for use by holders of a Mobility Parking Scheme permit.

5. Cancelling or Amending a Booking

5.1 You may cancel your booking yourself, at any time up to 24 hours before the start of the Booking Period, by selecting the 'My Bookings' link on the Coffs Harbour Airport Parking web page and selecting the relevant options.

5.2 You may amend your booking yourself, at any time up to 1 hour before the start of the Booking Period, by selecting the link at the top of your confirmation email.

5.2A Once you have entered the Car Park you may extend your Booking Period by selecting the link at the top of your confirmation email. Extensions are subject to online capacity being available, may be made once only, and may be made in whole days only. You must extend before the end of your Booking Period. The additional Parking Charge is calculated at the online rates applying at the time and is payable when you extend. No other change can be made to your Booking after you have entered the Car Park.

5.3 If you have been unable to successfully cancel your Booking via your online account, then you may cancel your booking by emailing parking@coffsairport.com.au and providing your full name, address, and Booking Confirmation number any time up to 48 hours before the start of the Booking Period. Please note our office is open from 8:30am to 5pm week days (excluding public holidays) and may not be available at all times.

5.4 If you purchased your Booking from any person other than CHA (such as a CHA Authorised Reseller) and you require a refund or cancellation, you must seek that refund or cancellation from that other person.

5.5 You will be charged in full for your Booking if you have not cancelled it earlier than 24 hours before the start of the Booking Period, except where clause 5.8 applies.

5.6 You are only entitled to a refund from CHA where you:

(a) paid for your Booking using your own credit card; and

(b) effectively cancel a Booking 24 hours or more prior to the start of the Booking Period; or

(c) we are unable to accommodate your vehicle in accordance with clause 3.2 (b) of these Terms; or

(d) have a flight cancelled as described in clause 5.8.

5.7 For the avoidance of doubt, you are not entitled to a refund from CHA if:

(a) you did not pay for your Booking using your own credit card (for example, if you booked via a third party travel agent who processed the Booking using their own credit card);

(b) you do not use the whole or part of the Booking (for example, you leave before your nominated exit day and/or exit time, or you don't utilise your booking except when in accordance with clauses 3.2 (b), 5.1 or 5.3, and 5.6);

(c) you entered the wrong Car Park and consequently your Booking was not recognised;

(d) you purchased your Booking from another person (such as a CHA Authorised Reseller);

(e) you cancel the Booking less than 24 hours prior to the start of the Booking Period, except where clause 5.8 applies; or

(f) you are considered a no-show as per clause 8.2, except where clause 5.8 applies.

5.8 If your flight is cancelled by the airline and is not rescheduled to depart on the same day, you are entitled to a full refund of your Parking Charge, whether or not you have already entered the Car Park. Contact us at the details listed in clause 16 with your Booking Confirmation number and evidence of the cancellation.

6. Prices and How to Pay

6.1 The Parking Charge that you are quoted on our website includes GST. The Parking Charge is fixed when you make your Booking. Pricing may vary depending on time of booking and availability.

6.2 You can pay for your Booking by using any of the credit cards shown on our Website. Credit cards are the only form of payment we are able to accept.

6.3 When you provide your credit card details and complete your Booking, you are authorising us to charge your credit card with the amount of the Parking Charge.

6.4 If the credit card payment used for your Booking fails then your Booking will not be processed and will not be valid for use.

7. Booking Period

7.1 Unless your Booking is cancelled in accordance with clause 5 of these Terms, you agree to pay us to use our Car Parks during the Booking Period.

7.2 No refund will be made if your stay is shorter than the Booking Period, except where clause 5.8 applies.

7.3 If you do not extend your Booking under clause 5.2A and you leave late such that your Vehicle is parked in a Car Park for any time after the Booking Period, you will be charged for that additional time upon exit at the standard fees and charges as displayed at the Car Park entry starting at day one again.

7.4 Please note that the standard fees and charges as displayed at the Car park entry will not necessarily reflect car parking rates available on the online parking website.

8. Arriving at the Car Park

8.1 IMPORTANT: You must use the QR code issued at time of your booking to enter and exit the Car Park.

8.2 You are required to arrive to the Car Park within 6 hours of your nominated entry time. If you arrive after this time you will be considered a no-show and your Booking will no longer be available. In the case of a no-show, you will be charged in full for your Booking and you will not be entitled to a refund except when in accordance with clause 5.6 or clause 5.8.

8.3 If you arrive early such that your Vehicle arrives at a Car Park more than 1 hour prior to the nominated entry time your Booking will not be recognised. You will incur a parking fee upon exit as per the standard fees and charges as displayed at the Car Park entry.

8.4 When you arrive at the Car Park, you will need to scan your QR code issued to you at the time of completing your Booking. Please note no ticket is produced during this process. You must do exactly the

same when you exit the Car Park, scan the same QR code you used to enter the car park at the reader on the exit boom gate. Please contact us at the details listed in clause 16 if this is not possible (for example, because the QR code that you were issued during the Booking process has been lost or stolen in the meantime).

8.5 If you enter the Car Park using a different method to the QR Code that you were issued at time of Booking, your Booking will not be recognised. You will incur the full parking charge applicable for your length of stay based on the standard fees and charges as displayed at the Car Park entry. You will then need to contact us at the details listed in clause 16 to apply for a refund of the parking fee you were charged in addition to the Parking Charge you paid using the online car park booking system. Please note refunds of this nature will be subject to Management's discretion and only the lesser of the two charges will be refunded. To apply for a refund, you must complete a refund request form and detail the circumstances (that you were double charged due to use of a different credit card) and provide a copy of your paid online Booking Confirmation along with proof of the additional charge paid at the car park.

8.6 Your Booking is valid only for the Car Park specified in your Booking Details. Use of a different Car Park will incur a parking fee upon exit as per the standard fees and charges as displayed at the Car Park entry and you will not be entitled to any refund or reduction of your Parking Charge.

8.7 Please print off and refer to your Booking Confirmation for your booking details and for a record of your Booking.

9. Vehicles Permitted in our Car Parks

9.1 You are responsible for ensuring that your vehicle complies with size and height restrictions at the Car Parks. You are not entitled to a refund if your Vehicle exceeds the size limits we imposed by car park infrastructure.

10. Liability and Indemnity

10.1 We will only be liable to you under these Terms if:

(a) we are or have been negligent; or

(b) we have otherwise breached our statutory obligations to you.

10.2 However under no circumstances are we liable to you for any lost profits, lost opportunity, loss of reputation or any indirect or consequential loss. In addition we will not be liable to you for any part of any cost, expense, loss or damage suffered by you which is caused:

(a) by your acts or omissions or the acts or omissions of other users of the Car Park; or

(b) otherwise in excess of what an ordinary person in a like situation would suffer, or which is caused by circumstances unique to your situation.

10.3 To the extent the law permits, CHA is not liable to you for theft of your Vehicle or any property from your Vehicle or damage to your Vehicle by other users of the Car Park, including through a collision between Vehicles.

10.4 You are liable to us for any cost, expense, loss or damage suffered by us in connection with any death or personal injury of any person or any damage to any real and personal property directly or indirectly caused or contributed to by:

(a) the unsafe or illegal operation of a Vehicle;

(b) non-compliance with the Conditions of Entry;

(c) negligence or misconduct; or

(d) any wilful, intentional or malicious act by, You or any person authorised by You to operate your Vehicle while in the Car Park except to the extent that any negligent act or omission by CHA contributed to the cost, expense, loss or damage.

10.5 You indemnify us for any cost, expense, loss or damage suffered by us in connection with any death or personal injury of any person or any damage to any real and personal property directly or indirectly caused or contributed to by You or the person authorised by You that is in charge of your Vehicle in the Car Park.

10.6 To the extent the law permits, in the case of any guarantees, warranties or conditions implied into these Terms by the Competition and Consumer Act 2010 (Cth), CHA limits its liability to:

(a) supplying the services to you again;

(b) the payment of the cost of having the services supplied again; or

(c) a refund of some or all of the Parking Charges paid by you.

11. Your Responsibility to meet Airline Check in Time

11.1 It is your responsibility to meet your airline's check-in time and to allow sufficient time for unexpected delays, traffic congestion at or near Coffs Harbour Airport, unavailability of Car Park space, accident, road works or delays.

11.2 We will have no liability to you if you miss your flight for any of the reasons set out in clause 11.1. We will only be liable for delay due to our wilful breach or fraud and clause 10.6 will apply.

12. Privacy

12.1 When you make a Booking, you provide personal information to us which we use to process your booking, identify you when you enter and exit the Car Park and otherwise manage our car parking services. We also carry out planning and marketing activities using the personal information you provide which may include targeted online advertising, data and audience matching, analytics, research and, if you have agreed to receive communications, direct marketing. For more detail about how we use and share personal information and about our marketing practices, please refer to our Privacy Policy. By accepting these terms and conditions you agree to the use and disclosure of your personal information for these purposes. All personal information you provide to us is dealt with in accordance with our Privacy Policy.

13. Governing Law

13.1 These Terms and any Booking resulting from them are subject to the laws of New South Wales, Australia and the parties submit to the non-exclusive jurisdiction of the courts of New South Wales.

14. Reading Down

14.1 In the event that any provision or portion of any provision of these Terms is held to be unenforceable or invalid by a court of competent jurisdiction, the validity and enforceability of the remaining provisions or portions of such provisions of these Terms shall not be adversely affected. The offending provision or any part of such provision shall be read down to the extent necessary to give it legal effect, or shall be severed if it cannot be read down, and the remaining part and provisions of these Terms shall remain in full force and effect.

15. Comments and Complaints

15.1 Any comments relating to the booking procedure should be made in writing to us at our postal or email address listed below. Please provide us with as much information as possible.

15.2 We will try to answer all complaints within 10 working days. If we cannot, we will tell you when we expect to be able to do so.

15.3 If you wish to make a complaint and it is related to an incident, please do so as quickly as possible after the incident as this will better assist our enquiries.

16. How to Contact Us

Email us at parking@coffsairport.com.au

Telephone us on (02) 6650 4812

Write to us at Airport Parking, Coffs Harbour Airport, PO Box 251, Coffs Harbour, 2450.