

# Help and Frequently Asked Questions

## EIA Parking Online Booking

### How do I book my parking reservation online?

There are 4 easy steps to making a successful parking reservation:

1. Select your date and time
2. Complete your passenger details
3. Complete your payment details
4. Save or print the QR code and reservation details to access the parking lot

### How far ahead can I book?

You may book up to 12 months ahead of your travel date.

### Can I book at short notice?

You can book your parking stay up to 24 hours before arrival at the parking lot subject to availability. However, we recommend booking in advance to secure the best rate and ensure you can reserve a space in the parking lot of your choice.

### How are parking charges calculated?

Pre-booked car park prices are calculated based on a 24-hour period. The number of days charged for when you pre-book is calculated based on the times and dates you select when making your booking. There is a 6-hour grace period to which you will avoid charges. However, any additional time over this period will be charged at the standard rate. See [flyeia.com/parking](https://flyeia.com/parking) for information on rates.

### How do I know that my booking has been placed?

Within 24 hours of placing your order you will receive an email with a booking reference number and a QR code for access. You should print this email and bring it with you to the Airport. Should you not receive confirmation within 24 hours of placing your order, please contact our parking services team at 780 890 8527. You can also view your booking by simply clicking on 'Manage my Bookings' on [flyeia.com](https://flyeia.com).

### What happens if I need to cancel or amend my booking?

You can cancel or amend all bookings up to 24 hours prior to your scheduled departure time. To modify or cancel a booking, simply go to [flyeia.com](https://flyeia.com) and click on 'Manage my Bookings'. There is no penalty for amendments or cancellations.

### What are the hours of operation for EIA's parking lots?

All EIA operated parking facilities are open 24 hours a day, 7 days a week, 365 days a year. We also have staff on duty 24 hours a day.

### How do I gain access to the parking lot I've made a reservation in?

You will receive a QR code in your confirmation email. Ensure that your email browser has enabled images. We recommend that you save or print the QR code as well as your reservation number. The QR code can be scanned at the entrance and exit gates to verify your reservation and open the gates. Unless you have overstayed your scheduled reservation by more than 6 hours on the front and tail end, there will be no additional charges applied.

### How do I get to the airport from Value Park?

Value Park has a shuttle service that runs 24 hours a day, 7 days a week. The shuttle will pick you up and drop you off right at the door of your vehicle. Shuttle pick up from the terminal is at Door 9.

### What if I have a dead battery?

EIA Park Assist is available 24 hours a day, 7 days a week offering vehicle boosting, tire inflation, car find, and snow removal. If you have car trouble, please call 780 890 8983 for assistance.

### How do I give feedback?

We are committed to the highest standards of customer service at EIA. If you are unhappy about any aspect of the parking service you receive please let us know by emailing [airportparking@flyeia.com](mailto:airportparking@flyeia.com)