DIVVY PARKING USER GUIDE

The Galleria Car Park, 131 Elizabeth Street, Melbourne VIC 3000
Discounted Flat Rate Parking is available each Sunday between 6am-11pm

HOW TO CREATE AN ACCOUNT WITH DIVVY

- Please download the DIVVY Parking App via the Google Play Store or Apple App Store.
- Select Sign Up and use your personal email address to create your account.
- You will receive an email containing an activation link valid for 24 hours. Click the link and follow the prompts to complete registration.
- If the activation link has expired, select Forgot my password and create a new password to activate the account.
- Add your personal payment and contact details where required.
- How to Sign In to your DIVVY account

OPEN THE DIVVY PARKING APP.

- Select Sign In and enter your email address and password.
- If you have forgotten your password, select Forgot password and follow the prompts.
- To sign out, go to Settings and select Sign Out.

HOW TO BOOK WITH DIVVY PARKING

- Sign in using your email address and password.
- Enter the Premium Pass **131COAH**. Account > Premium Pass > Add Pass (case sensitive). This is only required for the first booking.
- Tap P Parking and select Daily.
- Search for 131 Elizabeth Street, Melbourne, select the address and tap Set Location.
- Enter the required parking date and select See Results.
- Select Book Space for the City on a Hill, Galleria parking option.
- Confirm the booking details and select Confirm & Pay.
- You will receive an email receipt and booking confirmation.

HOW TO ENTER & EXIT

- Android: Tap Entry and select Scan QR code
- iPhone: Tap Entry
- Scan QR code or enter PIN on the device (proceed to the boom gate device if the roller gate near top of ramp is already open)

HOW TO CANCEL A BOOKING

- Bookings may be cancelled up to one minute before commencement.
- Select Bookings, then the Once Off tab.
- Select the booking and click Cancel Booking.
- Confirm the cancellation when prompted.
- The booking status will display as Cancelled.

CAN I ENTER MULTIPLE TIMES ON MY BOOKING?

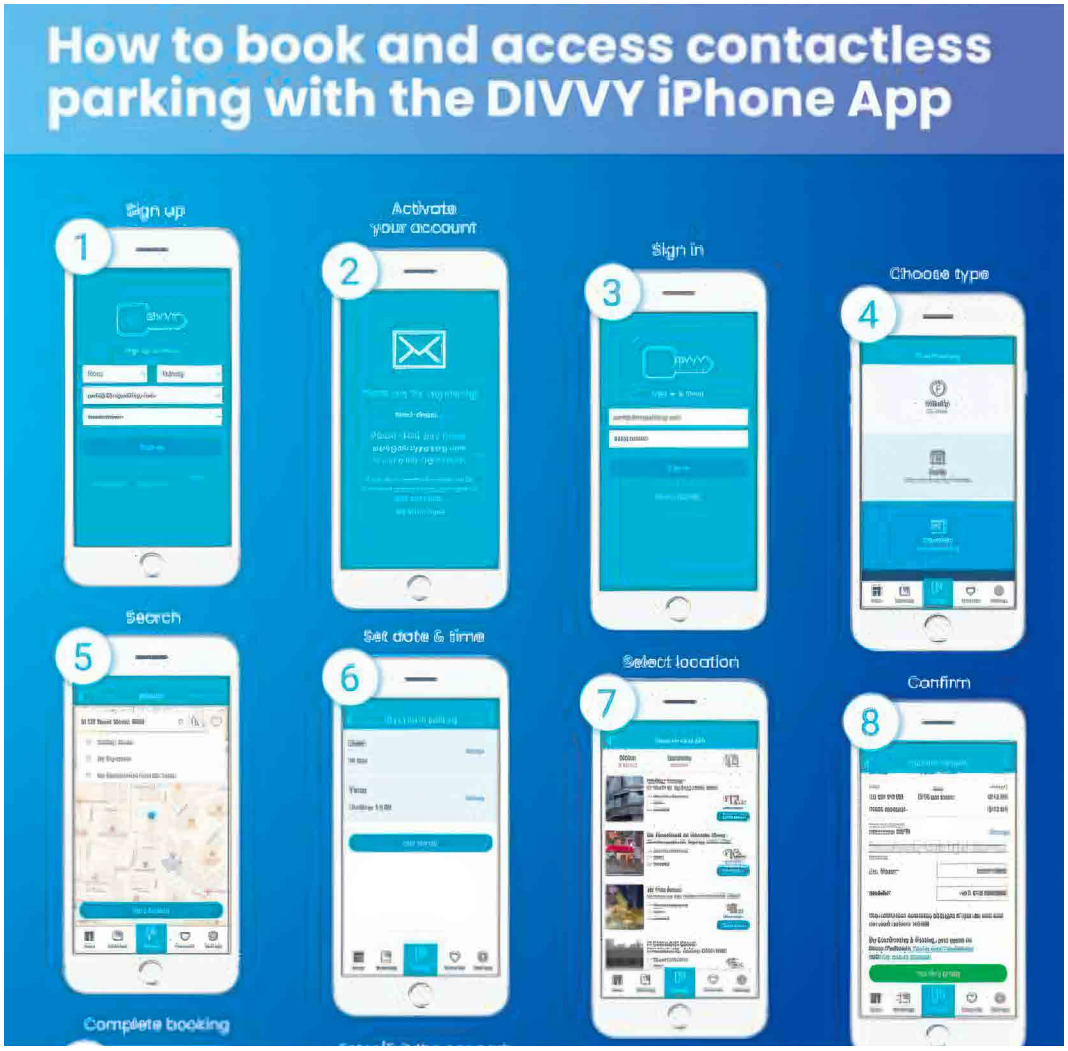
- DIVVY offers flexible parking access. You may enter and exit the car park as many times as required during your booking period.

PAYMENT SURCHARGES

All prices include GST and levies. DIVVY does not charge booking fees; however, card payment surcharges apply and comply with ACCC guidelines.

- Mastercard Debit: 0.5%
- Visa Debit: 0.5%
- Mastercard Credit: 1.5%
- Visa Credit: 1.5%
- American Express: 2.0%
- Diners Club: 2.0%
- The applicable surcharge will be displayed before payment is confirmed.

DIVVY™



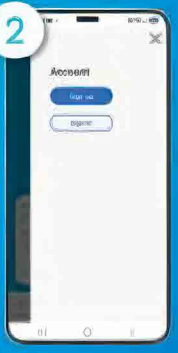
CITY ON A HILL

DIVVY™

How to book and access contactless parking with the DIVVY Android App

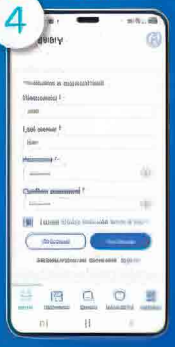
1 Open the DIVVY Parking App

2 Head to the Account Menu



3 Sign Up

4 Create Account Details



5 Activate Account in your Email

6 Account successfully created

7 Search location of parking

8 Search time, date and type of parking

9 Select your car park

10 Check out Step 1

11 Check Out Step 2

12 Check Out Step 3

CITY ON A HILL