Norton Plaza has introduced ticketless parking, providing customers with the convenient option to park at the centre with ease. Ticketless parking takes away the need for a ticket with the latest in number plate technology, allowing customers to enter and exit the car park quickly.

How will it differ from my current parking experience?
Physical tickets will no longer be issued at entry into the car park, your number plate will be recognised at entry and exit.

Will I still receive 2 hours free parking?
Parking will continue to remain free up to 2 hours, with rates applied after the free period. Customers parking under 2 hours will be able to exit with the boom gate lifting automatically.

What happens if I park over 2 hours?
Parking over 2 hours will incur a fee. There are three easy ways to pay if you have parked at the centre for over 3 hours:

1. At any pay station by typing in your number plate details
2. At the boom gate using a credit or debit card
3. Registering on the centre website to choose the option to have fees automatically deducted from your nominated credit or debit card

What are your parking rates?
Parking rates are listed below:

0.0 – 2.0 Hours	FREE
2.0 – 2.5 Hours	$12
2.5 – 3.0 Hours	$15
3.0 – 3.5 Hours	$20
3.5 – 4.0 Hours	$25
4.0 – 4.5 Hours	$30
4.5 – Onwards	$45

How will I know what I've been charged?
Customers can review and print their statement. If you have any concerns about your payment history, please contact our Customer Service team on (02) 9518 0660.

How do I register for ticketless parking?
Register with your number plate and credit or debit card online. Please find instructions below:

1. Visit www.nortonplaza.com.au
2. Select 'Register Here'
3. Add your personal details to the fields (note: all fields are mandatory)
4. Read and accept the Terms & Conditions
5. Select 'Next Step'
6. Add your vehicle details and select 'Next Step'
7. Update payment details by adding your credit or debit card

8. Review your details to make sure they're correct and select 'Complete Registration'. You will receive a confirmation email shortly after to your nominated email account advising that your details have been approved. Please log into your ticketless parking account to set your password. Note – online registrations may take up to 24 hours to become active.

Should you require further assistance visit our Centre Management Office located on Level 1, alternatively contact our team on (02) 9518 0660.

Why should I register?
Visit the Norton Plaza website to register with your credit or debit card for a seamless parking experience. You will be able to drive out with parking fees charged to your nominated card.

How do I keep track of how long I have parked?
You can check what time you entered the car park by typing in your number plate into any pay station.

What if I can't remember my number plate?
It is important to remember your number plate as it will become your ticket.

I use the car park several times a day, how much will I be charged?
You can use the car park several times a day, and will receive 2 hours free parking if there is a 30 minute break between visits. If you exit and re-enter the car park within 30 minutes, you will be charged for the day's parking.

How do I register for parking with a disability permit?
Disability permit parking holders can register for ticketless parking and receive 3 hours free parking. To be eligible, please present your disability permit at the Centre Management Office located on Level 1. The lifts to access Level 1 are located on Ground floor near the toilets.

Can I validate my parking after seeing a movie?
Yes! Simply scan the barcode on your Palace Cinema ticket at any of our pay stations before returning to your car, this will entitle you to a $14 flat rate for 4 hours parking. Please note, your cinema ticket is only valid on the day of purchase.

I work in the centre, how can I find out about parking?
There is a discounted rate for retail staff members, for more information please visit the Centre Management Office on Level 1.

Is my personal information safe? Do you have a privacy policy?

Personal details provided by you are secure and in accordance with the Norton Plaza Privacy Policy which can be found on the Norton Plaza website or on request at our Centre Management Office, located on Level 1.

Who do I contact with questions or where can I find out more?
For further enquiries, please contact Centre Management on (02) 9518 0660.