

Maruti Suzuki Smart Parking FAQ's

❖ Joining Smart Parking

- **What is Maruti Suzuki Smart Parking?**

Smart parking solution assists car drivers, who wish to park their vehicles, by providing them the facility to find and book a parking online (Online booking feature only available for Delhi NCR region, Mumbai & Bengaluru). These apps also help improve the parking experience for customers by providing information of parking areas nearby a Maruti Suzuki car owner's location.

- **What cities is Maruti Suzuki Smart Parking available in?**

Maruti Suzuki Smart Parking is currently serviceable in Delhi NCR (Delhi, Gurgaon, Faridabad, Noida, Ghaziabad), Ahmedabad, Bangalore, Hyderabad, and Mumbai (including Navi Mumbai and Thane), Agartala, Agra, Ajmer, Amritsar, Bhopal, Bhubaneswar, Bilaspur, Dehradun, Gwalior, Haridwar, Indore, Jaipur, Jalandhar, Jhansi, Kanpur, Kochi, Kozhikode, Lucknow, Ludhiana, Madurai, Meerut, Nagpur, Panaji, Patna, Puducherry, Pune, Raipur, Ranchi, Siliguri, Tiruchirappalli, Tirupati, Udaipur, Ujjain, Vadodara, Varanasi, Visakhapatnam, Vijayawada.

- **How can I find parking with Maruti Suzuki?**

All Maruti Suzuki customers can download the Maruti Suzuki Rewards app and click on the Smart parking search tab on the app homepage.

Upon clicking the Smart Parking search tab, the customers will be redirected to the search destination page.

For Suzuki Connect app, you can go to parking page either by tapping on Parking icon in the Search bar of Location & Tracking screen or by tapping on the Parking Booking button under Services tab.

Here, one can enter their destination and find a list of parking spots near the destination.

You can view information such as parking charges, operating hours, type of parking etc. Customers can also book, pay and navigate to a parking location by clicking the NAVIGATE button / icon in the application (Online booking feature only available for Delhi NCR region, Mumbai & Bengaluru).

- **Can I book a slot online?**

Customers can view the parking locations available near their destination and can navigate to the parking location. While online booking of parking is available (Online booking feature only available for Delhi NCR region, Mumbai & Bengaluru) you cannot book a specific parking slot online.

- **Can I see available slots in a parking area?**

Maruti Suzuki Smart Parking provides information on the total capacity of a parking location. The available parking slots are currently not provided.

- **From where can I access Maruti Suzuki Smart Parking?**

Maruti Suzuki Smart Parking can be accessed using the Maruti Suzuki Rewards App or Suzuki Connect app.

- **Do I have to pay to use the Smart parking feature?**

Searching and navigating to a parking location is free of cost for customers. Parking charges need to be paid at the parking location as per parking usage, in case you do not use the app to pay for the parking. (Online booking feature only available for Delhi NCR, Mumbai & Bengaluru).

- **What vehicle types can we park?**

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Any 4-wheel passenger vehicle of Maruti Suzuki brand cars is allowed for parking across all parking spaces.

- **Will there be an attendant at the parking lot?**

Paid parking would have an attendant at the parking lot. Free parking lots also usually do, but this may not be certain for each location.

- **Booking a Slot**

- **What are the Benefits of the Smart Parking feature?**

By accessing the Maruti Suzuki's Smart Parking feature on the MSIL Rewards App or on the Suzuki Connect app, you can effortlessly search, locate, book, navigate and park your vehicle nearest to your destination without wasting time providing you a hassle free parking experience (Online booking feature only available for Delhi NCR, Mumbai & Bengaluru).

- **How do I book a parking spot?**

You can make a booking in 3 simple steps:

- Search for the name of the location where you want to go and select the specific site name
- Select the date and time of your arrival and the duration
- Confirm all details, select your car from the given options, select your mode of payment and complete the payment (Online booking feature only available for Delhi NCR, Mumbai & Bengaluru).

- **How are my parking charges determined?**

Your parking fees depends on what the parking authority at the site is charging. Parking charges may be progressive (dependent on duration of stay) or flat (constant pricing, irrespective of duration). The parking charges are defined by the parking authority.

- **Is the parking well-lit at night?**

Most indoor parking lots do have electricity and are well lit at night but currently we do not capture this information in the details section of each parking space.

- **Is there any Car Wash service available?**

As of now this feature is not available. But we are working on bringing this feature to you in the future.

- **How do I track or retrieve my booking details after making a booking?**

You will receive a 'booking successful' message on WhatsApp with the booking details. Additionally, you will also be able to fetch these details from the My Bookings button / icon on the Home Page in the MSIL Rewards app and under the Services tab in the Suzuki Connect app. (Online booking feature only available for Delhi NCR, Mumbai & Bengaluru).

- **Is there any vehicle charging service available at the parking?**

It is specific to parking location. If the location has charging facility, it would be shown as "Power Supply" available in the parking details section.

- **How many days in advance can I make a booking?**

You can pre book a parking spot up to 7 days in advance. (Online booking feature only available for Delhi NCR, Mumbai & Bengaluru).

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- **Can I navigate to selected parking?**

Yes, you can navigate to your parking spot with map navigation feature.

- **Is this an authorized parking lot?**

Yes, all parking lots shown in our app are authorized

- **Can I park for multiple days at the same spot?**

Yes, this service does provide the option of booking the same spot online for multiple days, subject to availability- (Online booking feature only available for Delhi NCR, Mumbai & Bengaluru).

- **Can I reserve the parking for multiple days?**

Yes, you can reserve the parking for multiple days in advance on both MSIL Rewards App and Suzuki Connect app subject to availability. (Online booking feature only available for Delhi NCR, Mumbai & Bengaluru).

- **Is there an unlimited hours slot available?**

Availability of a multi-day booking option depends on the site being booked. If the site is operational for 24 hours in a day, you will have an option to book for multiple days. (Online booking feature only available for Delhi NCR, Mumbai & Bengaluru).

- **What if my booked slot is not available to me at the time of parking?**

In case of unavailability of the booked slot, you are requested to raise a ticket on the Help tab in the My Bookings section for the MSIL Rewards App and in the Booking Receipt screen for the Suzuki Connect app.

- **How will the charges be calculated if I extend my time?**

As of now, the parking time extension service is not available either on MSIL Rewards app or on Suzuki Connect app. You can directly discuss with the operator on the ground for the charges for extension. (Online booking feature only available for Delhi NCR, Mumbai & Bengaluru).

- **What if my vehicle is parked overtime?**

The overtime parking fee will be charged as per the rates defined by the parking authority and you will be required to settle the outstanding with the operator directly.

- **What if I have to park my vehicle overnight? What are the charges?**

If the site is operational for 24 hours in a day, you will have an option to park overnight; The overnight parking charges will be based on the rates defined by the parking authority. (Online booking feature only available for Delhi NCR, Mumbai & Bengaluru).

- **Is differently abled parking available at the locations?**

This data is presently not captured in the app, but the attendant will help you with it if they have any differently abled slots available.

- **Can I book a slot for other cars as well?**

The car owners who have registered multiple Maruti Suzuki cars on the MSIL Rewards App or on the Suzuki Connect app can book the parking slots. (Online booking feature only available for Delhi NCR, Mumbai & Bengaluru).

- **Are the cars parked in open air or in an indoor space?**

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The cars are parked at a specific slot in the parking area. You can find out more about this under the Parking Details information section.

- **Who is the Parking partner for Maruti Suzuki Smart Parking?**

The Parking partner for Maruti Suzuki Smart parking is M/s GET MY PARKING (AGILE PARKING SOLUTIONS PVT. LTD.) and PARK+.

- **What are the contact details of the parking partners?**

The contact details are as below:

S. No.	Partner Name	Address	Contact	E-mail
1	Get My Parking / Agile Parking Solutions Pvt. Ltd	No. 16, 9th Main, 17th Cross, Agara, HSR Layout, Sector-7, Bangalore, Karnataka - 560102, India	9871035928	care@getmyparking.com
2	Park+ / Parivom Technologies Pvt. Ltd.	Unitech Cyber Park, 505A, Tower - A, Sector -39, Gurugram, Haryana - 122001	8588881450	support@myparkplus.com

- **What do I do if the parking attendant at the site refuses to honor my booking?**

If the parking attendant at the site denies accepting your booking, or in case you face any other similar issues on arrival at the site, you may raise a ticket on the Help tab in the My Booking section for the MSIL Rewards app and in the Booking Receipt screen for the Suzuki Connect app. The customer support team will reach out to you with an appropriate resolution.

- **Still unsatisfied, how do I reach out to the customer care?**

You can reach out to customer support at support.mobility@maruti.co.in,

Payments, Cancellation and Refunds

- **Will I get a receipt of my payment at the parking lot?**

For online booking, you will get a receipt of payment on the registered Email ID. Additionally, you could request for invoice by tapping on “E-mail Invoice” in the Completed Bookings section in My Bookings for the MSIL Rewards app and by tapping on Download icon in the Booking Receipt screen for the Suzuki Connect app.

For offline bookings, physical receipt of payment will be given by the on-ground attendant.

- **Can I extend my time if the price is fixed?**

Currently, we do not have the feature to extend the parking online but you can extend your time after discussion with the parking authority. You are liable to pay to the operator pay basis the applicable parking charges while exiting.

- **What if my payment is deducted from the account without getting any parking slot?**

In such cases, you may raise a ticket on the Help tab in the My Booking section for the MSIL Rewards app and in the Booking Receipt screen for the Suzuki Connect app. The customer service team will reach out to you with an appropriate resolution.

- **Can I make offline payments? (At the time of parking)**

In case you've not booked the parking online, you can pay directly to the operator offline.

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- **Can I cancel or reschedule my booking?**

Yes, you may cancel your booking until 6 hours prior to the scheduled booking time slot. Currently, we do not have rescheduling feature. For more information, please refer to our “Cancellation and Refunds” policy.

Vehicle Damage & Theft

- **Is my vehicle safe at the parking locations?**

The parking attendants do their best for the safety and security of vehicles, but they take no responsibility or liability legally for the same. Parking is at the owner's risk. MSIL or Parking Partner is not responsible for any kind of damage or theft.

- **What happens if my vehicle is damaged, or some parts of my car are stolen at the parking site?**

MSIL and Parking Partner does not take responsibility for any theft or damages that happen at the parking locations. We request you to get in touch directly with the parking authorities in such a scenario.

Alternatively, you may raise a ticket on the Help tab in the My Booking section for the MSIL Rewards app and in the Booking Receipt screen for the Suzuki Connect app.