



Traverse City Parking Services  
303 East State Street  
Traverse City, Michigan 49684  
Phone: (231) 922-0241  
[parking@downtowntc.com](mailto:parking@downtowntc.com)

---

## **Parking Permit and Bike Locker Credit Card Auto-renewal Information**

Parking permits and bike lockers are now available for credit card auto-renewals. The benefits of transitioning to auto-renewals include your permit remaining active until you cancel, and you will no longer have to obtain a new parking permit hangtag which will remain the same each month. Permits and lockers may not be loaned, sold or otherwise transferred in any manner.

### **Eligibility**

All permit and locker rentals are eligible for recurring credit cards. A credit card profile is required to setup the account. Once the profile is created, it will be linked to the new permit or locker record that is issued. Renewals will be billed monthly and continue until cancelled.

### **How It Works**

Auto-renewal participants remain responsible for payment of fees until profiles are formally cancelled. To avoid being charged, auto-renewals must terminate four (4) days prior to permit expiration date. Permit and locker rental fees are non-refundable.

### **Store a Credit Card Profile**

You can create a credit card profile with a Visa, MasterCard, Discover or American Express:

- 1) Parking Office – Staff will assist you in-person or over the phone.
- 2) Online portal – click “Manage Your Account Information” and scroll down to the Credit Card Profiles section. Click “Manage Profiles” and follow the steps to enter your credit card information to create your profile. The online portal can be accessed at <https://downtowntc.t2hosted.com>.

### **Upcoming Charge Notification**

Your permit or locker will expire one (1) month from effective date. You will receive an upcoming charge notification reminder letter via email seven (7) days prior to permit expiration. Your credit card profile will be charged two (2) days prior to expiration.

### **Receipt Notification**

- 1) If your charge is successful, your permit expiration will extend one (1) month, and you will receive a receipt notification letter via email.
- 2) If your charge is denied, you will not receive a receipt notification, and you will have two (2) days to make an alternative payment. You may need to update your credit card profile for future payments.

- 3) If no payment is made, your permit will expire at the end of business on the expiration date, you will need to pay the hourly fees to exit.

### **Coming Soon**

All of the items listed below will be available this fall when we install new parking access equipment at both parking structures.

#### Hands-Free AVI Hangtags for Garage Access

All permit holders who are setup for month-to-month auto-renewals with a credit card profile will be eligible to exchange their hangtag for a new hangtag that has automated vehicle identification (AVI) embedded. The AVI tag will be read by the equipment at entry and exit for hands-free access. If the AVI equipment fails, the QR code printed on the hangtag may be scanned as a backup.

#### Instant Temporary QR Access in Online Portal

Did you drive a loaner or vehicle borrowed from a family member or friend and forget your hangtag? No problem. From the online portal, you can access a QR code based on your active permit number. This QR code can be generated and saved to your phone, or downloaded and printed. This instant access will eliminate additional fees incurred by not having your permit when entering or exiting. Additional fees will apply for misuse or attempts to use the permit for more than one vehicle.

#### No More Prox Cards

Your hangtag has a barcode at the bottom of the front side. When the equipment is replaced, prox cards will no longer be used for access. The barcode on the hangtag will be scanned at entry and exit in lieu of swiping the prox card.