

## F.A.Q.

### **What payment methods are accepted for online booking of eParking?**

You can pay for bookings on our website using CB, Visa, Mastercard and Bancontact cards. We use a secured platform; you may be asked for a code which you will receive by SMS in order to validate the payment.

### **Can I cancel an eParking booking?**

Yes up to 24 hours before the booked entry date. Your booking will then be refunded in full. If you cancel less than 24 hours before the booked entry date, no refund will be given. To cancel, go to your account or call 0902 02 490 (€1/min) from Belgium or 00 32 78 15 27 22 from abroad (please note that the cost of calls varies between countries depending on the national operator).

### **What is the minimum parking time that can be booked online?**

The minimum time that can be booked in advance is 24 hours.

### **Can I change a booking?**

You can cancel your booking by connecting to your Customer Area on the website via the “Account” tab up to 24 hours before your planned arrival. You can then rebook as required.

### **What happens if my flight is late or I exceed the booked exit time?**

If your flight is late or you exceed your booked exit time, an additional charge will be payable at the applicable rate.

### **Why do the rates change?**

Online the rates charged for some car parks can vary depending on availability and times.

### **Can I book my parking at the last minute?**

You can book your parking 10 minutes before your entry time into the car park in question. If you do so, you cannot cancel your booking as cancellations can only be made up to 24 hours before the booked entry date.

### **I have a promotional code, when do I need to enter it in order to use it?**

You need to enter it on the order summary page before paying. The amount of the reduction will be shown if your code is entered and valid for the car park in question.

### **Why is it necessary to create an account in order to book parking?**

You have a personal area to allow you to consult your bookings, manage cancellations and print your bills.

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#### **BRUSSELS SOUTH CHARLEROI AIRPORT s.a.**

Rue des Frères Wright 8 – B-6041 Charleroi – [www.charleroi-airport.com](http://www.charleroi-airport.com) – [customerservice@charleroi-airport.com](mailto:customerservice@charleroi-airport.com)  
Tél. : +32 (0)902 02 490 – Fax : +32 (0)71 25 12 02 – TVA : BE 0444.556.344 – RPM CHARLEROI  
ING IBAN : BE74 3600 0000 0107 BIC : BRUBEBB – FORTIS IBAN : BE55 2600 1401 4044 BIC : GEBABEBB

**Where can I find my bill(s)?**

All your bills can be found in the Customer Area via the tab “My Account” under the heading “My recent bookings”. They are also sent to you in PDF format attached to the emails confirming the booking.

**I am disabled, can I book a reserved space?**

No, it is not possible to book a reserved space. You will have no problem finding a disabled space in any of our car parks. This applies to holders of a disabled badge. These spaces are generally located at the entrance and are clearly marked.

**How do I access the car park I have booked?**

Once your booking has been validated and paid for, you will receive a confirmation email containing a QR code. You need to scan this QR code into the car park entrance barrier. A ticket will be issued from the barrier and you need to keep this until your exit from the car park.

**Does my online booking give me a reserved space in the car park?**

No, your booking does not give you a reserved space, but we guarantee you availability in the car park that you have booked.

**Which car parks can be booked online with eParking ?**

Car parks P1, P2, P3, P4, Lock Park and P. Express can be booked online with eParking.

**If I have booked in advance, do I need to validate my ticket at the machines before going to the exit barriers?**

If you are within the time booked, you can go directly to the exit. If you exceed the time, you will have to pay the additional charge at the machines.

**What are the height restrictions in your car parks?**

Some of our car parks have height restrictions at the entrance. To find out if a specific car park has a height restriction, go to the compare page. Information on height restrictions is given in the information table.

**Is it possible to books for motorbikes, vans, trucks and mobile homes?**

No. It is only possible to book for light vehicles.

**What is a QR Code? How does it work?**

A QR Code (abbreviation of Quick Response) is a two-dimensional barcode which contains information such as your contact details and booking details (name, car park, product type, etc.). It is read by optical readers at the car park entrance by presenting a simple printed document or displaying it on your smartphone screen. Watch the video.

**Is it possible to arrive before the booked time?**

Yes. You can arrive up to 15 minutes before the booked arrival time. No extra charge will be made in this case. If you arrive more than 15 minutes early, you will have to pay an excess charge at the applicable rate for the car park at the ticket machines or exit barrier.

**What should I do if I find that I have lost my ticket?**

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If this happens, go to the ticket machine before returning to your car and press the call button (intercom). Our remote help desk will respond 24/7. You will have to give your name and booking number in order to enable you to leave the car park.

**If I have a problem when I am there, who can I contact?**

If you have a problem in the car park, you can contact a member of staff at any time using the call buttons (intercom) at the entrance and exit barriers and on the ticket machines or go to the office at the exit from car park P1.

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