

Mary Campbell

Car Park Operations Manager

Locked bag 16

Gladstone Park. 3043

6th January, 2011.

Déar Ms Campbell,

I write to you to complain, in the strongest possible terms, about the tariff charged for long term parking (undercover) at Melbourne Airport.

Our car was parked on level 4 of the long term (undercover) car park at 17:02 on 26th December 2010 and collected at 18:23 on Tuesday 28th December.

In real terms this was 1hour 21 minutes over 2 days. However our payment receipt listed the end date and time as 29/12/10 17:03 and registered the billing period as 3d0h2' and the charge was an unbelievable \$139.00 (inc GST) !

Could this mean that we were charged an extra day's parking fee, for an extra 1 hour 21 minutes !?

If we were charged for a third day, the flat rate (before GST) being \$126.36, would amount to \$42.12 per day, which I believe is excessive and unjustifiable.

If the charge was for 2 days only, the daily rate (before GST) would amount to \$63.18, which would be absolutely outrageous !

Either way, I consider this parking tariff regime to be completely excessive !

I would like you to:

- supply me with the daily charge rate and an explanation of whether we were charged an extra day's parking fee because our car was in long term parking for 1hour 21 minutes in excess of 2 days.
- If the above is true, I ask you to give me a pro-rata refund for the third day's parking.
- Lower these scheduled parking fees to be more realistic and affordable for the average traveller and institute a pro – rata, rather than a flat daily charge rate.

I look forward to your reply in the near future.

Yours sincerely,

William (Bill) Tyrrell

