PayStay

Quick guide to making mobile phone app payments

Congratulations on using PayStay. Paying for parking is about to get easier!

PayStay is a mobile phone app that allows you to pay for the parking time that you actually use.

Alternatively you can also use PayStay over the phone if you do not have smart phone.

Getting started is an easy three step process:

Step one: setting up your account

- Download the app from Apple's App Store or Android's Google Play.
- For accounts over the phone contact 1300 322 111.
- Once you've set up your account you will need to register your details:
  - o phone number
  - o some personal details
  - o a credit or debit card
  - o vehicle registration (you can input up to 10 registration numbers per account).

Step two: starting your parking session

- Before you leave your vehicle open the PayStay app or call 1300 322 111.
- Select your vehicle registration.
- Enter the 8 digit PayStay zone number displayed on the PayStay sign.
- Select start.

You can also choose to receive receive an SMS reminder from PayStay when your session is due to expire through the app (*note: a fee applies*)*.*

Step three: ending your parking session

- Once you return to your vehicle open the PayStay app or call 1300 322 111.
- Locate your session and select stop.

Important things to remember

- If you don't stop the session, you'll be charged the maximum fee for that parking zone.
- If you wish to park for longer than the time on the sign (for example, more than two hours in a '2P' area), you must first move your vehicle to a new PayStay zone.
- There are no transaction fees. There are SMS alert fees if you choose to opt in for that service.
- Terms and conditions apply – download them here.
- A map of all City of Fremantle car parks is available at fremantle.wa.gov.au/wheretopark.