

SacPark® Purchase Terms & Conditions

All online purchases secured through reserve.sacpark.org, my.sacpark.org and the SacPark app are subject to listed parking rates per location, availability, and terms. Parking purchases or transfers of parking not made directly through the SacPark reservation system cannot be guaranteed and may result in denied entry.

Online reservations guarantee a parking space at the selected facility but do not guarantee an assigned or reserved stall. Each reservation is valid for one parking session and allows one entry scan and one exit scan. Purchased barcodes must be used at the time of the parking transaction to be valid. Parking purchases cannot be applied to a different location than the one purchased for.

There are two types of online parking bookings available for purchase:

- Daily (SacPass – Commuter Parking)
- Event-Specific Parking

Daily Parking (SacPass-Commuter Parking)

Daily parking rates vary according to Parking Location and Parking Operator and may change at any time. Currently, only daily parking for Commuter Parking (SacPass) is available for purchase. Inventory and rates are specific to each designated location and cannot be applied to any other parking facility.

A SacPass is valid for one parking session and allows one entry scan and one exit scan. Multiple entries or exits are not permitted.

SacPass Usage Requirements:

Commuter parking (SacPass) is valid Monday through Friday with required entry between 6:00 AM and 10:00 AM and required exit between 4:00 PM and 6:00 PM.

To redeem the purchased discounted parking, the purchased pass must be used at the time of the parking transaction, and all SacPass entry and exit time requirements must be met. Any parking use outside the valid SacPass time window will result in additional daily parking fees.

Failure to use the purchased parking pass at the time of the parking session will result in an unpaid parking transaction and is subject to any applicable parking fees.

Daily purchasing limits apply (one SacPass per customer per day). Online inventory may be limited or temporarily unavailable on scheduled event days to accommodate anticipated demand.

Event/Venue Parking

Event parking reservations are valid for one parking session and allow one entry scan and one exit scan. Multiple entries or exits are not permitted. Parking entry and exit times, as well as rates, vary by each participating private Certified Parking Partner location. Event listings for Downtown Core venues also vary based on the day of the week, event hours, availability, existing location contracts, and Certified Parking Partner participation.

If an event is postponed, rescheduled, or replaced with another event occurring at the same date and time, existing law requires the ticket seller to provide a full refund upon request.

If an event is canceled, customers may cancel their parking before the event start time, or a full refund will be automatically issued within 30 days.

Postponed events are reviewed for automatic refund processing, and customers may also request a refund within 30 days. For rescheduled events, customers may self-refund their parking prior to the updated parking start time.

Changes/Modifications

Transferring a parking booking is not recommended, as any transfer may remove the association between the purchased transaction and the original purchaser. The City of Sacramento is not liable for any purchases, transfers, or duplication of parking passes that result in voided passes or denial of entry to a parking facility.

Promotional & Discounts

Online reservations cannot be combined with any other discounts, coupons, or validations offered by participating locations or Certified Parking Partners. Promotional rates for participating locations will reflect the rate displayed at the time of purchase.

No-Show Policy

Purchased online parking guarantees parking only for the specific date and times selected at the time of purchase. Failure to use the purchased parking during the designated date and time results in forfeiture of the prepaid parking and any associated refunds.

Cancellation Policies

Canceled parking purchases will not be valid for use at the parking locations. Parking purchase cancellations are available up to 24 hours prior to the reservation event date and time at most parking facilities. Self-cancellations can be processed within the SacPark website or the App prior to the start of the parking start time. Approved refund requests processed will apply the refund monies back to the original credit card used at time of purchase.

Refund requests may be submitted online through the account used to make the purchase, provided the request is made before the parking start time, or by contacting the City of Sacramento directly.

NBA Season Ticketholder parking package purchases require assistance from Customer Service and cannot be canceled after the first scheduled reservation event date and time have started. Please call Sacramento City 311 or 264-5011 for Season Ticketholder Parking Package cancellation assistance.

Liabilities

By purchasing daily/event parking online via SacPark, you agree to the purchasing agreement terms and conditions specified. Customers are advised not to leave articles of personal property of any value in vehicle and agree not to hold City of Sacramento responsible for loss of property or damages resulting from loss of property left in vehicle in violation of this agreement.

Contact Information

For additional information you may contact the City of Sacramento at:

City of Sacramento

300 Richards Blvd., Suite 200

Sacramento, CA 95814

ParkingCSR@cityofsacramento.org

Sacramento City Operator Service 3-1-1 or (916) 264-5011