



WELCOME TO COLONIAL PARKING, INC.®

STATION #624

Navy League

2300 Wilson Boulevard

Arlington, VA 22201

GARAGE INFORMATION



1050 Thomas Jefferson Street, NW
Suite 100
Washington, DC 20007
202-295-8100 * Fax 202-295-8111

August 24, 2005

Dear Customer:

Colonial Parking is pleased to announce that we were selected to manage the Navy League parking facility at 2300 Wilson Boulevard. The Navy League parking garage will open August 25, 2005.

The attached information package contains pertinent information about the operation, including hours, rates, staffing, a Colonial "Contact Sheet," facility description, monthly parking account application and a Monthly Parking Standard Agreement for your review.

Colonial Parking stands ready to assist you with your parking needs at Arlington Gateway and is dedicated to providing a superior level of customer service. Should you at any time find this not to be the case, please do not hesitate to call your Colonial Senior Operations Manager, Hillen C. Grason Sr., at (202)-295-8147.

We look forward to serving you.

GENERAL INFORMATION
2300 Wilson Boulevard
Arlington, VA 22201
(COLONIAL LOCATION #624)

1. **Garage Address:** 2300 Wilson Boulevard, Arlington, Virginia 22201

2. **Office Garage**
Operating Hours: 6:00 am – 12:00 am, Monday – Friday
10:00 am – 12:00 am, Saturday
10:00 am – 12:00 am, Sunday

3. **Garage Rates:** Daily:

0-1 hour	\$5.00
Over 1 hour (maximum)	\$10.00
Early Bird (in by 8 am)	\$6.00

Monthly:

Regular	\$105.00
Reserved	\$210.00

4. **Garage Access:**
 - A. 24-hour access with current monthly account, current permit and access card.

 - B. Visitors Issued ticket at entry. Lost ticket pays maximum rate. No in/out privileges on a daily ticket. Note: visitor parking fees are payable in cash; checks are not accepted.

 - C. Tenant Validation – Tenants may purchase validation stamps (in 1-Hour or All-Day denomination) to offer free or reduced fee parking to their visitors. Validation stamps are sold in sheets of 48 stamps based on the “daily” rate structure. A sheet of 1-Hour stamps will cost \$240.00; All-Day stamps cost \$480.00 per sheet. A validation account may be established by calling Carol Kajubi at (202)-295-8123.

5. **Entrances and Exits:**

There is one entrance and exit for the Navy League garage. The entrance is located off of Adams Street, which is located between Wilson Boulevard and Clarendon Boulevard.

6. **Garage Operations:**

Non monthly parkers will drive up to the ticket dispenser, push the button for the ticket to be dispensed, take the ticket and enter the facility. When exiting, the customer will present the ticket to the cashier. The cashier will process the ticket; collect any fees due, and the customer will exit the facility.

Monthly parkers will drive up to the garage entrance access reader; hold the proximity card in front of the proximity reader, allowing the gate to rise. When exiting, the monthly contract holder will drive up to the garage exit access reader; hold the proximity card in front of the proximity reader, allowing the exit gate to rise.

For monthly parkers needing to access the garage when it is closed (the overhead door is down), there is a proximity reader attached to the building. You need to hold the proximity card in front of the proximity reader, allowing the overhead door and gate to rise. When exiting, the monthly contract holder will drive up to the garage exit access reader; hold the proximity card in front of the proximity reader, allowing the exit gate and overhead door to rise.

This garage access system features anti-pass back. The proximity card must be used in the proper sequence for the keycard to work. You must use the card to enter the garage to be allowed to exit the garage. The card must be used to exit the garage to be allowed to enter the garage. Failure to use the card in the proper sequence will result in the daily parking fee having to be paid.

7. **Operational Approach:**

- A. Customers may self-park in non-reserved spaces or as directed by the garage staff.
- B. The garage requires stack and valet parking, and customers must leave ignition keys (secured by locking key valet device or in key safe) when blocking in another vehicle. Parkers will be issued a claim check for keys surrendered to the attendant, and presented to the attendant for retrieval upon departure.
- C. Tenant monthly parkers may arrange for the garage staff to secure a duplicate ignition key, which stays with the car at all times. This will allow the customer to self-park in a stack space (leave the secured key on the driver's seat and the door unlocked) and walk away. Likewise, tenants who remain after-hours will be able to unlock their car and depart the garage (using original ignition key).
- D. Please note Colonial is not responsible for articles left in vehicles.

Colonial will not be able to transfer any vehicle keys at closing due to liability/risk considerations, so all keys must be retrieved prior to closing.

8. **Monthly Account Procedures:**

- A. To open a parking account, expand an existing account, reduce or cancel an account, please contact Terrelle Carter (202-295-6486). Note: New accounts and expanded accounts are subject to lease requirements and space availability.
- (1.) Terrelle will require a completed monthly account application for new accounts.
 - (2.) The purchase of a garage access card is required for each permit issued. The charge for the garage access card is \$10.00.
 - (3.) To reduce or cancel an account, return unused hangtag monthly permits and the garage access card to Terrelle. This must be accomplished by the 1st of the month to obtain credit on your account.
 - (4.) Call Terrelle to obtain replacement garage access cards. You must provide Terrelle with the lost or stolen garage access card number(s). There is a replacement charge of \$10.00 per card.

NEW MONTHLY ACCOUNT APPLICATION
LOCATION: #624
2300 Wilson Boulevard
Arlington, VA 22201

1. Customer Name: _____

2. Parking Permit Mailing Address (for Permit):

Street Suite #

City State Zip

3. Billing Address (only if different from permit address):

Street Apt. #

City State Zip

4. Home Phone: _____ Business Phone: _____

5. **Monthly permit rates (unless dictated by lease) as of August 1, 2005:**

Regular Permit: \$105.00

Reserved Permit: \$210.00

6. **Garage Access Card \$10.00 per permit (non-refundable) charge**

7. **Replacement Card \$10.00**

8. **Please fill out the vehicle identification form (page 11).**

Please call Colonial monthly accounts (Terrelle Carter) at 202-295-6486 to determine availability of space.

Applications and checks may also be mailed to: Colonial Parking, Inc.
ATTN: Terrelle Carter
1050 Thomas Jefferson St., NW, Suite 100
Washington, DC 20007

Colonial Monthly Accounts Use Only:

“Access Card” Number(s): _____

August 24, 2005

COLONIAL PARKING CONTACT LIST

**LOCATION: #624
2300 Wilson Boulecard
Arlington, VA 22201**

<u>Function</u>	<u>Name</u>	<u>Phone</u>	<u>E-mail</u>
Project Manager	John Verduzco	202-905-8203	jverduzco@ecolonial.com
Senior Operations Manager	Hillen Grason Sr.	202-295-8147	hgrason@ecolonial.com
Senior Vice President	Jim Proctor	202-295-8109	jproctor@ecolonial.com
Monthly Accounts Director	Zee Tufa	202-295-6486	ztufa@ecolonial.com
Monthly Accounts Representative	Terrelle Carter	202-295-6486	tcarter@ecolonial.com
Colonial Operations (24-hour desk)	Dispatcher	202-295-8200	
Colonial Main Number	Operator	202-295-8100	
Claims Manager	Geta Wold	202-295-8130	gwold@ecolonial.com
Director of Maintenance	Abu Woldeamanuel	202-295-8240	awoldeamanuel@ecolonial.com
Accounting Director	Haile Kiros	202-295-8140	hkiros@ecolonial.com
Validation and Preferred Accounts	Carol Kajubi	202-295-8123	ckajubi@ecolonial.com
Colonial Main Fax		202-295-8111	

MONTHLY ACCOUNT STANDARD AGREEMENT

We are pleased to welcome you as a valued customer of Colonial Parking, Inc. We offer you the special privileges of a Monthly Account in return for your agreeing to adhere to a few simple guidelines. Please take a moment to become familiar with them. Should you have any questions now or in the future, please feel free to call your personal Customer Service Representative. Their names and direct phone numbers are shown on the front of the monthly parking invoice.

1. MONTHLY PARKING PERMIT:

- a.) A regular monthly parking permit guarantees access to the designated parking facility during regular operating hours, but in some facilities does not guarantee a park-and-lock space. Please call your Customer Service Rep. (Terrelle Carter), at 202-295-6486 for availability and rates for 24-hour access or a reserved park-and-lock space.
- b.) On the FIRST OF THE MONTH during which you are parking, please detach and suspend current monthly permit from your rear view mirror so that permit month and number are visible through the windshield. Permits displayed during a month other than that printed on the permit are not valid.
- c.) Should you not receive your upcoming monthly permit by the 25th OF THE MONTH, or you lose your permit, please call your Customer Service Rep. immediately. If your account is current, a duplicate permit will be prepared and mailed or made available for your pick-up. There will be a charge for duplicates.
- d.) If you do not display a valid permit, or you have not paid for your current month's permit, you may be issued and charged for a daily parking ticket. You may not exit without paying the ticket nor deduct the ticket amount from your monthly payment.
- e.) If you use more than one vehicle, please transfer your permit from one vehicle to the other, but always display it in the vehicle parked that day.

2. "Garage Access Card" FOR GARAGE ACCESS:

- a.) If we issue you a "Garage Access Card" for normal or 24-hour access:
 - Please use your "Garage Access Card", in combination with your permit, to enable the entry/exit of *your vehicle only* unauthorized use may result in revocation of your parking privileges.
- b.) If you do not have your "Garage Access Card", as well as a valid parking permit at the locations where the "Garage Access Card" is mandatory, you will be required to take a daily ticket to enter the facility and to pay for it when you exit.

- c.) Please hold on to your “Garage Access Card” if you lose it Colonial will charge you a non-refundable replacement fee.
- d.) Please report “Garage Access Card” malfunctions to your Customer Service Rep.

3. PARKING GUIDELINES:

- a.) **In facilities where we stack-park or valet customer vehicles**, please allow the attendant to park your vehicle when asked, or park it at his direction. Please park only in spaces not reserved for someone else.
- b.) When required to leave your key, please leave ONLY the IGNITION KEY IN YOUR VEHICLE OR WITH THE ATTENDANT (AS REQUESTED). *Failure to leave your ignition key when required may result in your vehicle being towed at your expense.* The attendant will issue you a claim check for your ignition key only.
- c.) Please drive your vehicle only, and drive slowly (5 MPH or less) and safely, with your headlights on.
- d.) Where required, garages are equipped with ATTENDANT CALL BUTTONS. Please use the call button to summon an attendant to move another customer’s vehicle or retrieve your key.

4. PAYMENTS:

- a.) Invoices and permits for the upcoming (next) month will be mailed only after our receipt of the current month’s payment.
- b.) By the FIRST OF THE MONTH, please return your payment with the REMITTANCE portion of the invoice mailed in the envelope provided or delivered to the address shown on the front of the invoice. Payments not received by the 10th of each month will result in the termination of garage access until such time as payment is received.
- c.) If your check is returned to us by the bank, your parking privileges will be suspended pending our receipt of a replacement payment plus a \$25.00 service charge. Payment must be made by money order or certified check. If the replacement payment and service charge are not paid, we will be compelled to take back your parking permit and cancel your account.

5. ACCOUNT STATUS:

a.) Should you elect to close your account, please:

- Call your Customer Service Rep. as soon as possible.
- Return your UNDETACHED, UNUSED PARKING PERMIT by the 5th of the month. *Use of the permit and/or “parking puck” for ONE (1) DAY, and/or failure to return it by the 5th, constitute acceptance of the contract for that month; the full rate will be due and payable.*
- Return your “Garage Access Card”, if you have received one. We cannot close your account nor zero your balance until your “Garage Access” has been returned.

b.) We may call you or place a LATE PAYMENT reminder notice on your windshield if we believe your account is DELINQUENT. Please help us resolve the issue by calling your Customer Service Rep. immediately. We may close your account if we cannot resolve the delinquency.

c.) We may close your account as a result of chronic delinquency (two or more consecutive payments received after the 5th), or for consistent failure to abide by any of the above guidelines.

d.) If your account must be turned over to a collection agency, you will be responsible for all collection fees and expenses.

6. DAMAGE CLAIMS:

a.) Colonial makes every effort to return your vehicle in the same condition as it was received. However, should damage occur, each location manager has available Claim Forms which must be filled out before removing the vehicle from the parking premises (*failure to do so may result in a denial of your claim*).

b.) Colonial cannot be held responsible for any personal articles left anywhere in your vehicle.

c.) Losses due to freezing or mechanical failure are beyond the scope of Colonial's responsibility.

d.) Colonial is not responsible for any loss to the automobile or its contents unless Colonial is directly negligent. Colonial shall not be responsible for such losses that occur during hours when the facility is closed.

Monthly Customer Vehicle Identification Form

Account Name: _____

Customer Name: _____
(If different from the account name.)

Account #: _____

Vehicle #1

Make: _____

Model: _____

Color: _____

Tag # and State: _____

Vehicle #2

Make: _____

Model: _____

Color: _____

Tag # and State: _____

Vehicle #3

Make: _____

Model: _____

Color: _____

Tag # and State: _____

Please update this form as needed and provide to the on-site garage manager.
Thank you for your co-operation.