

GoParking - Terms of Delivery

Contracting parties to the parking reservation and the service to be provided

The Customer can reserve a parking space in advance for short-term or long-term parking in car parks operated by GoParking (business ID: 2694090-6). In connection with the parking reservation, the Customer may also purchase additional services from external service providers (hereinafter referred to as Additional Services).

Once the Customer has made a parking reservation or purchased parking time and an additional service in connection therewith, a contractual relationship arises between the Customer and GoParking. The reservation is valid when the Customer has received confirmation of the reservation from GoParking. The confirmation will be sent to the e-mail address provided by the Customer during the reservation process.

Once the Customer has received confirmation, GoParking is obliged to provide the Customer with a parking space at the location chosen by the Customer for the period and car park specified in the reservation.

How to reserve a parking space at GoParking

The Customer can reserve a parking space and additional services in advance on the GoParking website. Upon reservation, the Customer chooses the car park, start time, duration and additional services. The cost of parking depends on the selected car park and the duration of parking. The Customer can make only one parking reservation at a time.

A parking space can be reserved at the earliest 1 (one) year before the start of the parking. Parking can be reserved for both short-term and long-term parking. The parking space is available to the Customer until they drive out of the car park.

The parking space can be reserved for one or more days at a time. For example, if a customer has reserved a parking space for 70 hours starting at 10 a.m. on Monday and ending at 8 a.m. on Thursday, their parking time is actually three days, or 72 hours. If the parking time is exceeded, the Customer must pay the excess amount according to the valid price list.

Once the reservation has been paid for, GoParking will send confirmation to the e-mail address provided by the Customer. The confirmation specifies the shares of parking and additional services purchased in connection therewith, including VAT breakdowns.

If the Customer does not receive confirmation, they must contact GoParking Customer Service to confirm the validity of the reservation. Contact information is provided in the 'Contact information' section below. The Customer can cancel the reservation at any time before paying.

Fees and payment options

In the parking reservation system, all fees for parking and additional services are stated in the local currency and include VAT. The fee stated at the moment of reservation is only valid for the particular reservation and must be paid during the reservation process. GoParking reserves the right to change their fees. All fees in the parking reservation system are subject to change on a daily basis.

Parking and selected additional services must be paid for in advance. The payment intermediation service is provided by Paytrail Technology Oy (business ID: 2552865-3). It is possible to pay with a debit or credit card or online bank payment via a payment intermediation service or choose the EasyPark or Parkman mobile application as the payment option. When paying with the mobile application, please note that the fee is not based on the price list valid on the day of reservation, but on the price list valid on the actual parking day. GoParking does not process or store the bank or credit card details of their customers.

Additional services can be purchased after pre-reservation or from the GoShop online shop or on-site at GoParking Jumbo. GoShop uses the e-commerce platform provided by iZettle Ab (business ID: 556806-0734, registered in Sweden). The service allows payment by credit card, Apple Pay, Google Pay, Samsung Pay, local payment or PayPal.

After payment, the reservation is binding. Unused reservations or reservations with additional services will not be refunded to the Customer, except as described in the 'Liability of GoParking' section below. Also see the 'Cancellation of reservation' section.

If the vehicle is driven out of the car park before the end of the parking period, GoParking will not refund the Customer for the unused parking time. If the reserved parking time is exceeded, the Customer pays the excess amount according to the valid parking price list. GoParking will send either a payment link or an invoice for the excess time.

GoParking strives to keep the content of its website as up to date as possible. However, GoParking does not guarantee the accuracy of its content at all times. Moreover, they are not liable for any direct or indirect damages, losses or costs arising from the use or interpretation of their service.

Payment options for parking without reservation

Parking must be reserved in advance on the GoParking website: www.goparking.fi

At GoParking Jumbo, parking is also possible without a reservation, in which case it is possible to pay for parking with the EasyPark or Parkman mobile application or with a debit or credit card.

Entrance to the reserved car park

In GoParking car parks, the validity of parking right is checked automatically. If the Customer arrives with a car different than the one indicated during the reservation

process, they are asked to report the changed registration number to the Customer Service.

In the event of problems, the Customer can contact the Parking Customer Service of GoParking by phone. See the 'Contact information' section on the website for the contact information of Customer Service. The Customer can drive to the car park on the day of the start of the reservation and must leave at the end of the reservation.

Cancellation of reservation

The Customer has right to change the reserved parking period free of charge 2 (two) days before the beginning of the reserved period. Cancellations must be addressed in writing to Customer Service.

GoParking VIP parking service

Upon using the GoParking VIP parking service, the Customer agrees to the following terms and conditions:

The Customer's vehicle can be transferred between the GoParking Jumbo and the airport car park. The Customer is responsible for any faults in the car during the transfer drives, including start-up costs if road service needs to be called. The Customer must notify GoParking no later than two hours before the car's delivery time and no later than four hours before the end of the car's pick-up time of any schedule changes, including any extension of parking. GoParking reserves the right to charge an additional fee for extra waiting hours.

Liability of GoParking

All car parks operated by GoParking are supervised, but parking is always at the Customer's own risk. GoParking is liable for any direct damages caused by its negligence. However, unless required by applicable law, GoParking is not liable for any indirect or consequential damages or damages that GoParking could not reasonably have foreseen.

GoParking's cooperation partners (Subcontractors) are also liable for any direct damages caused by their negligence. However, unless required by applicable law, Subcontractors are not liable for any indirect or consequential damages or damages that they could not reasonably have foreseen.

If, despite a reservation confirmation, no parking space is available in the reserved car park, GoParking is obliged to arrange a replacement parking space for the Customer in another car park.

If, despite a reservation confirmation, no parking space is available due to force majeure, GoParking is not obliged to refund the reservation fee paid by the Customer. Force majeure is an unusual and relevant event that GoParking has not been able to take into consideration and that is independent of GoParking or the impact of which cannot be reasonably avoided or overcome.

GoParking Jumbo's car transfer service is not responsible for the Customer's schedule or flight delays. In connection with the reservation, the Customer has notified GoParking of the estimated time of their arrival at the car park and the estimated landing time at Helsinki-Vantaa Airport. A car transfer service between the Jumbo shopping centre and the airport operates non-stop 24/7. The waiting time at the shopping centre or airport is a maximum of 10 minutes. Return flights are tracked according to their numbers, so the Customer does not have to send a message or call separately when their flight has arrived in Helsinki.

The airport recommends arriving for domestic flights one hour and for international flights two hours before the flight departure time. It is advisable to set aside 30 minutes for driving to and from the car park to the airport due to possible congestion, schedule changes and the airport expansion project.

Contact information, customer service and complaints

Parking Customer Service is available 24 hours a day via e-mail. The e-mail address of Customer Service is info@goparking.fi and the phone number is +358 449882560.

More information on car park locations and additional services can be found on the Car Parks page on GoParking's website www.goparking.fi.

All feedback and complaints to GoParking can be sent by e-mail info@goparking.fi or via the contact form at www.goparking.fi. Customer feedback can also be provided on the GoParking website.

Complaints about the incompleteness and errors of the service or damage caused in connection therewith must be reported immediately at the time of detection or at the latest when the Customer should have discovered the defect, error or damage. If the dispute between the Customer and GoParking is not resolved through negotiations between the parties, the Customer may refer the matter to the Consumer Disputes Board.

Processing of personal data

To reserve a parking space, the Customer must provide GoParking with the following personal data: first name, last name, address, telephone number, e-mail address and vehicle registration number. Personal data will only be used to process the reservation, provide the parking service and additional services and develop the service and GoParking will not otherwise disclose said data to any third party. If the Customer consents to the use of their data for marketing purposes, it may be used by GoParking for advertising and marketing purposes.

GoParking processes the personal data provided by the Customer in accordance with Finnish law. The Customer has the right to be informed of what personal data has been stored about them and to request the rectification of incorrect data. A request for information or rectification must be sent to the Parking Customer Service. Contact information is provided in the 'Contact information' section. For more information about the processing of personal information, see the Privacy Statement of GoParking.

Other terms and conditions

GoParking reserves the right to change these terms and conditions.

Helsinki, 8 June 2022