



HOUSTON 02.05.17

Frequently Asked Questions

Is tailgating allowed in my lot? *You must have a parking permit to park in NRG Stadium parking lots. Fans who have a parking permit and a game ticket may bring their own food and beverages into the parking lot; however, grills and occupying additional parking spaces with structures or tents will not be permitted on Super Bowl Sunday.*

Are there different permits and costs associated with cars, sprinters, buses, etc? *Yes. Each vehicle type has a unique permit type and associated cost and are not interchangeable. Car permits will not work for limos, buses or vice versa.*

Are shuttles available from my lot? *There are no shuttles from any of the lots.*

I paid for FedEx shipping, when will I receive my order? *All orders will begin to ship out in mid-January 2017. Depending on your selected shipping method, it can take up to 3 days to receive your order, and you will be notified of your tracking number via email once it has shipped.*

Is my permit refundable or returnable? *All permit sales are final. Before purchasing permits, carefully review your event details, dates, and times. Policies set forth by our clients, including venues, teams and garages; generally prohibit Parkmobile from issuing exchanges or refunds after a permit has been purchased. You agree that you will not attempt to evade, avoid, or circumvent those prohibitions in any manner with regard to the permits you purchased.*

I am an international customer, how do I purchase permits? *If you live outside of the U.S., you are welcome to go online to make your purchase. If you would like assistance, please call **281-207-9150** during and a customer service representative will gladly assist you with your order.*

What time do the lots open and close? *All lots open at 11 am CST and close 2 hours after the end of the game. Overnight parking is not available.*

We are taking a Taxi/Uber to the game, where can we be dropped off? *Taxi drop off is in the Brown Lot on the west end of the stadium. Those utilizing Uber will go the Maroon Lot 14 on the Southeast side of the stadium.*

I require a disabled parking space. Can I still purchase a permit? *Certainly! ADA (Americans with Disabilities Act) parking is offered in select lots and you will still be required to present your state issued ADA hangtag or placard as well as your Parkmobile permit. Details of your placard are required at the time of purchase.*

I selected the Will Call option for my order, what does this mean? *Will Call means that you will retrieve your order from our on-site offices, located at Constellation Field in Sugar Land, as you are not charged shipping for this selection. Our on-site address is listed on the website, and you will receive an email with instructions once the order is ready to be picked up. Please allow up to 24 hours for your order to process.*

What do I need to retrieve my order at Will Call? *A state issued ID as well as your order number or confirmation page is required to pick up your purchase. If someone other than the name on the order is picking up, please contact us in advance.*

Can I resell my parking permit to another attendee? *While your permit is transferable to another customer, Parkmobile supports the NFL's strict anti-scalping policy in effect for SBLI. You may sell your permit for face value and any orders found that violate this policy will be subject to cancellation. Parkmobile reserves the right to retain all service fees for refunds of this nature.*

Do you accommodate RV parking? *If you wish to treat your RV as a bus and park for the game only, you may purchase a Bus parking permit online. Overnight parking for recreational vehicles is not available, but we do have a list of RV parks in the surrounding area that can accommodate your vehicle. Please contact customer service for a list of these locations.*

What do I have to do once I receive my permit? (ePermit only)
Once you have received your confirmation email, it will include a link to View/Print your parking permit. Click on that link and print at your convenience, and you are ready to go! Permits do not have to be printed in color.

How long will it take to receive my permit using the Print at Home option? (ePermit only) – *Your confirmation email, with the link to directions and your ePermit, will arrive immediately. We ask that you also check your junk or spam mail folder for this email. Should you not receive any emails prior to the event, please contact our customer service center immediately at **281-207-9150** so that we may re-send your ePermit.*

Can the bar code be scanned from my Smartphone? *At this time, we do require that all ePermits be printed and presented upon arrival. Please contact Customer Service if you do not have access to a printer.*

How can I receive driving directions? *All permits will include directions to the lot on the back of the permit. **For ePermits:** Once you receive your confirmation email regarding your order, you will find a link within that email to direct you to our patented routing system to generate directions to your parking location from any point of origin. You can also click on your orders in your account to view directions.*

What are Parkmobile's customer service hours? *Parkmobile representatives are available 24/7. We can be reached toll free at **281-207-9150** or email us at: superbowl@parkmobileglobal.com.*

Why can I only purchase a limited number of permits? *This policy reflects the weight limitation of each delivery method (in those instances where parking permits are shipped) and also discourages unfair parking permit buying and selling practices. All high quantity permit orders will require management approval.*