

Good day,

Effective immediately, the following option is available to personnel who currently pay for a parking pass at NDHQ(Carling).

If **you are not required to report to work at NDHQ(Carling)** due to the COVID-19 situation, a mechanism has been established for you to cancel your parking pass with the service provider (IM Park) and have it re-activated upon your return to work. The following steps must be followed:

- a. Cancel your parking pass with the service provider;
- b. Contact the CFSU(O) Parking Management Team at ++NDHQ(Carling) Parking Management@CFSU(O) HQ@Ottawa-Hull ([NDHQCarlingParkingManagement@forces.gc.ca](mailto:NDHQCarlingParkingManagement@forces.gc.ca)) to advise them of the cancellation; and
- c. Upon receiving notice of your return to work, contact the CFSU(O) Parking Management Team to advise them of the effective date of your return in order for a new parking pass access code to be generated by the service provider. You will then be required to activate your pass online and restart payment.

**Important Details:**

- Failure to fully complete the steps outlined above may result in personnel forfeiting their parking pass and being placed on the waitlist for future parking lotteries;
- A pass exchange may be required following re-activation of the parking pass and return to work;
- This cancellation is not retroactive. The Terms of Service Agreement such as the timelines associated with the Cancellation Policy still apply;
- Delays in the re-activation of passes may occur due to work volume;
- All personnel are reminded that IAW the NDHQ(Carling) Parking Policy, personnel who are authorized to park at NDHQ(Carling) shall pay for parking upon resumption of business activities.

**Reminder:**

If you are currently a parking passholder and are reporting to work at NDHQ(Carling), you are to continue with the Terms of Service Agreement with the service provider (i.e. payment).

The complete NDHQ(Carling) Parking Policy and Application Forms are available at <http://intranet.mil.ca/en/change/carling-campus.page>, by clicking on the Parking tab.

All queries are to be sent to the CFSU(O) Parking Management Team at ++NDHQ(Carling) Parking Management@CFSU(O) HQ@Ottawa-Hull ([NDHQCarlingParkingManagement@forces.gc.ca](mailto:NDHQCarlingParkingManagement@forces.gc.ca)).