

Alexander Realty LLC
259 Alexander Street
Rochester, NY 14607
T: (585) 295-9500 | F: (585) 295-9505 | www.parkROC.com

Welcome!

Thank you for choosing Alexander Realty LLC to provide your parking needs. We truly appreciate your business and will work hard to provide you with the best parking services and accommodations.

We at Alexander Realty LLC will try to make your parking experience with us as user friendly as possible. With that in mind, we would like to provide the following information to you.

ANSWERS TO COMMONLY ASKED QUESTIONS:

- **What if I lose my key card?**
Contact our main office at (585) 295-9500 to order a replacement key card. There will be a \$10.00 non-refundable replacement for all lost or stolen key cards.
- **What if my key card is broken?**
Contact us for a free exchange. However, if the key card has been broken through abuse and misuse, there will be a \$10.00 non-refundable replacement fee.
- **I car pool each day. How does this work?**
The key card must still be utilized where applicable.
- **I have more than one vehicle.**
The same key card can be used for each vehicle. The key card can only be used for one vehicle at a time.
- **When the entrance gate is up, must I still use my card to get in?**
Absolutely! The key card system has an anti-pass back feature. Which means the card must always be used in proper "in and out" sequence. Failure to use the card properly may result in lockout.
- **Can anyone else use my card when I go on vacation?**
Only if we have been notified in advance and that person abides by all other rules in the facility. As the key card holder you will be held responsible and risk having your privileges revoked if rules are violated.