

## **Rapid Lane LLC - Parking APP**

### **FREQUENTLY ASKED QUESTIONS**

#### **PARKING AND VALET SERVICES**

##### **HOW ARE YOUR VALETS SCREENED?**

*Each of our valet runners' goes through a rigorous interview and training process. They must have a clean driving record, pass a criminal background check, and must adhere to our strict zero tolerance drug and alcohol policy.*

##### **HOW DO I KNOW IF I CAN USE A PARKING GARAGE WITH MY RAPID LANE APP?**

*GPS – our inApp GPS locator will give you easy access to all of our Rapid Lane garage sites that offer Parking and Valet services.*

#### **INSURANCE**

##### **ARE YOU INSURED?**

*We carry a \$1M General Liability and Garage Keepers policy protecting you, others, and your vehicle. Please take your valuables out of your vehicles, as we are not responsible for theft.*

#### **RELIABLE SERVICE**

##### **WHERE IS MY CAR PARKED WHEN I USE RAPID LANE?**

*Your vehicle is safely parked at the garage site that you chose to valet your car using your Rapid Lane App. All Rapid Lane App Users have a visual of their vehicle being parked and returning. An email of the Garage address and phone number is sent to the User after the car has been parked. The Garage has the exact location of each parked vehicle.*

##### **WHAT IF I WANT TO CANCEL MY REQUEST?**

*Simply tap "Cancel" located at the bottom of your Rapid Lane homescreen. A cancellation request will be immediately forwarded to your Garage site that you chose to Valet or park your vehicle. (See cancellations and Refunds)*

##### **WHAT ARE YOUR HOURS OF OPERATION?**

*Every Garage site that pops up on Rapid Lane App homescreen after you have searched for parking services is ready and available to accommodate your needs.*

##### **CAN I PARK OVERNIGHT?**

*Yes. We have Hourly, Daily, Weekly, Monthly and Overnite.*

#### **COSTS**

##### **HOW MUCH DOES IT COST?**

*Each site that offers Rapid Lane Parking or Valet Services has the price listed on your homescreen after you have provided a search location via your inApp GPS.*

## HOW DO I PAY?

*Rapid Lane App delivers the fastest and easiest payment method. Simple set up an account with your Rapid Lane App secure payment process. Deposit desired amount of funds to pay for any of our services. Rapid Lane App QR code payment process is secure and can be used for any Rapid Lane service, whether it be parking or valet. Scan to park and exit Rapid Lane garage site, your payment will be processed right from your account. Scan to start and end valet, your payment will be processed right from your account. All of your usage will be automatically visible on your Rapid Lane App.*

## MISC

### WHAT DEVICES DOES RAPID LANE SUPPORT?

Rapid Lane App currently requires an iPhone running iOS7 or higher and Androids.

## Contact us

If you have any questions about this Terms of Agreement, please contact us at:

[info@rapidlane.net](mailto:info@rapidlane.net), or write us at

Rapid Lane LLC

Attn: Legal

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