

Frequently asked questions

1. How to use the parking lot?

I DO NOT HAVE A RESERVATION - you need to take a ticket from the main entrance and park your car in a specific parking zone (**A/B/C/D - for a stay over 6 hours, G - for a stay up to 6 hours**). Just before leaving, you must pay for your ticket at the automatic cashbox or parking office. After making the payment, you have 15 minutes to leave the airport. Zone designation and price list are available at <https://airport.wroclaw.pl/en/passenger/pick-up-drop-off/car-park/>

I HAVE A RESERVATION - please read the parking reservation confirmation, which can be downloaded in the e-mail. The voucher includes entry instructions

Hello,
Your reservation number **B77FC8** has been confirmed

The car park operates a licence plate recognition system. Once the registration number declared during the booking has been read, the ticket will be issued automatically. Take the printed ticket and continue driving to the reserved car park. If the ticket is not issued automatically, scan your QR code from your booking in the entry column.

Please print car park booking confirmation using the link below: [car park booking confirmation](#).

YOU CAN OPEN MAIL ON YOUR SMARTPHONE – CLICK [HERE](#) TO DOWNLOAD QR CODE ON THE SCREEN OF YOUR SMARTPHONE AND SCAN IT ON ENTRY.

On-line booking terms and conditions: [download](#).

Information about processing personal data: [download](#).

In case of complaints use the [link](#).



The car park operates a licence plate recognition system:

- The registration number declared during the booking will be read
- **ONLINE PAID TICKET WILL BE ISSUED AUTOMATICALLY!**
- Take the ticket and continue driving to the reserved car park
- If the ticket is not issued automatically, scan your QR code from your booking in the entry column
- If you are not able to scan your QR code, press the button, take the issued ticket, continue driving to the reserved car park and contact with car park office after you arrival (take the confirmation of your online reservation).



2. How to book parking?

Go to the website <http://www.airport.wroclaw.pl> - parking tab - book parking. Parking can be booked up to 6 hours before the scheduled arrival time. Information about the price list, directions, map and parking zones is available below. **Parking reservations by telephone are not available**

3. How to edit booking details?

TIME/DATE OF ENTRY - you can use the tolerance for entering the parking lot, which is available to all people using the reservation. It entitles you to start the reservation earlier or later than the time declared at the beginning

REGISTRATION NUMBER - if the car for which the reservation was made has broken down - or if there is a mistake in the registration - please scan the QR code (from the parking reservation confirmation) at the main entrance and collect the entry ticket from the machine

DEPARTURE TIME/DATE (EXTENSION) - there is no need to purchase a second/next reservation, you can pay extra for the exceeded time at the automatic cashbox or the parking office (rate according to the standard price list). **You must have the entry ticket collected at the main entrance with you**

4. How can I check which parking lot I have booked?

Please review the PDF file available in the body of the email. **The numbers and letters in the reservation number are random**

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Your reservation number **B77FC8** has been confirmed

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POTWIERDZENIE REZERWACJI PARKINGU - BAD1F0

Od: 2023-06-11 11:00 Do: 2023-06-22 11:00

(EP 20 70)



POTWIERDZENIE REZERWACJI PARKINGU - 398C43

Od: 2023-06-13 00:00 Do: 2023-06-21 00:00

(P 4 04)



5. I did not receive confirmation of the reservation

You can download the booking confirmation yourself from website below

<https://rezerwacja.airport.wroclaw.pl/get/>

6. How to cancel a reservation?

Cancellation of the reservation is possible up to 14 days (calendar) from the date of purchase. Please write an e-mail to reklamacje.parking@airport.wroclaw.pl with a request to withdraw from the contract. Refunds are made electronically.

6. How to file a complaint?

It is possible to submit a complaint via the complaint form available at parking-reklamacje.airport.wroclaw.pl. We have 14 days (calendar days) to respond to the report. Complaints can be submitted by post or on-site at the parking office