



## FREQUENTLY ASKED QUESTIONS CUSTOMER PARKING – WESTFIELD HURSTVILLE

### **When will construction / upgrade works in the car park start?**

Works are anticipated to commence on Wednesday 29 January.

### **How long will they take to complete?**

Works are anticipated to be completed in March 2020, however we'll be providing detailed updates throughout the course of the project.

### **What changes will I see when they are finished?**

The upgrade to the car park will include resurfacing, changes to navigation and design elements to make it easier and faster for customers to find a parking spot.

### **How will I be affected during the construction / upgrade?**

During the upgrade works some entries and exits will be impacted, however we'll make your experience as easy as possible for you with traffic controllers, additional signage and information boards to assist with your parking journey.

### **How can I find the best parking entry during this time?**

All key entry points on the Avenue, Rose St and Cross Street will remain open and there will be signage along these roads communicating car park impacts as well as additional signage, ambassadors and traffic controllers at each entry and exit to direct customers to best parking.

### **Are you adding any additional spaces? Or removing any spaces?**

As well as providing better control and ease of access, we will be adding an additional **100** spaces to your carpark, contributing to an overall improvement in your parking experience.

### **Why are you making these changes?**

To improve the parking experience for you and to help ease pressure from non-genuine customers using the car park. Essentially, we want to ensure there are more parking spaces available for Westfield customers, more often.

### **Why is Westfield Hurstville updating its carpark?**

Parking is all about convenience. Hurstville has had significant pressure on its car park for a number of years and feedback received from customers highlights that difficulty parking is one of the main issues they experience when shopping at the centre. As part of Hurstville's Carpark optimisation project, there is an opportunity to introduce a smarter navigational system to improve this experience by easing congestion, streamline entry and exits and provide more spaces more often.

### **What if I have more questions?**

Please feel free to email us and a member of our team will be in touch as soon as possible – Concierge Hurstville [Concierge.Hurstville@Scenregroup.com](mailto:Concierge.Hurstville@Scenregroup.com).