

Towne Questions and Responses for Town staff

- **Why is the town using an outside company?** Emerald Isle contracted with Towne as a vendor to oversee the parking operations because they have extensive expertise in improving the parking situation while improving the parkers' experience.
- **Is the beach parking now for a fee in all of Emerald Isle?** No, just at the Eastern and Western Ocean Regional Accesses.
- **Why is there no cash payment?** For the safety of our parking attendants and for efficiency, only cards are accepted.
- **Is this now paid parking 24/7?** No, it is from 8 a.m. – 6 p.m. daily from April - September.
- **Why do they charge per hour?** It is fair to charge customers based on the time they spend. Not everyone stays the same amount of time.
- **What happens if I don't pay?** These lots are enforced, so you will get a ticket and might be towed. In order to Pay or Appeal a Citation, scan the QR Code found on the ticket.
- **Who do I reach out to if there is an issue?** Call Towne at 800-291-6111
They also have this customer service number on the payment kiosk. If the issue involves a citation, you can scan the QR Code found on the ticket. You will follow the instructions, which are based on the type of issue.
- **How do I pay?** You can pay using the mobile app, Towne Mobile. There is a sign on the Kiosk with instructions. Or pay the kiosk directly. There is a convenience fee per transaction for using the mobile app since it offers more services and sometime would give future discounts.
 - <https://play.google.com/store/apps/details?id=com.xplatform.townepark>
 - <https://apps.apple.com/nz/app/towne-mobile/id6754949698>
- **Is there anyone in the lots that I can talk to?** There are parking ambassadors going between the lots daily. However, you can call the customer service number on the kiosk.
- **What if I pay for 3 hours and leave after two?** Same as any parking lot, you will not get a refund. You're encouraged to use the app which will alert you when your time is about to expire.
- **Can I use the app to add more hours even though I paid at the kiosk?** Yes, you will have to enter your plate number again.
- **Do I have to pay if I am handicapped?** Yes, unless you get your plate number registered with the Police Department by showing documentation.
- **Can I leave my car overnight?** No

- **How do I get my car out if I had an emergency and left my car overnight?** You will have to call the Police Department at 252-726-1911
- **The beach should be free for everyone, why do I have to pay to park?** Parking fees help pay for lifeguards, Beach Patrol, trash pickup, restroom facilities and other amenities provided.