

Parking System for Members FAQ

1. How do I find my member ID number?

- a. *Friends* members will find your unique member ID number on your membership card(s). If you have misplaced your membership card, please phone **734-647-7600** or visit the Matthaei Botanical Gardens front desk to have your ID number looked up or to request replacement cards.
- b. Each membership has a unique member number. Memberships to 2 adults will carry the same member ID number.

2. How do I use my member ID number to validate my parking at Matthaei?

- a. *Friends* members may park in any of Matthaei's parking zones and will be able to validate your parking at one of two kiosks located at in the front and west lots. The kiosks will be near the West Lobby (Classroom Entrance) and the Main Lobby (Garden Store). Follow the steps indicated on the kiosk, enter your member ID number, and you will receive validated parking for the time you selected. Please feel free to overestimate the time you will need.
- b. A step-by-step guide to using the parking kiosk will be (or has been) sent to your address in early February. Please notify one of the Matthaei front desk attendants at any time if you have questions or need further assistance when using the parking kiosks.

3. How long will the validation work? Will I have to input a time amount? Are there any restrictions?

- a. *Friends* members who validate parking using your member ID number will receive free parking for the time they specify at the kiosk. The member ID validation will be active for the selected parking spot for the time you select. To ensure that you are not rushed, please add more time than what you think you may need.
- b. *Friends* members who visit often or return on the same day will have to enter your member ID number with each visit.

4. How many cars can park using my member ID number?

- a. Parking spot validations are equal to the amount of membership cards a membership holds. **For example:** Student and Individual members will be able to validate parking for only one vehicle, while Couple and above membership levels (those with two cards) can validate parking for up to two vehicles.
- b. *Friends* members may bring as many guests as your vehicle(s) may accommodate.

5. **Can my babysitter or caregiver use my member ID number to park for free?**
 - a. Yes, if your caregiver or babysitter visits Matthaei Botanical Gardens with you or your children, they may use your member ID number to validate parking equal to the membership level and number of cards.

6. **If I purchase a membership today, how will I validate my parking?**
 - a. A temporary membership card and member ID will be issued to you when a membership is purchased at the front desk at Matthaei Botanical Gardens. If you purchased a membership online or by phone, you may pick up a temporary membership card and member ID number the next time you visit the front desk at Matthaei Botanical Gardens. You will receive your permanent membership cards and unique member ID number approximately 2 weeks from time of purchase.

 - b. Your temporary membership card and member ID number will be valid for 30 days.

7. **Can I use my membership ID number to validate parking at Nichols Arboretum or other University parking lots?**
 - a. Unfortunately, no. Your member ID number will only work at the parking kiosks at Matthaei Botanical Gardens. Matthaei-Nichols does not operate or hold a parking area at the Arboretum and therefore cannot grant *Friends* members complimentary parking. The UM Blue lots are reserved for University staff and faculty M-F 5 AM-5 PM. The UM Mott Children's Hospital Structure is reserved for medical patients and visiting families.

 - b. Nichols Arboretum is fully accessible by foot, bike, and by the AATA/UM bus systems. There are a limited number of visitor metered spaces at the Washington Heights Entrance with neighborhood parking near the Geddes Road Entrance.

8. **If I forgot my membership card or member ID number, what should I do?**
 - a. Please phone our main line at **734-647-7600** or visit the Matthaei Botanical Gardens front desk to have an attendant look up your ID number. Please do not attempt to park along the drive, in undesignated parking areas, and visit without validating your parking space. Our lots are patrolled by University of Michigan Department of Safety officers several times a day.

9. **If I forget to validate my parking space and I receive a citation, what should I do?**
 - a. In this case you'll have to pay the fine. Once a citation has been written, you must handle the fee and citation without our assistance. Citations are processed jointly between UM Department of Public Safety and the Ann Arbor Police Department. Matthaei Botanical Gardens and Nichols Arboretum cannot interfere with, interrupt, influence, pay for, or reimburse a parking citation received at the Botanical Gardens.

For additional questions please feel free to use the below sources:

Matthaei-Nichols Main Line: 734-647-7600; you can reach a live receptionist Mon. – Fri. 9 am – 5 pm

Membership Coordinator: Andy Sell 734-615-9475; sella@umich.edu Mon. – Fri. 9 am – 5 pm