

Frequently asked questions

Question 1: How do I contact the Parking Office?

Answer: There is no store front office for visitors. Instead, please contact the office directly at 281-283-CARS (2277) or parking@uhcl.edu. Parking office staff are available Monday through Thursday 8:00 a.m. to 8:00 p.m. and Friday 8:00 a.m. to 5:00 p.m. Summer hours 8:00 a.m. to 5:00 p.m. Monday through Friday. After hours or when customer service representative are not available leave a voice message or email and your message will be returned in a timely manner.

Question 2: When is parking enforced?

Answer: Parking is enforced 24/7 in all employee lots, but currently not enforced between 12:00 pm on Friday through Sunday in student parking lots. This is subject to change.

Question 3: How can I purchase a UHCL parking permit?

Answer: Parking permits are sold on-line only at UHCLPARKING.T2HOSTED.COM
You may use a credit or debit card.

Question 4: Can I get a refund after I purchase my parking permit?

Answer: All sales of parking permits are final.

Question 5: My parking permit has not arrived in the mail. What should I do?

Answer: During the purchase of your permit you had to verify the address you wanted it mailed to. If you have a permanent address that differs from your school address, check this address. Upon purchase, a temporary permit is available immediately to print out. Keep this temporary permit on your dashboard; extra time will be given for permits to arrive in the mail.

Question 6: I am driving a different vehicle today and do not have my permit. What do I do?

Answer: You will need to purchase a daily visitor's permit from the pay station to display on your dashboard and park in a visitor or student lot. The pay structure is as follows:
2 hours = \$2.50, 4 hours = \$4.00, all day = \$5.00.

Question 7: I am an adjunct. How much do I pay for a permit?

Answer: Adjuncts receive a reduced rate on parking. The pay schedule is as follows:
\$20.00 per long semester/\$15.00 summer/\$40.00 annually

Question 8: I am not classified as a UHCL employee; I am a temporary or contracted employee. Do I have to buy a parking permit?

Answer: Check with the department that hired you to find out if any parking arrangements have been made. All vehicles must display a valid parking permit while parked on campus.

Question 9: I am a one-time visitor to campus. Do I have to purchase a permit?

Answer: Check with the department, school, or office you are visiting to find out if any parking arrangements have been made. Otherwise, all vehicles must display a valid parking permit while parked on campus, which may be purchased at the visitor's pay station.

Question 10: How do I purchase a temporary parking permit?

Answer: To purchase a temporary permit, you will need to drive to a payment kiosk and pay with a credit or debit card to receive a permit to display on your dashboard. The pay structure is as follows: 2 hours = \$2.50, 4 hours = \$4.00, all day = \$5.00.

Question 11: Where can I find a payment kiosk?

Answer: Currently, there are two payment kiosks located in lot G of the Delta Building and in the Visitor lot (R). The machines accept MasterCard, Visa, and Discover. If the kiosk malfunctions, please call the number located on the machine to report the problem.

Question 12: How can I obtain a temporary handicapped parking permit?

Answer: To use a handicapped space, you must obtain a handicapped placard or plates from the department of motor vehicles in addition to the UHCL parking permit or daily visitors parking permit. To find out more about purchasing a handicapped permit, go to <http://www.txdmv.gov/forms> (form VTR-214). Note: Disabled Veterans with the appropriate placard may park for free in a designated handicapped space.

Question 13: I received a parking citation; how do I pay or appeal it?

Answer: You may pay or appeal your citation by going to UHCLPARKING.T2HOSTED.COM. Click on either Citation Payments or Visitor Citation Appeal. Note: It takes at least 24 hours for violations to upload into the system.

Question 14: How long do I have to pay my citation?

Answer: You have 14 days to pay or appeal your citation. After this period, a \$20.00 late fee will be assessed.

Question 15: My department or school is hosting a special event. How do I arrange for parking?

Answer: Contact the Parking Department at 281-283-CARS (2277) or parking@uhcl.edu to make arrangements for reduced cost permits (typically \$2.50 each), or to purchase a block of unenforced time.