



Fred Hutch · Seattle Children's · UW Medicine

Optional Valet Patient Parking FAQ

Patients requested an easier parking experience, and we listened! To help improve your parking experience, Seattle Cancer Care Alliance (SCCA) will partner with Prime Parking Systems, an experienced, contracted valet company, to offer a new valet program beginning **July 1, 2020**.

Is valet parking required?

Valet parking is optional for all patients and families. If you would prefer to self-park, you may do so. For those who use valet parking, all of our attendants will be following SCCA's strict infection prevention policies.

How do I use valet parking?

Arrival:

Drop your car off in the SCCA clinic's parking garage on level A in the clearly designated valet area. An attendant will take your car keys, attach a numbered key fob and give you a corresponding valet ticket. The ticket must be given to an attendant to receive your keys back at the end of your visit, so please keep your ticket with you.

Departure:

You will pay at the valet station, located at Patient Registration on the main floor of the clinic. You will give the attendant your valet ticket and pay the parking fee. They will bring your car to the valet pick-up area located at the first floor entrance turn-around.

After hours pick-up

Keys that are not picked up by 6 pm will be at the security desk on the main floor of the clinic, which is open 24 hours. Once you present the valet ticket, you will receive your keys and a security officer will guide you to your car on level B of the parking garage. You will pay the booth attendant in the garage until 8 pm. After 8 pm, parking is complimentary.

What if I lose my valet ticket?

If a valet ticket is lost, you will be asked to complete a lost ticket form and provide proof of identity to validate vehicle ownership with the registration. Any lost tickets will incur the full rate for parking of \$4.

Will I pay more for valet parking?

No, parking fees remain the same regardless of whether you self-park or use valet parking.

What are the valet parking hours of operation?

7 am to 6 pm, with hours subject to change.

Should I tip?

Please do not tip, as SCCA's policy doesn't allow our workforce to accept cash or cash equivalents (gift cards, cashier's checks, etc.) regardless of value.