

## Gateway Valet & Concierge Reservation System Terms and Conditions

Effective January 2, 2025

Between you and the Vancouver Airport Authority ("**Airport Authority**"). By using the Airport Authority's Online Gateway Valet & Concierge Reservation System on the Airport Authority website ([www.yvr.ca](http://www.yvr.ca)), you and the Airport Authority agree as follows:

1. **Services Reservation.** Subject to availability, you can use the Online Gateway Valet & Concierge Reservation System to book a reservation for the Gateway Valet & Concierge services (the "**Services**") at Vancouver International Airport / Aéroport international de Vancouver.
2. **Third-Party Provider.** The Services are provided by Indigo Park Canada Inc. ("**Indigo**") operating as Gateway Valet & Concierge. The Services are provided upon and subject to Indigo's terms and conditions, which can be found on Indigo's website (<https://indigoneo.ca/en/terms-and-conditions>)
3. **Changes / Cancellations to your Reservation.** Any changes or cancellations to your reservation are subject to the Terms and Conditions of Indigo.
4. **How to Pay.** You must pay for your Services reservation with VISA, MasterCard or American Express.
5. **Payment Due.** Your VISA, MasterCard or American Express (as applicable) will be charged when you make your reservation.
6. **Personal Information Collection.** To complete your online reservation, you must provide the following personal information: your name, postal code, dates of travel, phone number, email address, vehicle information, and credit card information (collectively "**Personal Information**"). If you do not wish to provide Personal Information, you can terminate the online reservation at any time before your reservation booking number is generated, in which case your Personal Information will not be retained.
7. **Use of Personal Information.** Your Personal Information is used to complete the online reservation, process payment, complete the Services reservation transaction, provide Indigo with information about your reservation and, if necessary, to communicate with you. Your Personal Information will not be used for any other purpose by the Airport Authority. The Airport Authority uses a third party service provider to process online parking reservations and credit card payments. Personal Information used by these third party providers may be processed and stored in countries outside of Canada, including the United States.
8. **Personal Information Protection.** Your Personal Information will be handled in accordance with the Airport Authority's privacy policy and the Personal Information Protection and Electronic Documents Act.

9. **Damage to Your Vehicle and Contents.** The Airport Authority will not be responsible for any loss, destruction, theft, or damage to your vehicle or any personal belongings or articles left in your vehicle during use of the Services. In addition, the Airport Authority will not be responsible for any consequential, incidental, or indirect losses or damages that you may incur as a result of using the Services. The Airport Authority will not be responsible for any mechanical or electrical failure of your vehicle while using the Services (including but not limited to batteries, key fobs, alarms, or immobilizers failing to work) or for any damage to wheels or tires.
10. **Agreement to these Terms & Conditions.** By using the Online Gateway Valet & Concierge Reservation System, you agree to be bound by these terms and conditions and the terms and conditions of use of [www.yvr.ca](http://www.yvr.ca). These Terms and Conditions are subject to change at any time and are effective from the date of update on the Airport Authority website ([www.yvr.ca](http://www.yvr.ca)).
11. **Customer Comments.** Customer comments and complaints must be forwarded to Indigo at 1 833 303 3415 or [feedback@gatewayvalet.ca](mailto:feedback@gatewayvalet.ca)