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المدينة الرقمية
DIGITAL CITY

Parking Guide

Managed by: أصول OSOOL

Contents

Why do we need to manage the parking?

· Reduce idling and improve air quality

· Improve traffic flow

· Ensure drivers park correctly and do not cause an obstruction

· Improve business activities by increasing the turnover of parking spaces

· Improved availability of spaces for visitors

SUMMARY

In response to ongoing challenges with traffic and parking in Digital city, a number of enhancements have been made to the on-street parking and car parking areas to improve the user and driver experience. This guide provides information on the new changes and how they operate.

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ON-STREET PARKING MAP

DIGITAL CITY المدينة الرقمية

MAP LEGEND

- 🚌 - Bus Stop
- ▬ - Paid Street Parking
- ▬ - Public Car Parks
- ▬ - Pound Location
- ▬ - Parking Office
- G# - Gates

G1, G2, G3, G4, G5, G6

MU-01 MU-02 MU-04 MU-03

Saeed Al Salami Road

Prince Turki Bin Abdulaziz Al Awal Road

Al Imam Saud Bin Abdul Aziz Branch Road

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PLEASE PARK CORRECTLY WITHIN A MARKED PARKING SPACE TO AVOID ANY CONSEQUENCES

PARKING CODE كود الوقوف
112001

هذه المساحات
THESE SPACES

PAID PARKING
SATURDAY - THURSDAY
24 HOURS
EXCEPT FRIDAYS AND HOLIDAYS

مواقف خاضعة للرسوم
من السبت إلى الخميس
٢٤ ساعة
باستثناء أيام الجمعة والعطلات

SCAN TO PAY امسح و ادفع

Pay through App
إدفع عبر التطبيق

Pay at Meter
إدفع عبر المتر

or visit: https://scan-to-pay.mawgif/services.com/DCT?ang=ar
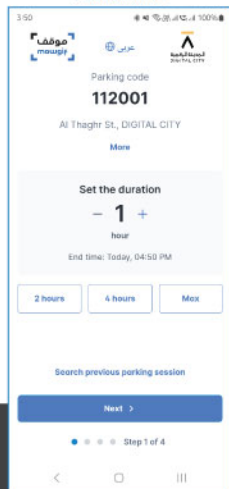أو زيارة

VISA MasterCard Pay

Pay with your
Mobile Phone Camera
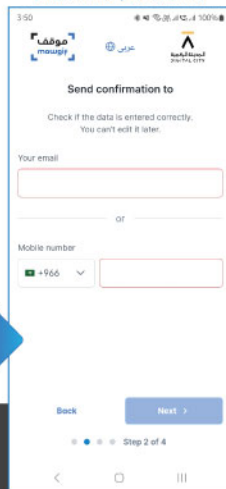**NO APP DOWNLOAD OR REGISTRATION REQUIRED**

- Scan the QR Code on the sign nearest to where you parked
- Set the period you wish to park for
- Enter your email or phone number
- Add your plate details
- Pay by your chosen payment method in the app (Apple Pay, MADA, Visa and Master Card)
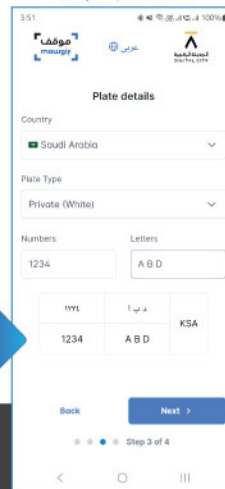
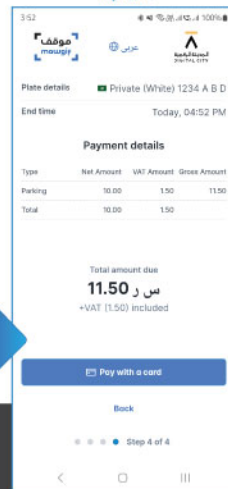"Your parking session is ticketless."

Select duration

Parking code
112001
Al Thaghr St., DIGITAL CITY
More

Set the duration
− 1 +
hour
End time: Today, 04:50 PM

[2 hours] [4 hours] [Max]

Search previous parking session

Next ›
● ● ● ● ● Step 1 of 4

Enter email or phone number

Send confirmation to
Check if the data is entered correctly.
You can't edit it later.

Your email
[   ]
or
Mobile number
+966 [   ]

Back   Next ›
● ● ● ● Step 2 of 4

Add your plate details

Plate details
Country
Saudi Arabia ⌄
Plate Type
Private (White) ⌄
Numbers   Letters
1234   A B D

| ١٢٣٤ | د ب أ | KSA |
| 1234 | A B D | |

Back   Next ›
● ● ● ● Step 3 of 4

Payment

Plate details Private (White) 1234 A B D
End time   Today, 04:52 PM

Payment details

Type	Net Amount	VAT Amount	Gross Amount
Parking	10.00	1.50	11.50
Total	10.00	1.50	

Total amount due
11.50 ر س
+VAT (1.50) included
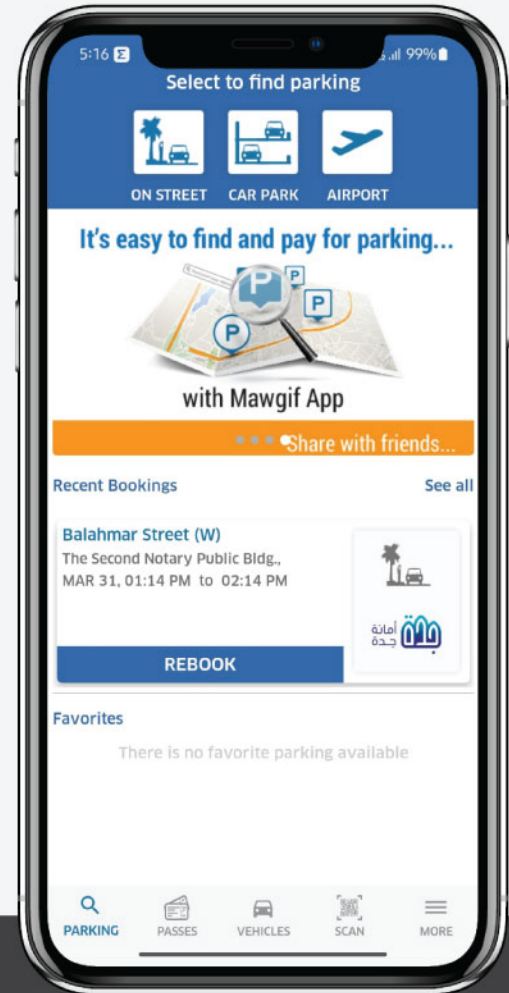
💳 Pay with a card

Back
● ● ● ● Step 4 of 4

The quickest way to pay for parking in Digital City is by using the

Mawgif App

To register you will be asked to enter your first name, surname, email address, mobile phone number and a password. When you have registered you will be taken through a user guide to assist you in navigating the app. You will be asked to register your car plate number.

Note: To maximize the efficiency of the App you will need to allow the App to access your location in the phone's settings.
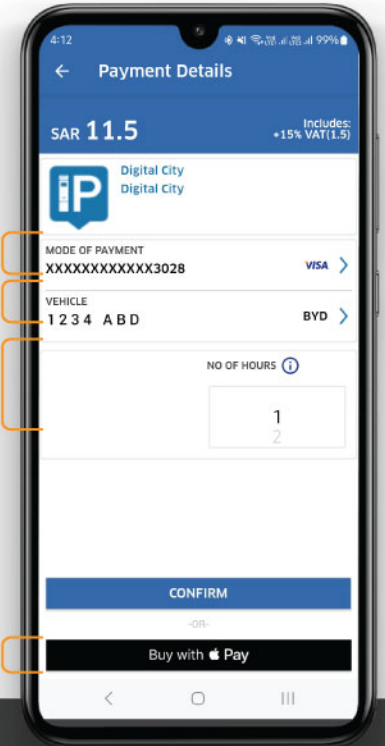
To park in Digital City you will need to:

- Select pin for your location from the on-screen map in the Mawgif App
- Select the period you wish to park for
- Pay by your chosen payment method in the app (Apple Pay, MADA, Visa, Master Card and eWallet)

"You parking session is ticketless. You can extend your parking period in the App."

Payment Details

SAR **11.5**   Includes: +15% VAT(1.5)

Digital City
Digital City

Select payment method → MODE OF PAYMENT
XXXXXXXXXXXX3028   VISA >

Select your car → VEHICLE
1234 ABD   BYD >

Select hours → NO OF HOURS ⓘ
1
2

CONFIRM

-OR-

For ios only → Buy with Pay

Pay with
Parking Machine (Card or Cash)

If you do not have mobile phone or the Mawgif app and it is more convenient for you to pay by cash or card, you can pay at the parking machine, which is located close to the space you parked in.

1. At the machine, first enter your vehicle plate details

2. Select the parking code if requested

3. Select the period you wish to park for

4. Make payment from your selected payment method.

5. Take the ticket from the parking machine and must be clearly displayed on the dashboard, face-up, to prevent a CN.

5

Touchscreen

Pin Pad

Coin Slot

Contactless
(Card Reader)

Receipt Printer

Bank note reader

Coin Return

mada
VISA
MasterCard
Pay

There are three methods of payment:

- Cash (coins)
- Credit / Debit card (Note: Not available at present)
- Apple Pay (Note: Not available at present yet)
- e-wallet (create an account, reload an account with bank note)

mada
VISA
MasterCard
Pay

AVAILABLE SOON

eWallet

How to pay parking with **e Wallet**

eWallet Services

- Create eWallet Account
- Reload eWallet
- Pay for Parking ── Parking-related charges
- Pay CNs ──

What is eWallet?

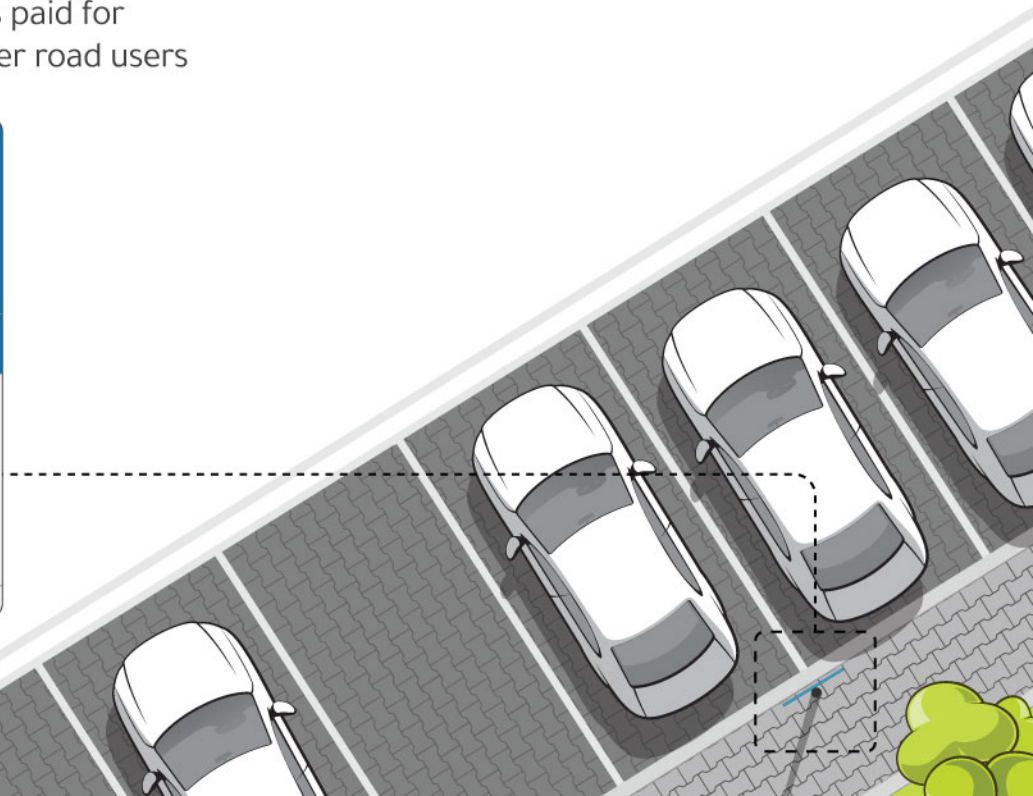A program that enables you to create an eWallet account and use it to pay parking-related charges

Pay for Parking

1. At the nearest parking machine, select Parking option
2. Enter plate details
3. Select eWallet as payment method
4. Enter your eWallet information
5. Select period you wish to park for, then confirm
6. Obtain the ticket from the machine and display clearly, face up, on your vehicle's dashboard.

Create eWallet Account

1. At the parking machine, select eWallet
2. Select Create
3. Enter required information (mobile number & PIN)
4. Select reload method and load money on your newly created eWallet account
5. Keep your eWallet receipt for future reference

What are the restrictions?

Parking is to be conducted with consideration for other road users. Drivers must comply with parking signs and park:

- Entirely within the marked space
- For only as much time as paid for
- Without obstructing other road users

Enforcement
Charge Notice

Parking Enforcement Officers will regularly patrol Digital City to ensure that drivers are complying with the parking rules. CN will be issued to vehicles that:
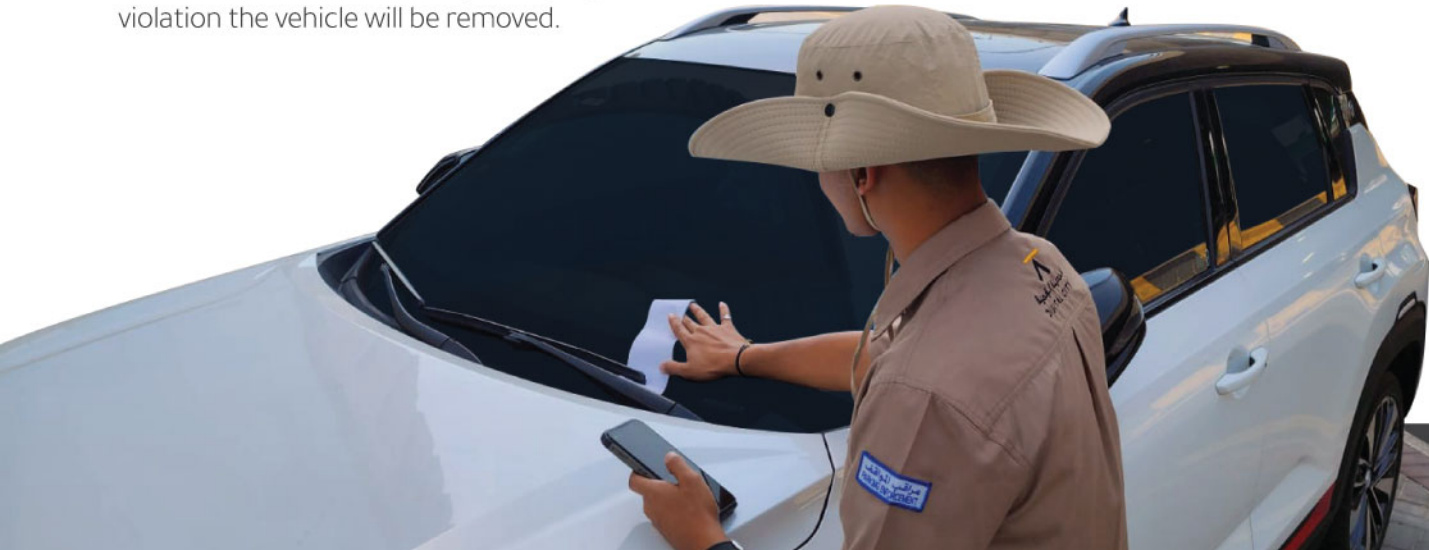
1. Parking without payment
2. Exceed the maximum time allowed to park
3. Do not park wholly within the parking space

A CN will be issued to a vehicle for the 1st violation, a 2nd violation will be enforced by clamping and for a 3rd violation the vehicle will be removed.

How to pay a Charge Notice

If you have received a charge Notice, you have 30 days to pay the fine. Payment can be made in the following ways:
- By the Mawgif App
- At the customer counter at the Parking Office
- By eWallet

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What happens if you do not pay a CN

If you do not pay a CN within 30 days:
· Your vehicle may be clamped or towed to the Pound
· Charges for towing, storing, and processing will accumulate and must be settled before your vehicle is released.
· Your information might be shared with relevant Government agencies and prevent you from proceeding with registration and other activities.

Impounded vehicles that are not claimed within 3 months will be disposed off.

Enforcement
Towing and Clamping

Vehicles may be clamped or towed if they:
· Cause an obstruction (i.e. double parked or obstructing a junction or pedestrian crossing)
· Are parked in an official reserved/prohibited parking space
· Parked in a bus stop or bus pick up/drop off area
· Parked wholly or partially out of the parking space

The owner of the vehicle is responsible for all towing, storing, and processing charges that accumulate.

*For towing/clamping/storage charges, see page 12
*See Page 2 - On-street Parking Map for the pound location

COMMON VIOLATIONS

Parked without clearly displaying a valid parking ticket

Parked with an expired parking ticket

Parked on a pedestrian area or crossing

Parked on any part of the sidewalk

Parked on a disabled parking space without displaying a valid permit

Parked across two parking spaces

Double parked

Parked on restricted spaces

Charge Notice Fees

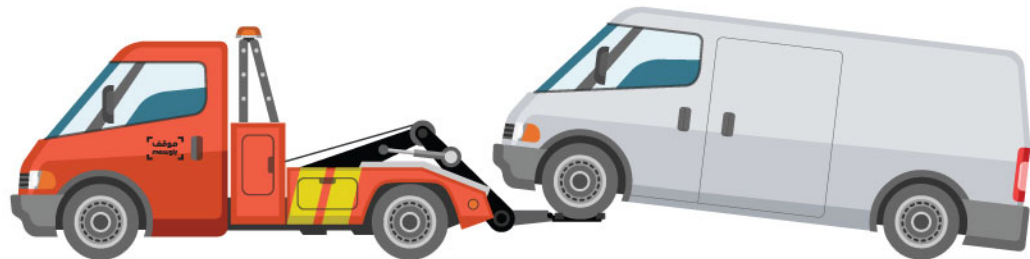| Violation Types	Amount	Escalation
1st Violation Group		
Parking without paying	200	2nd violation - clamping. 3rd violation - Removal to the pound
Expired Ticket	100	2nd violation - clamping. 3rd violation - Removal to the pound
Exceeding the maximum time allowed to park	100	2nd violation - clamping. 3rd violation - Removal to the pound
Not parked within the parking space	100	2nd violation - clamping. 3rd violation - Removal to the pound
2nd Violation Group		
Parked in an official reserved space	300	Towing/Clamping/Pound
Parked in a prohibited parking space	300	Towing/Clamping/Pound
3rd Violation Group		
Placing obstacles or reservations on the parking space	400	Cost of removing
4th Violation Group		
Parking in front of doorway, pedestrian crossing, building vehicle entry and exit lanes	900	Towing/Pound
Parked the Vehicle on pedestrian area, double parking or buildings' entries and exits	500	Towing/Pound

Towing and Vehicle Storage Charges

Vehicles that cannot be towed for any reason will be clamped and clamp fees will be applied

Towing/Removals	Light Vehicles/Motorbikes	Large Vehicles/Buses Trucks and Vans	Daily Storage - Light Vehicles/Motorbikes (Incurred from day 2)	Daily Storage - Large Vehicles/Buses, Trucks and Vans (Incurred from day 2)
	300	1000	100	300

Clamp Removal Fee

Light Vehicles/Motorbikes	Large Vehicles/Buses Trucks and Vans
300	1000

For further information on the new parking scheme
-   or -
How to park or pay in Digital City

Please visit:
mawgif.com

or call the Mawgif Customer Service:
920006636

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